



Working Knowledge CSP
Concept | Strategy | Practice



Professional Services Schedule (PSS)

*Authorized Price List for Federal Supply Schedule #GS-10F-0474Y PO-0012
14 September 2012 - 13 September 2022*



Business Size: Small, Veteran Owned, Service Disabled

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On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The Internet address for GSA Advantage!™ is: <http://www.fss.gsa.gov>.

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Search Key Words: knowledge management, lessons learned, collaboration, communities of practice, knowledge, knowledge repository, knowledge management training, coaching, continuity of operations, COO, change, change management, organizational development, organizational change, facilitation, strategic planning, acquisition management, acquisition support, contracting support, contracting policy.

PSS Services

About Us – Knowledge Management Solutions

Working Knowledge^{CSP} is a knowledge management consulting company. We operate internationally, within the public and private sectors, to help organizations "Create Value from their Knowledge." Through our client co-delivery model, we provide practical, experience based knowledge management solutions and training from the simple to the complex.

As an independent knowledge management company, Working Knowledge^{CSP} provides trusted, context based advisory [solutions and services](#), coaching, [training](#) and guidance to both industry and government sector clients in all dimensions and implementations of Knowledge Management. In particular, Working Knowledge^{CSP} is recognized as a leading thought leader and solution provider in addressing the risk, challenges, and solutions associated with workforce turnover and knowledge loss.

Solutions:

KM Capability/Maturity Analysis and Assessment
KM Strategy and KM Implementation
KM Process Integration
KM/IT Architecture Integration
Lessons Learned Methodologies and Tools
KM Organization Design and Governance

Community of Practice Development /Sustainment
KM Concepts and Skills Training
KM Strategy Development Workshops
KM Enabling Technology and Tools
Records Management and Document Retention
CKO "On Demand" Support

About Us – Acquisition Management Solutions

Working Knowledge^{CSP} uniquely focuses at the crossroads of federal acquisition management and knowledge management. An underlying theme in the business planning and execution of core acquisition disciplines is the need for and the ability of the Federal acquisition leadership and its workforce to leverage its critical and relevant knowledge about "the business of acquisition" more effectively. The mission—drive better acquisition outcomes.

We focus on helping your multi-dimensional acquisition organization build a shared understanding of its strengths and challenges and agree on priorities for a plan to improve the acquisition management performance of your organization by helping you to find and access the right knowledge at the right time whether its content or the experience and expertise of people.

We work with you to align your organization to operate strategically within the constantly changing, complex acquisition environment which is federal acquisition, to improve your acquisition policy development and implementation, and to mitigate the risk of workforce turnover and knowledge loss that can cripple your organization's effectiveness and its ability to acquire the products, systems, and services your organization mission requires.

Solutions:

Acquisition Organizational Assessment
Organizational Strategy and Planning
Improving Acquisition Policy and Processes
Knowledge Enabled Policy Development and Implementation
Managing Risk of Workforce Turnover and Knowledge Loss

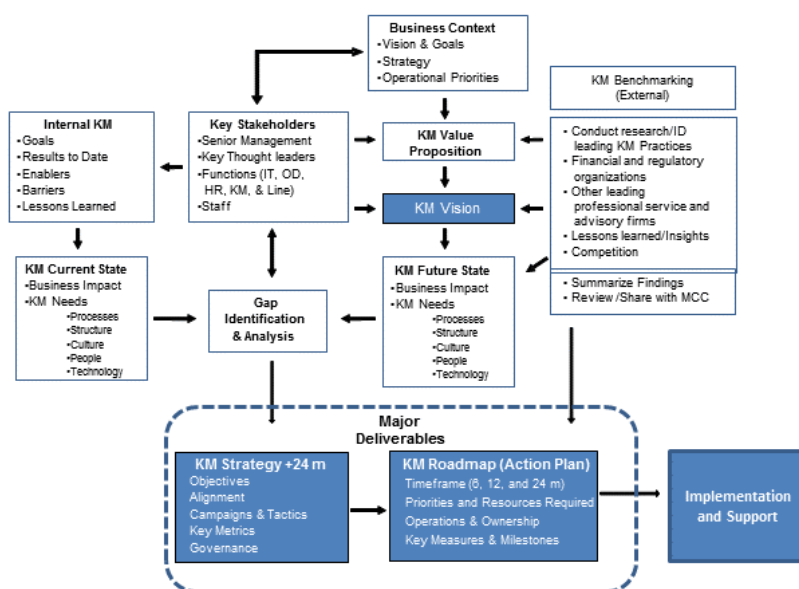
Acquisition Management Technology Solutions
Acquisition Process Analysis and Mapping
Agency Level Acquisition Strategy Review and Advisory Support
Regulatory Advisory and Consulting

874-1 Integrated Consulting Services

Knowledge Management Consulting Solutions

Through consultant advisory services, learning and training programs, and targeted and developed publications crafted to your context, Working Knowledge^{CSP} works with you to understand where your critical and relevant knowledge resides to help you to effectively leverage “what you know about what you do” to (1) deliver increasing customer value, (2) mitigate knowledge loss due to workforce turnover, (3) increase the retention and effectiveness of your valued workforce, and (4) more effectively and efficiently deliver mission success.

KM Assessment, Strategy Development, and Implementation



Our multi-phase approach involves assessment of your business and operational environment and knowledge management environments, creating an as-is baseline, working with leadership and workforce (users) to determine the to-be environment, assessing the gaps between the two baselines, and developing a KM strategy to close those gaps (what) and a context-relevant implementation framework to deliver the KM strategy (how).

Blueprint for Creating a Sustainable Knowledge Management Framework: We work with you to (1) understand your readiness for implementing a sustainable knowledge management program, (2) develop a life cycle knowledge concept, tied to your strategic plan and leadership intent, for leveraging knowledge across your organization in support of your mission and vision, (3) analyze, map, and publish your critical processes, (4) develop an integrated, sustainable, and context-based knowledge management strategy that aligns with your culture, processes and technology, and (4) develop relevant KM implementing practices and techniques to deliver the strategy and meet established measures of performance success. [Click here](#) to learn about the CSP Model and look below for a Workshop to help you to leverage this model yourselves.

The CSP Model Workshop to Create a Sustainable KM Framework: Many organizations understand the increasing relevance and value not only of

their organizational knowledge, but also of the personal knowledge that exists within their organizations. They also understand that is important to leverage this knowledge to achieve their business objectives and performance outcomes. *The basic question is "How do I do this and where do I start?"*

The CSP Workshop will provide your leadership and workforce the ability to create **a clear road map**. It is presented in understandable and practical language supported by ready-to-implement ideas that will facilitate your ability to think about and then to build a smarter, knowledge enabled, more agile organization by capturing, adapting, and retaining the knowledge that is already inside your organization before it is lost through turnover or other attrition.

The Workshop can be structured to support both half-day and full day sessions depending on the level at which you wish to begin and the time you are willing to invest.

- The **Half Day Workshop** discusses in depth each of the three phases -- Concept, Strategy, Practice -- and introduces you to the approach and the thinking that you will need to implement the CSP model.
- The **Full Day Workshop** also facilitates a discussion relevant to your organization's details. We collaborate with you to develop specific details of your roadmap and help you to understand what it will take for you to develop and implement a sustainable high performing, knowledge enabled organization.

[Click here](#) to learn more about the CSP Model Workshop.

Managing Workforce Turnover and Knowledge Loss: We work with you to understand and then to provide you with strategies and implementing practices to mitigate the risk of knowledge loss and retention due to workforce turnover within the context of your organization and its turnover challenges. You will not only gain the insight necessary to immediately begin to address your knowledge loss and retention challenges, but also to lay the foundation for establishing a disciplined and sustainable KM concept, strategy, and implementing practices to mitigate the loss of knowledge and improve knowledge retention in the long term. [Click here](#) to learn how we can help.

Knowledge Based Continuity Planning: We work with you to focus on the human capital or tacit knowledge dimension of continuity planning. Complementary to the focus on the protection of the physical resources of a critical infrastructure necessary to operate, Knowledge Based Continuity Planning provides you with the implementing practices and tools you need to mitigate and then to recover from a catastrophic loss of your intellectual resources. [Click here](#) to learn how we can help.

Operationalizing Learning—Align Process, Execution, and Training for Improved Performance: We work with you to (1) assess and map your key processes, then align process, execution of the process, and training on the process, (2) through proven techniques for quickly capturing the knowledge about the process and then (3) integrating and aligning this new learning with the training necessary to execute the process as it is actually performed. This ensures that the most current “know-how and know-why” of process execution is always part of the training so graduates enter an operational environment aligned with and knowledgeable about the way you do the work. [Click here](#) to learn how we can help.

Knowledge Enabled Strategic Planning: We focus with you on the creation of a knowledge enabled, high performing organization or team from organization “day one.” This is most effective when new organizations or sub groups of organizations are formed from different cultures or operational environments, possess different but complementary expertise, have unclear or not established chains of command, and are crafting a new mission to address a particularly large or long-term challenge where the ability to connect, collect, and collaborate is critical to successful outcomes. We take a strategic approach to helping the (new) leadership team to define objectives and an organization structure where form follows function. Fundamental to this is the co-creation of a high performing, knowledge enabled organization possessing a disciplined and sustainable framework for capturing and reusing knowledge to sustain measurable high performance. [Click here](#) to learn how we can help.

Knowledge Management Consulting Services

You may already have a KM program and need some additional support or you may be thinking about what it takes to begin a KM program and the investment it will take for success. Services target these specific organizational challenges. [Click here](#) to learn how we can help.

Knowledge Enabled Process Analysis and Mapping helps you to visualize and communicate the operational building blocks of your organization (1) where you create value, (2) where many of your organization’s resources (dollars, hours, etc.) are consumed, and (3) which is your primary connection with clients/customers, suppliers and business partners. Unfortunately, business processes in many organizations are undefined, not representative of how work actually gets done, and inefficient. Organizations that don’t consistently learn before, during, and after process execution deliver marginalized performance, poor quality, and a less than optimum client/customer experience. We provide you with a practical and effective set of skills, techniques and methods for identifying, mapping, measuring, objectively analyzing and continuously improving business processes and performance within your organization and across boundaries with clients/customers, suppliers and business partners. [Click here](#) to learn how we can help.

The Knowledge Management (KM) Maturity Assessment examines six critical success elements characteristic of high performing, knowledge enabled organizations. You will understand your organization’s readiness to develop and deploy a sustainable capability to capture, adapt, transfer, and reuse your knowledge. The greater your capability is to leverage your knowledge, the greater your ability to make the most effective decisions, develop the most effective solutions to the challenges you face, and more readily adapt to change. [Click here](#) to learn how we can help.

The Knowledge Loss Impact Assessment provides you with understanding of the dynamics of your workforce and culture with respect not only to your unique turnover factors, but also about how your organization captures, transfers, adapts, and reuses its critical knowledge in supporting your clients or customers and delivering the mission. [Click here](#) to learn how we can help.

Leadership and Team Transition Knowledge Transfer delivers effective and efficient transfer of critical knowledge and experience from the outgoing leadership or team to a successor leadership team or individual replacements. The knowledge of the transitioning leadership and its team members has immense value regarding planning, operations, projects, initiatives, and challenge that will likely face the incoming leadership. This is especially relevant in roles where the leadership team or team members have accumulated a significant amount of knowledge in addressing major challenges and initiatives that will transcend that leadership and the organization. [Click here](#) to learn how we can help.

provides you with targeted insight and advice about your existing knowledge management framework and implementation where you have challenges or questions. We work with you on a “one to one” level leveraging our insight and experience to provide you with recommendations to improve or sustain the value of your KM investment. [Click here](#) to learn how we can help.

Knowledge Management Concepts and Skills Training delivers a practical understanding of KM concepts, principles, processes, and techniques at the individual, team, and organization level. Whether it's to create KM awareness or to provide comprehensive skills to your leadership and workforce including the planning and practical integration of knowledge frameworks, we tailor and deliver training

to your specific need. Subjects range from KM concepts, to knowledge capture individually or in groups, to developing and sustaining successful communities of practice... we deliver “fit for purpose” training necessary to change behavior and make learning lessons an integral part of the way you work. [Click here](#) to learn how we can help.

Facilitation Consulting Services

A component of our Integrated Consulting Services, facilitation is a core methodology used in all of our projects. Certified on the *FAST* method (Facilitated Application Specification Technique),¹ we enable a highly structured, formal (but flexible) technique for guiding and directing the work of people in workshops and meetings. Our method embraces the best of, while expediting and improving the quality of, group work.

Our facilitation expertise and experience can help you to: improve the productivity of teams; reduce specification and design errors; shorten project duration; improve budget performance; develop implementable strategies; build cohesive support for plans; mediate disputes between individuals, departments, and organizations; and manage the many types personalities (and conflict) that appear in every meeting and workshop.

Expert facilitation is proven to dramatically increase productivity of workshops, of meetings, any group setting, and within teams. Facilitation skills are essential to work within the three constraints of time, cost, and scope. Projects require and benefit from group activities to plan, decide, analyze, and extract high-quality information in a compressed time. Our structured facilitation technique guides individuals and teams to develop clear deliverables, superior problem-solving skills, and consensus-based decisions. Selected areas of support include:

- Knowledge capture in groups or teams
- Knowledge Transfer at the Leadership and Workforce Level
- Strategic planning and goal setting
- Performance metrics, requirements/scope definition, and work plan development
- Constituent and user group facilitation
- Problem seeking methodology to establish goals, analyze facts, test concepts, determine needs, and state the problem and report results
- Process analysis and mapping
- Team building and coaching

¹ [MG Rush](#)

- Problem solving and dispute resolution
- Consensus building
- Leadership development and coaching

Survey Services

As another component of our Integrated Consulting Services, Working Knowledge^{CSP} guides and assists leadership and teams in tackling knowledge management and organization performance issues and provide survey services to help the organization to make better decisions and develop better solutions to the challenges they face while meeting their mission objectives. Our survey services are designed to ensure the right information is placed into the hands of the decision makers at the right time.

As part of an enterprise knowledge management system design, development and delivery, the survey, a fundamental component of a Knowledge Audit, is used to identify the sources of your critical and relevant knowledge, where and how it is stored, accessed, and reused; how knowledge flows across your organization, and what the overall knowledge environment is in which you operate.

Regardless of its application, the following steps are representative of our approach to conducting an organizational survey:

- Orientation and Planning: Meetings are held with the client to reach agreement on project objectives, provide an understanding of the basic survey steps, and design the details of the project, including timeframes and responsibilities.
- Interviews with Senior Management: Interviews are conducted to obtain management input on the issues to be covered in the survey.
- Outcome Relevance: The survey is planned and executed so that survey results are analyzed in terms of desired outcomes.
- Survey Development and Review: A customized survey is developed and a draft survey is then reviewed by the client to confirm that all key areas have been addressed.
- Survey Administration: The survey is executed using the appropriate structure and content. Steps are taken to enhance survey response rates.
- Results: Completed surveys can be designed to preserve confidentiality or to identify sources of needed insight for further research and follow up.. Custom-formatted reports are prepared to meet client design specifications.
- Analysis: Results are analyzed, interpreted, and translated into the critical insights and focus areas that must be addressed. Additional research areas are identified and followed up
- Communication of Results: The organization-wide results, conclusions, and recommendations are presented to senior management in an easy-to-understand form and format so that decisions can be made efficiently and effectively.
- Feedback and Action Planning: We work with you to translate results into relevant understanding and action.

874-6 Acquisition Management Support

Working Knowledge^{CSP} provides specific consulting services to agencies in conducting federal acquisition management activities. Services covered by this SIN are:

- Acquisition Organization Assessment
- Acquisition Organization Planning and Strategy
- Knowledge Enabled Policy Development and Implementation
- Acquisition Strategy Review Process Development and Management
- Acquisition Regulation/Acquisition Management Regulatory Consulting
- Acquisition Management Process Measurement and Reporting
- Acquisition planning assistance, including market research and procurement strategy
- Acquisition document development, including cost/price estimates, quality assurance surveillance plans, statements of work, synopses, solicitations, price negotiation memoranda, other.
- Regulatory and Advisory Consulting
- Expert assistance in supporting proposal evaluations including price/cost analysis or technical proposal analysis
- Contract administration support services, including assistance with reviewing contractor performance, developing contract modifications, and investigating reports of contract discrepancies
- Contract close-out assistance
- Competitive Sourcing support.

Inherently Governmental services as identified in FAR 7.503 or by the ordering agency are prohibited under PSS. It is the responsibility of the Contracting Officer placing the order to make this determination. Ordering activities must require prospective contractors to identify potential conflicts of interest and address those, prior to task order award. For more information, see [Business Consulting Solutions](#) .

Closely related to our Knowledge Management consulting solutions, Working Knowledge^{CSP} is at the unique intersection of Federal Acquisition and Knowledge Management. The unmatched combination of 43 years of federal acquisition, procurement and program management experience, combined with over 18 years of hands on Knowledge Management experience, ensures the application of practical knowledge solutions to complex acquisition challenges confronting a 21st century acquisition organization.

PSS Price List Schedule Rates

Base Year SIN 874-1: Integrated Consulting Services

LABOR CATEGORY	Base Year
Knowledge Management Consultant Senior	\$ 255.42
Knowledge Management Consultant	\$ 151.13

Awarded GSA Price Inc. .75% IFF

Base Year SIN 874-6: Acquisition Management Services

LABOR CATEGORY	Base Year
Acquisition Management Consultant Senior	\$ 275.00

Awarded GSA Price Inc. .75% IFF

Customer Ordering Information

Special Item Numbers	874-1 Integrated Consulting Services (ICS) 874-6 Acquisition Management Support (AMS) 874-1RC ICS 874-6RC AMS
Contract Number	GS-10F-0474Y
Contract Period	14 September 2012 – 13 September 2017
Contractor's Name	Working Knowledge ^{CSP} LLC
Contractor's Address	11107 Corobon Lane Great Falls, VA 22066 Attn: Bill Kaplan, CPCM
Phone Number	571.934.7408
Fax Number	n/a
Website Address	www.workingknowledge-csp.com
Contract Administrator	Bill Kaplan, CPCM, Founder and Principal
Business Size	Service Disabled Veteran Owned Small Business (SDVOSB) – CVE

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.

1a. Table of Awarded Special Item Numbers(s):	874-1 874-6 874-1RC 874-6RC
1b. & 1.c	See Price List and Hourly Labor Rate Pricing herein.
2. Maximum Order Limitation	\$1,000,000.00
3. Minimum Order	\$100.00
4. Geographic Coverage (delivery area)	Domestic and International
5. Point(s) of Production	Working KnowledgeCSP LLC 11107 Corobon Lane Great Falls, VA 22066
6. Discount from List Prices or Statement of Net Price	Government net prices (discounts already deducted)
7. Quantity Discounts	None offered
8. Prompt Payment Terms	1%, 10 days, net 30
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	Will accept over \$2500
10. Foreign Items (list items by country of origin)	None
11a. Time of Delivery	Specified on the Task Order
11b. Expedited Delivery	Contact Contractor
11c. Overnight and 2-day Delivery	Contact Contractor
11d. Urgent Requirements	Contact Contractor
12. F.O.B. Point(s)	Destination
13a. Ordering Address(es)	Same as Contractor
13b. Ordering procedures	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules)
14. Payment Address(es)	Same as Contractor
15. Warranty Provision	Contractor's standard commercial warranty

16. Export Packing Charges	N/A
17. Terms and Conditions of Government Commercial Credit Card Acceptance	Contact Contractor
18. Terms and conditions of rental, maintenance, and repair	N/A
19. Terms and conditions of installation	N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any	N/A
20a. Terms and conditions for any other services (if applicable)	N/A
21. List of service and distribution points (if	N/A
22. List of participating dealers (if	N/A
23. Preventive maintenance (if applicable)	N/A
24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or	N/A
24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.)	N/A
25. Data Universal Number System (DUNS)	832366327
26.CCR / SAM Registration	Working Knowledge ^{CSP} LLC is registered in the Central Contractor Registration (CCR) and SAM databases.

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire PSS labor category and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Labor Category Descriptions

Job Title	Experience	Functional Responsibilities/Duties Education	Minimum
KM Consultant Senior (KMCS)	10 or more years of KM practice and delivery experience	<ul style="list-style-type: none"> • Take an active leadership role in knowledge capture and reuse across in operational and business processes • Monitor, evaluate, and evolve an organization's knowledge leadership framework and model including external benchmarking and evaluation programs/opportunities • Through the development and use of surveys and research, assess knowledge gaps and plan interventions • Capture and distill experience and insight for reuse to improve performance • Lead Knowledge Management strategic planning • Facilitate knowledge transfer sessions and conducts interviews as necessary • Plan, design, and provide internal training and consulting on KM concepts and methodologies • Plan, develop, stand up, support, and promote collaborative tools and techniques such as communities of practice to facilitate sharing of ideas and work among internal teams and external partners • Disseminate information about the organization's knowledge sharing program to internal and external audiences, maintaining communications on knowledge sharing across the organization, participation in orientation and training sessions, and reparation of brochures/presentations • Lead KM consulting engagements with client organizations based on the Working KnowledgeCSP KM concept, strategy, and implementing practices • Develop and sustain internal Quality Management concepts, strategies, and implementing practices • Support integration of Microsoft SharePoint and other collaboration tools in a knowledge enabling framework; 	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university • Master's degree in business or related curriculum preferred but not required • Facilitation Training

Job Title	Experience	Functional Responsibilities/Duties Education/Certification
Acquisition Management Consultant Senior (AMCS)	10 or more years of experience in the Federal Acquisition Arena	<ul style="list-style-type: none"> • The Acquisition Management Consultant Senior (AMCS) is a subject matter expert providing a broad range of pre-award and post-award contract support functions for complex procurement actions including but not limited to acquisition planning, acquisition strategy, market analysis, price/cost analysis, and assistance with contract management including contract administration and closeout. The AMCS is a specialist in multiple acquisition subject matter areas including but not limited to: <ul style="list-style-type: none"> • Drafting of procurement guidance and policy, Justification & Approvals (J&A), business clearance memorandum, Determinations and Findings (D&Fs), contract modifications, and other necessary documentation. • Reviewing and analyzing requests for the procurement of goods and services. • Applying the FAR (and DFARS when relevant) to solve procurement and compliance challenges. • Reviewing and making recommendations involving: Performance Based Acquisition, • Independent Cost Estimates, Source Selection Evaluation Factors, and other acquisition • processes, approaches, and documentation. • The AMCS leads complex consulting projects including managing, planning, organizing, and leading tasks and projects for the entire acquisition life-cycle including: <ul style="list-style-type: none"> ○ Developing and reviewing acquisition strategies, documentation, statements of objectives, source selection plans, and business cases that support acquisition decisions; ○ Providing acquisition support for services and supplies, including major system acquisitions, and executing the full life-cycle acquisition requirement; ○ Utilizing automated systems for tracking and monitoring acquisition status, funding, implementation, and closeout; maintain acquisition currency. <ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university • Master's degree in business, contracting, or related curriculum • Graduate of Defense Systems Management College (DSMC) <p><u>Certification:</u></p> <ul style="list-style-type: none"> • Certified Professional Contracts Manager (CPCM) • DAWIA Level III Contracting • DAWIA Level III Program Mgt

Job Title	Experience	Functional Responsibilities/Duties	Education/Certification
Knowledge Management Consultant	Possesses 3 or more years of KM experience	<ul style="list-style-type: none"> • Take an active role in knowledge capture and reuse across operational and business processes • Monitor, evaluate, and evolve an organization's knowledge leadership framework and model including external benchmarking and evaluation programs/opportunities • Through the development and use of surveys and research, assess knowledge gaps and plan interventions • Capture and distill experience and insight for reuse to improve performance • Deliver Knowledge Management strategic planning • Facilitate knowledge transfer sessions and conducts interviews as necessary • Plan, design, and provide internal training and consulting on KM concepts and methodologies • Plan, develop, stand up, support, and promote collaborative tools and techniques such as communities of practice to facilitate sharing of ideas and work among internal teams and external partners • Disseminate information about the organization's knowledge sharing program to internal and external audiences, maintaining communications on knowledge sharing across the organization, participation in orientation and training sessions, and preparation of brochures/presentations • Deliver KM consulting engagements with client organizations based on the Working Knowledge^{CSP} KM concept, strategy, and implementing practices • Develop and sustain internal Quality Management concepts, strategies, and implementing practices • Support integration of enabling technology and other collaboration tools in a knowledge enabling framework 	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university • Master's degree in business or related curriculum preferred but not required • Facilitation Training or equivalent experience

