



Office of the City Manager

CONSENT CALENDAR  
February 14, 2023

To: Honorable Mayor and Members of the City Council  
 From: Dee Williams-Ridley, City Manager  
 Submitted by: David Sprague, Interim Fire Chief  
 Subject: Contract: Public Consulting Group for Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to enter into a contract with Public Consulting Group (PCG) for professional services related to the Ground Emergency Medical Transport (GEMT), Quality Assurance Fee (QAF), Intergovernmental Transfer (IGT), and Public Provider Ground Emergency Medical Transport (PP-GEMT) programs using the General Services Agency's (GSA) contract No. 47QTCA20D004Y for an amount not to exceed \$200,000 in the base term from March 1, 2023 through January 22, 2025 and not to exceed \$300,000 in total with one two (2) year extension to January 22, 2027 if the GSA contract is extended.

FISCAL IMPACTS OF RECOMMENDATION

PCG's compensation for contracted services are based on PCG's GSA Authorized Federal Supply Schedule Price List. In most cases, PCG is compensated once the City receives reimbursement from the California Department of Health Care Services (DCHS). The total contract with the extension, shall not exceed \$300,000. Funds will be available through the General Fund.

CURRENT SITUATION AND ITS EFFECTS

DCHS, in collaboration with Sacramento Metro Fire District, transitioned out of the GEMT Quality Assurance Fee (QAF) and the GEMT Certified Public Expenditure (CPE) programs. The new program, Public Provider Ground Emergency Medical Transport Intergovernmental Transfer Program (PP-GEMT IGT) is effective January 1, 2023 and significantly changes how supplemental payments are calculated. While the new program was being designed, the GEMT Certified Public Expenditure (CPE) program was put on hold in FY 2019 and cost reports were not being accepted by the DCHS. In order for the City to participate in the new PP-GEMT IGT program, the City is required to close out all reporting obligations that were put on hold beginning in FY 2019.

Since the GEMT program is no longer on hold and to receive supplemental payments from previous years, the Fire Department must submit GEMT reports for fiscal years 2019, 2020, 2021, 2022, and 2023. As the PP-GEMT IGT program evolves, additional

work may be required from PCG to analyze City data or prepare documents related to these programs. If the PP-GEMT IGT program fails to launch, DHCS may revert back to the legacy program (GEMT-CPE) and PCG's services will be needed to assist with preparation of the required reports.

#### BACKGROUND

The Department provides city-wide first responder medical and transport services. When services are provided to a Medi-Cal recipient, allowable costs that are in excess of other Medi-Cal revenue received by the City qualify for supplemental payments through these programs.

#### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental effects, climate impacts, or sustainability opportunities associated with the subject of this report.

#### RATIONALE FOR RECOMMENDATION

PCG's expertise, methodology, and approach to the report preparation is expected to yield an increase in supplemental payments compared to previous years.

#### ALTERNATIVE ACTIONS CONSIDERED

Staff would be required to painstakingly prepare and submit the five (5) cost-basis reports and any future reports and risk lower reimbursements to the City and a higher potential for a DHCS audit and subsequent repayment.

#### CONTACT PERSON

David Sprague, Interim Fire Chief, (510) 981-3473

#### Attachments:

- 1: Resolution
- 2: GSA Contract No. 47QTCA20D004Y

RESOLUTION NO. ##,###-N.S.

CONTRACT: PUBLIC CONSULTING GROUP FOR PROFESSIONAL SERVICES

WHEREAS, the Department provides city-wide first responder medical and transport services. When services are provided to a Medi-Cal recipient, allowable costs that are in excess of other Medi-Cal revenue received by the City qualify for supplemental payments through these programs; and

WHEREAS, DCHS, in collaboration with Sacramento Metro Fire District, transitioned out of the GEMT Quality Assurance Fee (QAF) and the GEMT Certified Public Expenditure (CPE) programs, and

WHEREAS, the new program, Public Provider Ground Emergency Medical Transport Intergovernmental Transfer Program (PP-GEMT IGT) is effective January 1, 2023 and significantly changes how supplemental payments are calculated, and

WHEREAS, while the new program was being designed, the GEMT Certified Public Expenditure (CPE) program was put on hold in FY 2019 and cost reports were not being accepted by the DCHC, and

WHEREAS, in order for the City to participate in the new PP-GEMT IGT program, the City is required to close out all reporting obligations that were put on hold beginning in FY 2019, and

WHEREAS, the GEMT program is no longer on hold and to receive supplemental payments from previous years, the Fire Department must submit GEMT reports for fiscal years 2019, 2020, 2021, 2022, and 2023, and

WHEREAS, as the PP-GEMT IGT program evolves, additional work may be required from PCG to analyze City data or prepare documents related to these programs. If PP-GEMT IGT program fails to launch, DHCS may revert back to the legacy program (GEMT-CPE), PCG's services will be needed to assist with preparation of required reports.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager to enter into a contract with Public Consulting Group (PCG) for professional services related to the Ground Emergency Medical Transport (GEMT), Quality Assurance Fee (QAF), Intergovernmental Transfer (IGT), and Public Provider Ground Emergency Medical Transport (PP-GEMT) programs using the General Services Agency's (GSA) contract No. 47QTCA20D004Y for an amount not to exceed \$200,000 in the base term from March 1, 2023 through January 22, 2025 and not to exceed \$300,000 in total with one two (2) year extension to January 22, 2027 if the GSA contract is extended.



Public Focus. Proven Results.™

**General Services Administration  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

**Multiple Award Schedule (MAS)**

**Public Consulting Group LLC**

**148 State St. 10<sup>th</sup> Floor**

**Boston, MA 02109**

**Phone: (617) 426-2026 FAX: (617) 426-2036**

**[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com)**

**CONTRACT NUMBER: 47QTCA20D004Y**

**PERIOD COVERED BY CONTRACT: January 23, 2020 – January 22, 2025**

**PRICELIST CURRENT THOROUGH MODIFICATION #PS-0012 August 13, 2021**

*For more information on ordering from Federal Supply Schedule click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov). On-line access to contract ordering information, terms and conditions, and up-to-date pricing, as applicable, is available on GSA Advantage! at <https://www.gsaadvantage.gov>*



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**INFORMATION FOR ORDERING ACTIVITIES**

1a. AUTHORIZED SPECIAL ITEM NUMBERS (SINs):

<u>SIN</u>	<u>DESCRIPTION</u>
511210	Software Licenses
522310	Financial Advising, Loan Servicing and Asset Management Services
531210	Financial Asset Resolution Services
541211	Auditing Services
541219	Budget and Financial Management Services
54151S	Information Technology Professional Services
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
<b>OLM</b>	<b>Order-Level Materials (OLM)</b>

Note: Contractor has been awarded Special Item Numbers 511210 and 54151S under the Cooperative Purchasing Programs. All Special Item Numbers are awarded under the Disaster Recovery Program

1b. Lowest Priced Model Number and Price for each SIN: **See Price List**

1c. SERVICES OFFERED: **See Price List**

2. MAXIMUM ORDER PER SIN:

<u>SIN</u>	<u>MAXIMUM ORDER</u>
511210	\$500,000
522310	\$1,000,000
531210	\$1,000,000
541211	\$1,000,000
541219	\$1,000,000
54151S	\$500,000
541611	\$1,000,000
OLM	\$250,000

**This maximum order threshold is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: (1) Offer a new lower price, (2) Offer the lowest price available under the contract, or (3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order threshold.**

3. MINIMUM ORDER LIMITATION: **\$100**

4. GEOGRAPHIC COVERAGE (DELIVERY AREA): **The geographic scope of this contract is the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. territories.**

5. POINT OF PRODUCTION: **United States**

6. BASIC DISCOUNT: **Prices listed are net, discounts have been deducted and the industrial funding fee has been added**

7. QUANTITY DISCOUNT: **None Offered**



- 8. PROMPT PAYMENT TERMS: **None, Net 30**
- 9. FOREIGN ITEMS: **None**
- 10a. TIME OF DELIVERY: **511210: 30 days**  
**522310: As negotiated with the Ordering Activity**  
**531210: As negotiated with the Ordering Activity**  
**541211: As negotiated with the Ordering Activity**  
**541219: As negotiated with the Ordering Activity**  
**54151S: As negotiated with the Ordering Activity**  
**541611: As negotiated with the Ordering Activity**
- 10b. EXPEDITED DELIVERY: **Contact Contractor**
- 10c. OVERNIGHT AND 2-DAY DELIVERY: **Contact Contractor**
- 10d. URGENT REQUIREMENTS: **Contact Contractor**
- 11. F.O.B. POINT: **FOB Destination**
- 12a. ORDERING ADDRESS: **Public Consulting Group LLC**  
**148 State St. 10<sup>th</sup> Floor**  
**Boston, MA 02109**
- 12b. ORDERING PROCEDURES: *For supplies and service the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA may be found at the GSA/FSS Schedule homepage ([gss.gsa.gov/schedule](http://gss.gsa.gov/schedule)).*
- 13. PAYMENT ADDRESS: **Same as Ordering Address**
- 14. WARRANTY PROVISION: **Standard Commercial Warranty**
- 15. EXPORT PACKING CHARGES: **Not Applicable**
- 16. TERMS AND CONDITIONS OF RENTAL: **Not Applicable**
- 17. TERMS AND CONDITIONS OF INSTALLATION: **Not Applicable**
- 18a. TERMS AND CONDITIONS OF REPAIR PARTS: **Not Applicable**
- 18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: **Not Applicable**
- 19. LIST OF SERVICE AND DISTRIBUTION POINTS: **Not Applicable**
- 20. LIST OF PARTICIPATING DEALERS: **Not Applicable**
- 21. PREVENTIVE MAINTENANCE: **Not Applicable**
- 22a. SPECIAL ATTRIBUTES: **Not Applicable**



- 22b. SECTION 508 COMPLIANCE INFORMATION: **Not Applicable**
- 23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER :**182826909**
- 24. CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.





## PUBLIC CONSULTING GROUP LLC LABOR CATEGORY DESCRIPTION

### *SIN 54151S Information Technology Professional Services*

#### **IT Project Director**

**Functional Responsibility:** The IT Project Director leads IT Consulting engagements, providing overall leadership and coordinating resources.

Responsibilities:

- Provide overall leadership, coordination and oversight over the scope of work
- Exercise authority to commit resources needed to successfully perform work
- Communicate with client executives and other key stakeholders
- Function as the primary point of contact with the appropriate governance bodies and key stakeholders for activities related to contract administrations, overall program and/or project management and scheduling, communications with sponsors, dispute resolution, and engagement status reporting
- Responsible for planning and execution of engagement budgets
- Managed large teams, including training, assignments, performance evaluations, and managing issues, ensuring the overall program and project management discipline, driving its consistent use, overseeing development and monitoring of program and project management standards, tools, and processes. Experienced with direct demand management and reporting across a portfolio of projects, direct budget forecasting, developing and managing to portfolio, program, and project performance criteria.
- Has extensive experience in: project/program planning, assessment and management, project accounting, budgeting/forecasting systems and procedures, partnering strategies and contract law, performance appraisal techniques and development strategies, staffing strategies and options, skills inventory tools and capability planning, corrective action policies and procedures, development strategies, capability and capacity planning, effective interviewing techniques, information resources, corporate standards of excellence in customer service, problem escalation and resolution channels and risk management.

**Minimum/General Experience:** Minimum of 10 years' experience.

**Minimum Education:** Bachelor's Degree in computer science or related field.



### **IT Subject Matter Expert (SME)/Advisor**

**Functional Responsibility:** The IT Subject-Matter Expert (SME)/Advisor is responsible for providing technical support and/or leadership in the creation and delivery of technology solutions designed to meet customers' business needs and consequently, for understanding customers' businesses. As trusted advisor, create and maintain effective customer relationships to ensure customer satisfaction. Maintain knowledge of leading-edge technologies and industry/market domain knowledge. Shape technical direction and technical strategies for external customers.

#### **Responsibilities:**

- Applies advanced subject matter knowledge to complex business issues and is regarded by others as a subject matter expert
- Frequently contributes to the development of new ideas/methods
- Usually works on complex problems or projects where analysis of situations or data requires an in-depth evaluation of multiple factors
- Regularly exercises significant independent judgment within broadly defined policies and practices to determine best method for accomplishing work and achieving objectives
- Leads and/or provides expertise to functional project teams and may participate in cross functional initiatives
- Provides mentoring and guidance to employees at lower job levels
- Responsible for verifying and implementing the technical design solution to the problem as identified by the Project/Technical Manager
- Often responsible for providing a detailed technical design for enterprise IT Management solution
- Regularly leads in the technical assessment and delivery of specific technical solutions to the customer
- Coordinates implementation of new installations, designs, and migrations for SW solutions
- Provides advanced technical assistance and advice to others on proposal efforts, solution design, system management, tuning and modification of SW solutions
- Collects and determines data from appropriate sources to assist in determining customer needs and requirements
- Responds to requests for technical information from customers
- Develops customer technology solutions based upon SW products
- Engages in technical problem solving across multiple technologies; often needs to develop new methods to apply to the situation

**Minimum/General Experience:** Minimum of 10 years' experience.

**Minimum Education:** Bachelor's Degree in computer science or related field.



### **IT Project Manager II**

**Functional Responsibility:** The IT Project Manager II leads IT Consulting projects to ensure that scope, time, budget and quality expectations are met through planning, controlling and managing customer projects. The IT Project Manager II manages corporate, customer and third-party vendor efforts to plan, sell and implement solutions to resolve customer problems. Responsible for business as well as team management.

#### **Responsibilities:**

- Has accountability for a large IT projects with significant impact on business unit results and organizational strategy
- Applies expert subject matter knowledge to manage staff activities in solving most complex business/technical issues within established policies
- Acts as a key advisor to senior management on the development of overall policies and long-term goals of the project
- Plans, directs and monitors high-end operational/tactical activities of staff
- Recruits and supports development of direct staff members
- Has extensive experience in: project/program planning, assessment and management, project accounting, budgeting/forecasting systems and procedures, partnering strategies and contract law, performance appraisal techniques and development strategies, staffing strategies and options, skills inventory tools and capability planning, corrective action policies and procedures, development strategies, capability and capacity planning, effective interviewing techniques, information resources, corporate standards of excellence in customer service, problem escalation and resolution channels and risk management.

**Minimum/General Experience:** Minimum of 8 years' experience.

**Minimum Education:** Bachelor's Degree in computer science or related field.

### **IT Project Manager I**

**Functional Responsibility:** The IT Project Manager I lead IT Consulting projects to ensure that it meets all scope, time, budget and quality expectations, through planning, controlling and managing customer projects.

#### **Responsibilities:**

- Manage customer project delivery
- Manage project financials including P&L
- Manage project team; plan, direct and monitor operational/tactical activities of staff
- Apply subject matter knowledge to manage staff activities in solving common and complex business/technical issues within established policies
- Provide guidance on process and technical improvements and recommends changes in alignment with business tactics and strategy
- Assess business impact of specific technologies and/or strategies
- Identify and address technical or operational risks/issues
- Provide review/input on project activities for IT-related projects
- Collaborate with the project team to develop detailed project plans and work breakdown structures for IT projects
- Recruit and support development of direct staff members
- Experience in project/program planning, assessment and management, project accounting, skills inventory tools, and the application of IT Project Management best practices and industry standards
- Knowledgeable of IT trends in the marketplace.

**Minimum/General Experience:** Minimum of 5 years' experience.

**Minimum Education:** Bachelor's Degree in computer science or related field.



### **System Analyst I**

**Functional Responsibility:** The Systems Analyst is responsible for conducting research on various hardware and software to decide if they will improve the overall IT function. The Systems Analyst will install, deploy, and test new systems.

#### **Responsibilities:**

- Consult with colleagues about their IT needs.
- Research hardware and software technologies to decide if they offer improvements.
- Help the management team decide if IT systems and infrastructure upgrades make business sense.
- Develop new functionality for existing computer systems.
- Select and install new software and hardware systems.
- Oversee new system installation and setup and customize them for business needs.
- Run tests on systems.
- Train end users and write instruction manuals as necessary.
- Knowledge of and experience with distributed networking concepts.
- Experience using computer aided software engineering tools and applications.
- Deep knowledge of hardware and software applications.
- Proven track record developing and supporting effective business systems.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Strong understanding of and ability to use mathematics.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Work well with our network administrator, security analyst, hardware analyst, business analyst, support specialist and other team members.
- Assist with inventory control.
- Provide technical support as needed.

**Minimum/General Experience:** Minimum of 4 years' experience.

**Minimum Education:** Bachelor's Degree in computer science or related field.



### **Technical Business Analyst I**

**Functional Responsibility:** The Technical Business Analyst serves as the liaison between the program area staff and the technical team. This position will be responsible for understanding the needs of the program office and working with the technical team to incorporate these needs into the design of the application. Key Responsibilities include soliciting business requirements, directing a technical writer in developing test scenarios and training materials.

#### **Responsibilities**

- Understand the business functions and requirements of the program office and work in tandem with the program office staff to prioritize changes
- Facilitate sessions to elicit requirement details
- Analyze requirements to determine appropriate features for the application
- Create business requirements documentation
- Translate business requirements into technical specifications and develop test scenarios
- Create documentation
- Develop test cases, coordinate testing
- Develop training materials.
- Experience planning test cases and analyzing test outcomes
- Experience developing test documentation, including test scenarios and test scripts
- Analysis of changes requests, services requests, and problem reports
- Identification of possible solutions and making recommendations based on a variety of factors.
- Creating or updating use cases and artifacts
- Capturing and documenting requirements
- Functional elaboration using requirements attributes and traceability to manage scope and change through the product lifecycle
- Develop and update of test case scenarios
- Development of training materials
- A proven work history of excellent verbal and written communications with clients and technical staff in English.

**Minimum/General Experience:** Minimum of 4 years' experience.

**Minimum Education:** Bachelor's Degree in computer science or related field.



**Quality Assurance Software Tester**

**Functional Responsibility:** The Quality Assurance Software Tester is responsible for test planning, test script design, defect tracking, test summary, and test metrics reporting within a software project team.

**Responsibilities**

- Lead the QA testing for new software project development as well as ongoing production defect fixes
- Communicate the ongoing progress of the projects testing effort
- Actively participate in walk-through, inspection, review and user group meetings for quality assurance
- Assist QA analysts with complex problems regarding testing approaches, application knowledge, and technical knowledge
- Plan, document, evaluate and track testing results to ensure system applications are free from defects
- Develop and provide testing metrics and reports to effectively communicate quality measures and metrics to the project team and management
- Estimate quality assurance efforts on approved projects with IT Manager
- Manage toward results, by process, with facts and with continuous process improvement in mind
- Provide leadership and mentoring to team members
- Excellent understanding of Automation/Manual Testing and Strategies
- Thorough knowledge of the entire SDLC, testing methodologies and their direct implementation to projects.
- Ability to plan, manage, and organize multiple concurrent projects
- Experience in both Agile/Scrum and Waterfall Methodologies
- Experience testing browser-based/web applications
- Extremely detail-oriented and organized
- Extensive experience with User testing (UAT)

**Minimum/General Experience:** Minimum of 3 years' experience.

**Minimum Education:** Bachelor's Degree in computer science or related field.



**Developer I**

**Functional Responsibility:** The Software Developer 1 is junior developer position responsible for the development of information technology projects. The Developer will primarily revolve around building software by writing code, as well as modifying software to fix errors, adapt it to new hardware, improve its performance, or upgrade interfaces.

**Responsibilities:**

- Modifying software to fix errors, adapt it to new hardware, improve its performance, or upgrade interfaces.
- Directing system testing and validation procedures.
- Directing software programming and documentation development.
- Consulting with departments or customers on project status and proposals.
- Working with customers or departments on technical issues including software system design and maintenance.
- Analyzing information to recommend and plan the installation of new systems or modifications of an existing system.
- Consulting with engineering staff to evaluate software-hardware interfaces and develop specifications and performance requirements.
- Designing and developing software systems using scientific analysis and mathematical models to predict and measure outcomes and design consequences.
- Preparing reports on programming project specifications, activities, or status.
- Conferring with project managers to obtain information on limitations or capabilities.
- Knowledge of the software development life-cycle.
- The desire to work in fast-paced environment.
- Ability to develop unit testing of code components or complete applications.
- Creativity is always a plus.
- Must be a full-stack developer and understand concepts of software engineering.
- Experience working on a variety of software development projects.
- Deep programming language knowledge.

**Minimum/General Experience:** Minimum of 2 years' experience.

**Minimum Education:** Associates Degree in computer science or related field.



*SINS 522310 (Financial Advising, Loan Servicing and Asset Management Services), 531210 (Financial Asset Resolution Services), 541211(Auditing Services), 541219 (Budget and Financial Management Services), and 541611 (Management & Financial Consulting, Acquisition & Grants Management Support, & Business Program & Project Management Services)*

#### **Consulting Management Executive - Senior**

**Functional Responsibility:** Provides executive leadership to the overall engagement effort and serves as a principal contact to the agency lead. Establishes executive direction to a team of experts and advisors who make recommendations, guide, determine best practices and deliver specialized subject matter knowledge to support effective and efficient management of agency programs and business functions. Provides corporate-level quality assurance for the engagement and oversees compliance with the firm's professional service standards. This position monitors the progress of the engagement to assure overall excellence in completion of deliverables and tasks. In collaboration with the agency lead, makes decisions about the direction of the engagement and provides a central point of authority and accountability for the firm.

**Minimum/General Experience:** Minimum of 15 years' experience

**Minimum Education:** Bachelor's Degree in a related field.

#### **Consulting Management Executive**

**Functional Responsibility:** Provides executive leadership to the overall engagement effort and serves as a principal contact to the agency lead. Establishes executive direction to a team of experts and advisors who make recommendations, guide, determine best practices and deliver specialized subject matter knowledge to support effective and efficient management of agency programs and business functions. Provides corporate-level quality assurance for the engagement and oversees compliance with the firm's professional service standards. This position monitors the progress of the engagement to assure overall excellence in completion of deliverables and tasks. In collaboration with the agency lead, makes decisions about the direction of the engagement and provides a central point of authority and accountability for the firm.

**Minimum/General Experience:** Minimum of 10 years' experience

**Minimum Education:** Bachelor's Degree in a related field.

#### **Senior Consultant**

**Functional Responsibility:** Supervises the engagement team, provides day-to-day engagement oversight, review and approval of deliverables and tasks, compliance with engagement standards and quality control of engagement reporting. Leads ongoing efforts of team of experts and advisors who make recommendations, guide, determine best practices and deliver specialized subject matter knowledge to support effective and efficient management of agency programs and business functions. The Consulting Senior Manager works closely with the Consulting Management Executive in the development of the overall engagement approach.

**Minimum/General Experience:** Minimum of 7 years' experience

**Minimum Education:** Bachelor's Degree in a related field.

#### **Consultant**

**Functional Responsibility:** The Consultant is responsible for the completion of a wide variety of engagement and deliverables. The Consultant provides subject matter expertise and advice, prepares recommendations, and determines best practices to support effective and efficient management of agency programs and business functions. Prepares technical reports by analyzing and summarizing information and trends. Possesses comprehensive knowledge of subject matter. Provides leadership, coaching, and/or mentoring to a subordinate group.

**Minimum/General Experience:** Minimum of 5 years' experience

**Minimum Education:** Bachelor's Degree in a related field.





### **Consulting Business Analyst**

**Functional Responsibility:** The Consulting Business Analyst plays a key role in completion of engagement deliverables by assessing best practices, collecting information, and analyzing quantitative and qualitative data to promote effective and efficient management of agency programs and business functions. Supports preparation of recommendations and prepares technical reports by analyzing and summarizing information and trends.

**Minimum/General Experience:** Minimum of 3 years' experience

**Minimum Education:** Bachelor's Degree in a related field.

### **Consulting Senior Subject Matter Expert**

**Functional Responsibility:** Provides specialized subject matter expertise relevant to the business requirements of the engagement. Expertise is highly technical in nature and may include expansive knowledge of industry regulations, best practices and emerging trends.

**Minimum/General Experience:** Minimum of 5 years' experience

**Minimum Education:** Bachelor's Degree in Public Policy, Public Administration, Business Administration, or related degree preferred

### **Program Operations Director**

**Functional Responsibility:** Oversees recurring program functions or processes necessary to support the engagement. Develops program strategies meant to assist engagement goals and objectives. Evaluates and recommends changes to program policies or procedures. Has extensive experience with program concepts and principles. Leads and directs the work of other program operations employees and has responsibility for personnel actions including hiring, performance management, and termination. Supervision is often provided through a team of subordinate managers.

**Minimum/General Experience:** 5+ years' experience managing complex operations projects in relevant area of discipline

**Minimum Education:** Bachelor's degree or higher in a related business discipline or the equivalent required

### **Program Operations Supervisor**

**Functional Responsibility:** Supervises program operational components of an engagement. Implements and administers program functions or processes, ensuring that they are completed accurately, on time, and in compliance with established policies and regulations. Tracks program processes and reports during engagement detailing quality. Assigns staff to tasks based on availability or expertise. Monitors program operations team to ensure engagement effectiveness. Knowledge of the field's policies, procedures, and practices.

**Minimum/General Experience:** 3 years of relevant work experience in the fields of business, healthcare, public policy, vocational rehabilitation, disability services, employment services, workforce development, human services, or public policy.

**Minimum Education:** Bachelor's degree in business administration, and accounting. Appropriate certifications accepted in lieu of degree for the disciplines of social work, public policy, project management, education, and healthcare where relevant (i.e. Registered Nurse, Certified Coder, Certified Project Management Professional, Masters in Social Work, etc.)

### **Program Senior Operations Manager**

**Functional Responsibility:** Administers recurring program functions or processes necessary to support the engagement. Develops and implements strategies meant to assist the engagement objectives. Evaluates and recommends changes to program policies or procedures. Comprehensive knowledge of the field's concepts and principles. Performs complex tasks typically following established processes. Leads and directs the work of other employees and has full authority for personnel decisions.

**Minimum/General Experience:** Minimum of 5 years' experience

**Minimum Education:** Bachelor's Degree in business, Business Administration, Accounting, Social Work, Public Policy, or other closely related fields



### **Program Operations Manager**

**Functional Responsibility:** Manages daily financial operations during the engagement. Administers recurring or daily financial functions or processes necessary for audit execution. Develops and implements financial strategies meant to assist meeting engagement goals. Approves and allocates resources based on financial engagement priorities. Performs complex engagement tasks typically following established financial processes. Leads and directs the work of other employees and has full authority for personnel decisions.

**Minimum/General Experience:** Minimum of 3 years' experience

**Minimum Education:** Bachelor's Degree in business, Business Administration, Accounting, Social Work, Public Policy, or other closely related fields preferred

### **Program Operations Analyst**

**Functional Responsibility:** Monitors and analyzes program operations that impact performance. Identifies, analyzes and solves technical program problems. Responds to customer problems and complaints. Assesses program needs and makes recommendations for change. Designs program tools to detect and report on performance. Troubleshoots and provides support to users. Performs work under direct supervision. Handles basic issues and problems and refers more complex issues to higher-level staff. Possesses entry to journey knowledge of subject matter.

**Minimum/General Experience:** Minimum of 1 years' experience

**Minimum Education:** Bachelor's Degree in business, business administration, accounting, social work, public policy, or other closely related fields.

### **Training Operations Director**

**Functional Responsibility:** Oversees recurring training functions or processes necessary to support the engagement. Develops training strategies meant to assist engagement goals and objectives. Evaluates and recommends changes to training policies or procedures. Has extensive experience with training concepts and principles. Leads and directs the work of other training operations employees and has responsibility for personnel actions including hiring, performance management, and termination. Supervision is often provided through a team of subordinate managers.

**Minimum/General Experience:** 5+ years' experience managing complex operations projects in relevant area of discipline

**Minimum Education:** Bachelor's degree or higher in a related business discipline or the equivalent required

### **Training Operations Supervisor**

**Functional Responsibility:** Supervises training operational components of an engagement. Implements and administers training functions or processes, ensuring that they are completed accurately, on time, and in compliance with established policies and regulations. Tracks training processes and reports during engagement detailing quality. Assigns staff to tasks based on availability or expertise. Monitors training operations team to ensure engagement effectiveness. Knowledge of the field's policies, procedures, and practices.

**Minimum/General Experience:** 3 years of relevant work experience in the fields of business, healthcare, public policy, vocational rehabilitation, disability services, employment services, workforce development, human services, or public policy.

**Minimum Education:** Bachelor's degree in business administration, and accounting. Appropriate certifications accepted in lieu of degree for the disciplines of social work, public policy, project management, education, and healthcare where relevant (i.e. Registered Nurse, Certified Coder, Certified Project Management Professional, Masters in Social Work, etc.)

### **Training Senior Operations Manager**

**Functional Responsibility:** Administers recurring training functions or processes necessary to support the engagement. Develops and implements strategies meant to assist the engagement objectives. Evaluates and recommends changes to training policies or procedures. Comprehensive knowledge of the field's concepts and principles. Performs complex tasks typically following established processes. Leads and directs the work of other employees and has full authority for personnel decisions.

**Minimum/General Experience:** Minimum of 5 years' experience

**Minimum Education:** Bachelor's Degree in business, Business Administration, Accounting, Social Work, Public Policy, or other closely related fields



### **Training Operations Manager**

**Functional Responsibility:** Manages daily financial operations during the engagement. Administers recurring or daily financial functions or processes necessary for audit execution. Develops and implements financial strategies meant to assist meeting engagement goals. Approves and allocates resources based on financial engagement priorities. Performs complex engagement tasks typically following established financial processes. Leads and directs the work of other employees and has full authority for personnel decisions.

**Minimum/General Experience:** Minimum of 3 years' experience

**Minimum Education:** Bachelor's Degree in business, Business Administration, Accounting, Social Work, Public Policy, or other closely related fields preferred

### **Training and Curriculum Specialist**

**Functional Responsibility:** Develops and delivers training programs. Identifies skill or knowledge gaps and develops training content in response to identified training needs. Selects training tools or training delivery mechanisms, based on the material being taught and the audience being targeted. Creates and maintains course content, manuals, or other training materials. Coordinates guest trainers or subject matter experts (SMEs). Assesses the impact of training programs by measuring employee understanding of the subject matter.

**Minimum/General Experience:** 3 years' experience in a relative subject matter area

**Minimum Education:** Bachelor's degree or higher or 5 years or more of relevant subject matter experience

### **Training Operations Analyst**

**Functional Responsibility:** Monitors and analyzes training operations that impact performance. Identifies, analyzes and solves technical training problems. Responds to customer problems and complaints. Assesses training needs and makes recommendations for change. Designs training tools to detect and report on performance. Troubleshoots and provides support to users. Performs work under direct supervision. Handles basic issues and problems and refers more complex issues to higher-level staff. Possesses entry to journey knowledge of subject matter.

**Minimum/General Experience:** Minimum of 1 years' experience

**Minimum Education:** Bachelor's Degree in business, business administration, accounting, social work, public policy, or other closely related fields.

### **Program Quality Assurance/Testing Specialist**

**Functional Responsibility:** Establishes quality assurance/testing standards for engagement processes and serves as QA and testing resource to the project. Works closely with cross-functional teams to identify and mitigate quality risks. Reviews processes and inputs to assure that established quality standards are met. Conducts root cause analysis for defects, non-conformities, or other quality failures. May be responsible for ensuring compliance with formal external quality standards. Performs work under general supervision. Handles moderately complex issues and problems and refers more complex issues to higher-level staff. Possesses solid working knowledge of subject matter. May provide leadership, coaching, and/or mentoring to a subordinate group.

**Minimum/General Experience:** Minimum of 4 years' experience

**Minimum Education:** Bachelor's Degree in a related field

### **Program Clinical/Claims Analyst**

**Functional Responsibility:** Reviews claims for irregularities, accuracy and completeness. Requests additional information, where necessary, for completion of claim processing. Reviews claims for eligibility. Maintains updated records and prepares required reports. Assists in claims cost control. Contacts individuals about claims and may provide counsel regarding the amount of benefits. Performs work under general supervision. Handles moderately complex issues and problems and refers more complex issues to higher-level staff. Possesses solid working knowledge of subject matter. May provide leadership, coaching, and/or mentoring to a subordinate group. Typically requires a bachelor's degree and 2 to 4 years of experience. Reports to: Typically reports to a department head or manager. Competencies: Problem-solving skills. Oral and written communication skills. Organizational skills.

**Minimum/General Experience:** 2 or more years of experience

**Minimum Education:** Bachelor's degree or Registered Nurse License or Registered Coder or Licensed Social Worker or High School diploma with 4 years or more relevant job experience



**Program Compliance Investigator**

**Functional Responsibility:** Promotes the use of compliance services or interventions that are necessary and appropriate, effective, and allowable. Investigates and substantiates claims/allegations of non-compliance. Establishes and tracks performance against measures of productivity, efficiency, and effectiveness. Oversees the work of staff that evaluates needs and determines necessity of plans or accuracy of charges. Collaborates to develop plans that balance quality with cost, ensuring appropriate use of resources. Prepares reports summarizing trends and identifies opportunities for cost reduction. Comprehensive knowledge of the field's concepts and principles. Performs complex tasks typically following established processes. Leads and directs the work of other employees and has full authority for personnel decisions.

**Minimum/General Experience:** At least 6 years of relevant experience in healthcare field or related work experience

**Minimum Education:** Bachelor's degree or higher and/or relevant certificate (i.e. Registered Nurse, Master of Social Work, Certified Coder, etc.)

**Substitutions:**

Public Consulting Group LLC reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein.

1. One year of experience is the equivalent of one year of education.
2. One year of education is the equivalent of one year of experience.
3. Certification related to the technology is equivalent to two years of experience or education requirement.



**PUBLIC CONSULTING GROUP LLC  
GSA SCHEDULE CONTRACT PRICE LIST**

SIN(s)	LABOR CATEGORY	GSA PRICE JANUARY 23, 2020 – JANUARY 22, 2021	GSA PRICE JANUARY 23, 2021 – JANUARY 22, 2022	GSA PRICE JANUARY 23, 2022 – JANUARY 22, 2023	GSA PRICE JANUARY 23, 2023– JANUARY 22, 2024	GSA PRICE JANUARY 23, 2024– JANUARY 22, 2025
54151S	IT Project Director	\$251.78	\$257.57	\$263.50	\$269.56	\$275.76
54151S	IT Subject Matter Expert (SME)/Advisor	\$246.98	\$252.66	\$258.47	\$264.41	\$270.50
54151S	IT Project Manager II	\$236.87	\$242.32	\$247.89	\$253.59	\$259.43
54151S	IT Project Manager I	\$216.61	\$221.59	\$226.69	\$231.90	\$237.24
54151S	System Analyst I	\$162.31	\$166.04	\$169.86	\$173.77	\$177.76
54151S	Technical Business Analyst I	\$156.21	\$159.80	\$163.48	\$167.24	\$171.09
54151S	Quality Assurance Software Tester	\$146.16	\$149.52	\$152.96	\$156.48	\$160.08
54151S	Developer I	\$90.93	\$93.02	\$95.16	\$97.35	\$99.59
522310, 531210, 541211, 541219, and 541611,	Consulting Management Executive - Senior		\$296.73	\$303.55	\$310.53	\$317.67
522310, 531210, 541211, 541219, and 541611,	Consulting Management Executive		\$277.58	\$283.97	\$290.50	\$297.18
522310, 531210, 541211, 541219, and 541611,	Senior Consultant		\$258.44	\$264.38	\$270.46	\$276.68
522310, 531210, 541211, 541219, and 541611,	Consultant		\$215.37	\$220.32	\$225.39	\$230.57
522310, 531210, 541211, 541219, and 541611,	Consulting Business Analyst		\$167.51	\$171.36	\$175.30	\$179.33
522310, 531210, 541211, 541219, and 541611,	Consulting Senior Subject Matter Expert		\$215.37	\$220.32	\$225.39	\$230.57
522310, 531210, 541211, 541219, and 541611,	Program Operations Director		\$245.99	\$251.65	\$257.44	\$263.36
522310, 531210, 541211, 541219, and 541611,	Program Operations Supervisor		\$146.45	\$149.82	\$153.26	\$156.79
522310, 531210, 541211, 541219, and 541611,	Program Senior Operations Manager		\$201.01	\$205.63	\$210.36	\$215.20
522310, 531210, 541211, 541219, and 541611,	Program Operations Manager		\$167.51	\$171.36	\$175.30	\$179.33
522310, 531210, 541211, 541219, and 541611,	Program Operations Analyst	\$100.76	\$103.07	\$105.44	\$107.87	\$110.35



SIN(s)	LABOR CATEGORY	GSA PRICE JANUARY 23, 2020 – JANUARY 22, 2021	GSA PRICE JANUARY 23, 2021 – JANUARY 22, 2022	GSA PRICE JANUARY 23, 2022 – JANUARY 22, 2023	GSA PRICE JANUARY 23, 2023– JANUARY 22, 2024	GSA PRICE JANUARY 23, 2024– JANUARY 22, 2025
522310, 531210, 541211, 541219, and 541611,	Program Quality Assurance/Testing Specialist	\$95.72	\$97.92	\$100.17	\$102.48	\$104.83
522310, 531210, 541211, 541219, and 541611,	Program Clinical/Claims Analyst	\$128.97	\$131.93	\$134.97	\$138.07	\$141.25
522310, 531210, 541211, 541219, and 541611,	Program Compliance Investigator	\$109.82	\$112.35	\$114.93	\$117.57	\$120.28
541219 and 541611	Training Operations Director		\$245.99	\$251.65	\$257.44	\$263.36
541219 and 541611	Traning Operations Supervisor		\$146.45	\$149.82	\$153.26	\$156.79
541219 and 541611	Training Senior Operations Manager		\$201.01	\$205.63	\$210.36	\$215.20
541219 and 541611	Training Operations Manager		\$167.51	\$171.36	\$175.30	\$179.33
541219 and 541611	Training and Curriculum Specialist	\$95.72	\$97.92	\$100.17	\$102.48	\$104.83
541219 and 541611	Traning Operations Analyst	\$105.79	\$108.23	\$110.72	\$113.26	\$115.87

SIN	MFR PART NO	PRODUCT DESCRIPTION	GSA PRICE	COO
511210	EdPlan-EasyIEP-ON	EdPlan - Special Education Management System - EasyIEP - Annual License – Per Special Education Student – On Premise	\$12.92	US