



**Delany, Siegel, Zorn  
& Associates, Inc  
1730 North Lynn Street  
Suite 900  
Arlington, VA 22209**

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

**738 Part X  
Human Resources &  
EEO Services**

**Federal Supply Schedule Price List for  
the Following Services:**

**EEO Counseling**

**EEO Investigations**

**Final Agency Decisions**

**Alternative Dispute Resolution**

**EEO Consulting, including Training and  
Reference Materials**

**EEO Training  
(Off the Shelf Training Packages)**

**Effective Date: 11/1/2007**

## **GSA Authorized Price List for Human Resource and EEO Services**

### **I. 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 are available through GSA Advantage a menu-driven database system. The INTERNET address for GSA Advantage is: <http://www.GSAAdvantage.gov>.

Schedule Title: 738X Human Resources and EEO Services  
Contract Number: GS-22F-9784H

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

Contract Period: 11/01/2007 to 10-31-2008 (year one)  
11/01/2008 to 10-31-2009 (year two)  
11/01/2009 to 10-31-2010 (year three)  
11/01/2010 to 10-31-2011 (year four)  
11/01/2011 to 10-31-2012 (year five)

Contractor: Delany, Siegel, Zorn, & Associates, Inc.  
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Email: [Shatten@dsz.com](mailto:Shatten@dsz.com)

Contract Administration: Sonya K. Williams, President  
Megan Zorn, Executive Vice President

Business Size: Small Business, Minority Owned, Women Owned

## II. Customer Information

### 1a. Table of Awarded SINS (See attached price lists)

#### **595-25 Equal Employment Opportunity Services**

- a. Investigation of Discrimination Complaints and Preparation of Reports of Investigation
- b. Preparation of an Analysis and Recommended FAD in Discrimination Complaints (Individual Case & Consolidated Cases)
- c. Additional Copies of Investigation Files
- d. Alternative Dispute Resolution
- e. Reference Material
- f. EEO Training and Consulting (Off-the-Shelf) and (Customized Training)
- g. EEO Counseling (Individual and Consolidated) complaints

### 1b. Lowest Priced Item

Prices are net, all discounts deducted, and valid for all geographic areas. Prices are listed in Section III, below.

### 1c. Descriptions of Labor Categories:

**Officer in Charge-** For projects of a size that commit a significant portion of company resources, DSZ designates an officer in charge to the project. The Officer in charge has a minimum of 10 years experience in the management of large and medium sized projects and provides oversight and acts as a resource to the Project Director on the direction and goals of the project, ensuring the quality completion of all tasks.

**Project Manager-** Each project will be under the direction of a senior member of DSZ's management team, who provides management of the tasks and products associated with the project. The Project Director must possess at a minimum a college degree and have at least five years experience in the management of projects. An advanced degree may be substituted for two years of that experience.

**Team Leader -** DSZ's team leaders are senior analyst or above in level. They must have college degrees, at a minimum, and demonstrated experience in the design and delivery of interactive training, evaluation, survey or other materials, including the design of evaluation instruments. In addition, team leaders must have a minimum of five years of experience and demonstrated skill in supervising and supporting other team members.

**Senior Trainer -** Senior trainers have three years minimum demonstrated training experience in the design and delivery of large and small scale training projects. Trainers must have a minimum of a college degree and, in addition to demonstrated

delivery and facilitation skills, must have a substantive area of expertise relevant to the training to which they are assigned.

**Senior Analyst** - Senior analysts have a minimum of three years of project experience, serving as analysts or consultants. They have a minimum of a college degree and are chosen either for subject matter or technical expertise. They must have demonstrated research and writing skills appropriate to the project's contents, be familiar with the organization of deliverables on contracts, and have demonstrated experience in successfully meeting deadlines

**Trainers** - Trainers must have college degrees and a minimum of one year experience working in a supervised training environment, evaluated by senior trainers or training team leaders. Demonstrated work experience in the subject matter may substitute for education.

Team Leader

**Analyst** - Analysts are college graduates who are evaluated as appropriate matches for specific projects, based on either substantive or technical background. College degrees may be in any area, including the humanities or technical majors, and they must demonstrate academic achievement, an ability to organize material and write effectively.

**Editor/Technical Support** - These staff have specific technical expertise in development and editing of technical, evaluation and survey documents. It may include statisticians, survey designers and technical editors. They must have a minimum of a college degree with course work in the relevant area, such as statistical analysis, data base management, computer programs associated with technical writing and demonstrated experience applying this training to the design and analysis of varied data, including surveys.

**Administrative Support**- The administrative staff perform a variety of support tasks related to completion of the project, including but not limited to support on completion and publication of written products, graphic support, training coordination support, and administrative support to the project manager. A college degree and at least one year's experience in clerical, graphic or administrative support is required. Additional experience may be substituted for the college degree.

Sonya/ Megan: Need to add (for EEO officer, etc) have to request a mod from GSA to do this.

**Subject Matter Expert** - A technical subject matter expert provides specialized expertise on civil rights law or other matters necessary to completion of a project. A subject

matter expert has a graduate degree, including a law degree, in the subject matter and a minimum of 15 years experience in work on these issues.

Prices are net, all discounts deducted, and valid for all geographic areas. Prices are listed in Section III, below.

2. Maximum Order: \$1,000,000.

The Contractor may but is not obligated to accept orders over \$1,000,000. Contact DSZ for orders over \$100,000.

3. Minimum Order: \$100.00

4. Geographic Coverage: Worldwide

5. Point of Production: Delany, Siegel, Zorn, & Associates, Inc. (DSZ)  
1730 North Lynn Street, Suite 900  
Arlington, VA 22209

6. Discounts: None. Price reductions are available for quantity orders. Contact Sonya Williams at [SWilliams@dsz.com](mailto:SWilliams@dsz.com) or Sonya Hatten at [shatten@dsz.com](mailto:shatten@dsz.com) for further information.

8. Prompt Payment Terms: Net 30

9. Government Credit Cards: Government credit cards will be accepted. Government commercial Credit Cards are accepted above the micro-purchase threshold.

10. Foreign Items: None

11a. Time of Delivery: Will adhere to the delivery schedule as specified by the agency's purchase order.

11b. Expedited Delivery: All items noted in this price list are available for negotiated expedited delivery.

11c. Overnight and 2-Day Delivery: Overnight and 2-day delivery are available. Contact Contractor for rates for overnight and 2- day delivery.

11d. Urgent Requirements: Contact contractor for faster delivery or rush requirements.

12. F.O.B. Points: Destination
13. Ordering Address: Delany, Siegel, Zorn, & Associates, Inc. (DSZ)  
One Wadleigh Place  
Boston, MA, 02127  
  
Email Address: SHatten@dsz.com
14. Payment address: Delany, Siegel, Zorn, & Associates, Inc. (DSZ)  
One Wadleigh Place  
Boston, MA, 02127
15. Warranty Provision: The contractor warrants and implies that the items delivered hereunder are merchantable and fit for the particular purpose described in this contract.
16. Export Packing Charges: N/A
17. Terms and Conditions of Government Commercial Credit Card Acceptance: N/A
18. Terms and Conditions of Rental, maintenance and Report: N/A
19. Terms and Conditions of Installation: N/A
20. Terms and Conditions of Repair Parts Indicating date of parts price list and any discounts: N/A
21. List of Service and Distribution Points: Arlington, VA, Boston, MA
22. List of Participating Dealers: N/A
23. Preventative Maintenance: N/A
24. N/A
25. Environmental Attributes: N/A
26. Data Universal Numbering system (DUNS) number: 10-117-6097
27. DSZ is registered in the Central Contractor Registration (CCR) database.

### III. Price List

Delany, Siegel, Zorn & Associates, Inc. (DSZ)  
 Contract No: GS-22F-9784H  
 Contract Period: 11/1/07 - 10/31/2012  
 MAS 738X SIN 595-25

#### INVESTIGATION OF DISCRIMINATION COMPLAINTS AND PREPARATION OF REPORTS OF INVESTIGATION

Special Item Number (SIN)	Year One 11/01/07 – 10/31/08	Year Two 11/1/08 – 10/31/09	Year Three 11/1/09 – 10/31/10	Year Four 11/1/10 – 10/31/11	Year Five 11/1/11 – 10/31/12
595-25 Individual Case—With One Issue	3430	3533	3674	3821	3974
595-25 Individual Case—Per Additional Issue	215	221	230	240	249
595-25 Individual Case—Continuing Violation	3990	4110	4274	4445	4623
595-25 Consolidated Case—With One Issue*	3990	4110	4274	4445	4623
595-25 Consolidated Case—Per Additional Issue*	215	221	230	240	249
595-25 Consolidated Case—Continuing Violation*	4360	4491	4670	4857	5052
595-25 Additional Copies of Investigation Report	.12/page	.12/ page	.13/ page	.13/ page	.14/ Page

\*Consolidated Complaints with different complainants are priced as individual cases or negotiated based on approved labor rates.

Price includes all costs of investigation and delivery of original plus 5 copies of investigative report. Additional copies and/or electronic reports subject to additional costs.

#### PREPARATION OF AN ANALYSIS AND RECOMMENDED FINAL AGENCY DECISION (FAD) IN DISCRIMINATION COMPLAINTS

Special Item Number (SIN)	Year One 11/01/07 – 10/31/08	Year Two 11/1/08 – 10/31/09	Year Three 11/1/09 – 10/31/10	Year Four 11/1/10 – 10/31/11	Year Five 11/1/11 – 10/31/12
595-25 Individual Case*	1325	1365	1406	1448	1491
595-25 Consolidated Case*	1710	1761	1814	1869	1925

\*\*Prices for FADs where the case files are in excess of two volumes are subject to negotiation..

**ALTERNATIVE DISPUTE RESOLUTION**

<b>Labor Rate</b>	<b>Year One 11/01/07 – 10/31/08</b>	<b>Year Two 11/1/08 – 10/31/09</b>	<b>Year Three 11/1/09 – 10/31/10</b>	<b>Year Four 11/1/10 – 10/31/11</b>	<b>Year Five 11/1/11 – 10/31/12</b>
Mediator (per hour)	\$165	\$170	\$177	\$184	\$191

**SIN 595-25 EEO COUNSELING—INDIVIDUAL AND CLASS COMPLAINT**

**COUNSELING—INDIVIDUAL AND CLASS COMPLAINT**

<b>EEO Counseling</b>	<b>Year One 11/01/07 – 10/31/08</b>	<b>Year Two 11/1/08 – 10/31/09</b>	<b>Year Three 11/1/09 – 10/31/10</b>	<b>Year Four 11/1/10 – 10/31/11</b>	<b>Year Five 11/1/11 – 10/31/12</b>
Per case - individual case	\$1,700	\$1,751	\$1,821	\$1,894	\$1,970
EEO Counselor (Per Hour)	\$108	\$111	\$116	\$120	\$125

**EEO CONSULTING, INCLUDING TRAINING AND REFERENCE MATERIALS**

<b>Labor Rate</b>	<b>Year One 11/01/07 – 10/31/08</b>	<b>Year Two 11/1/08 – 10/31/09</b>	<b>Year Three 11/1/09 – 10/31/10</b>	<b>Year Four 11/1/10 – 10/31/11</b>	<b>Year Five 11/1/11 – 10/31/12</b>
Officer in Charge	150	155	161	167	174
Project Manager	135	139	145	150	156
Team Leader	127	131	136	141	147
Senior Trainer	127	131	136	141	147
Senior Analyst /Trainer	127	131	136	141	147
Analyst	95	98	102	106	110
Editor/Technical Support	110	113	118	123	127
Administrative Support	56	58	60	62	65

**EEO TRAINING**  
**Off-the-Shelf Training –**  
**See attached descriptions of Courses in Appendix A**

<b>Course Title/price per Course</b>	<b># of Days</b>	<b>Min. # of Participants</b>	<b>Max # of Participants</b>	<b>Year One 11/01/07 – 10/31/08</b>	<b>Year Two 11/1/08 – 10/31/09</b>	<b>Year Three 11/1/09 – 10/31/10</b>	<b>Year Four 11/1/10 – 10/31/11</b>	<b>Year Five 11/1/11 – 10/31/12</b>
LOA Training or FAD Training	2	15	20	\$9,300/ Course	9579	9962	10361	10775
EEO Counselor or Investigator Training (Basic)	4	15	30	\$13,472/ Course	13876	14431	15008	15609
EEO Counselor or Investigator Trng.(Advanced)	1	15	30	\$4,750/ Course	4893	5088	5292	5503
Compensatory Damages	1	15	30	\$5,500/ Course	5665	5892	6127	6372
EEO Training for Managers/ Supervisors	2	15	30	\$4,400/ Course	4532	4713	4902	5098
Training for Employees	1	15	30	3,125/ Course	3219	3348	3481	3621
Reasonable Accommodation	1	15	30	4,650/ Course	4790	4981	5180	5388
Recognizing/ Preventing Sexual Harassment	1	15	30	\$2,800	2884	2999	3119	3244

**Delany, Siegel, Zorn & Associates, Inc.**  
**Contract No. GS-22F-9784H**

**APPENDIX A**  
**SIN 595-25**  
**OFF THE SHELF TRAINING COURSE DESCRIPTIONS**

- 1. EEO Training for Managers/Supervisors (two days):** In this course, agency managers and supervisors identify and apply proactive strategies to successfully manage a diverse and productive workforce, contribute to a positive EEO work place and minimize EEO complaints. In addition, they review the informal and formal EEO complaint system including their roles, rights and responsibilities and that of their employees. Using case studies, the managers and supervisors analyze and discuss all significant Federal anti-discrimination laws, policies and theories of discrimination, e.g., disparate treatment (including work place harassment), disability accommodation and religious accommodation. Using film, a role play and case study, they identify and apply key management communication skills and strategies for effectively resolving work place issues and conflicts.
- 2. EEO Training for Employees (one day):** This course is designed for non-supervisory employees who will examine the impact of cultural and other work place biases upon their activities and those of their co-workers in a diverse work place. They review the informal and formal EEO complaint system including their roles, rights and responsibilities and that of their co-workers and managers/ supervisors. Using case studies, the employees analyze and discuss all significant Federal anti-discrimination laws, policies and theories of discrimination, e.g., disparate treatment (including work place harassment), disability accommodation and religion accommodation. They also identify and apply key employee communication skills and strategies for effectively resolving work place issues and conflicts.
- 3. Reasonable Accommodation (one day):** Participants in this course review and analyze an agency's responsibilities under the Rehabilitation Act to provide a reasonable accommodation to a qualified disabled individual. Using practical exercises, they identify and examine key issues arising under the Rehabilitation Act: Who is covered? What impairments are covered? What is a "reasonable accommodation" and an "undue hardship"? What is the relationship between the Rehabilitation Act and other Federal laws and policies such as the Americans With Disabilities Act, the Family and Medical Leave Act and Workers Compensation? Using a case study and role play, the participants also identify and apply strategies for responding to and resolving a request for a reasonable accommodation.

4. **Recognizing and Preventing Sexual Harassment (one day):** Participants in this course will review and discuss Federal laws and EEOC standards for defining sexual harassment within a diverse work place, e.g., quid pro quo and hostile work environment. They will review key elements of an effective prevention program, including managers' liability and employees' responsibilities. Through case studies and role-play, the participants will also analyze their obligation to develop and apply proactive strategies to identify, prevent and resolve sexual harassment issues.
5. **Letters of Acceptance/Dismissal (two days):** This course is designed for EEO professionals who prepare and/or review agency letters of acceptance (LOA) or dismissal under 29 C.F.R. s. 1614. Using a variety of case studies and practical exercises, the participants identify the substantive and procedural standards affecting sound and defensible letters of acceptance and early dismissal letters, including Federal statutes and regulations. Through analytic practice, the participants examine and apply techniques for writing precise, accurate, timely and well-reasoned LOAs in cases relating to timeliness, failure to state a claim, mootness, offer of full relief and failure to cooperate. In addition, the participants analyze complex dismissal issues such as continuing violations, pattern and practice allegations, constructive discharge and hostile environment cases. This course is offered using computer and web-based resources, to allow the participants to work on sample LOAs and access relevant reference material in simulation of their on-the-job challenges.
6. **EEO Counselor Training (Basic) (four days):** This course is designed for new or recently appointed full time and collateral duty EEO counselors with a year or less of actual counseling experience and is designed to meet MD-110 counselor training requirements. Using role play, case study and analysis to supplement extensive written material, the course leads participants through the informal and formal Federal sector EEO complainant system and focuses on the counselor's primary role and responsibilities. The participants examine the seven step process for successful EEO counseling and build on each stage through their exercises: e.g., defining the issues, maintaining neutrality, resolving the issues, making an agreement and preparing a report. This course is taught with computer and web-based exercises and simulates each of the tasks expected of a counselor, including the drafting of a counseling report.

**EEO Counselor Training (Advanced) (one day):** The course is designed for EEO counselors with at least one year of full time or 2 or more years of collateral duty counseling experience and meets the MD-110 8-hour annual up-date requirement. Within a review of Federal sector EEO complainant processing and significant recent EEO decisions, participants identify and apply advanced skills for effectively resolving EEO conflicts, including effective planning, setting the stage for successful resolution, defining and processing the issues, and reaching an agreement using interest-based approaches. Report-writing is covered as well and the course can be offered with computer and web-based support or in a traditional classroom setting.

**7. EEO Investigations (Basic) (four days):** This course is designed for EEO professionals who conduct investigations or manage an agency's EEO investigative processes and system, particularly for those who must meet EEOC-MD-110 requirements. Through film, case studies, role play and exercises, the participants identify the analytical framework, practical skills and substantive knowledge which are required for agencies and investigators to conduct timely, complete and impartial EEO investigations. These include planning, listening and interviewing, maintaining neutrality, analysis and writing. They also review and analyze relevant Federal laws, regulations, theories of discrimination and standards of proof for civil rights investigations. In addition, the participants apply the analytic skills critical to evaluating the information received during an investigation.

**EEO Investigations (Advanced) (one day):** The course is designed for experienced EEO investigators and meets the MD-110 8-hour annual up-date requirement. The one day course is offered as an up-date for experienced agency investigators and explores new cases that may affect investigations as well as new methodology for the effective conduct of investigations.

**8. Writing Final Agency Decisions (two days):** This course is designed for EEO professionals tasked with either writing or reviewing FADs. In this course, the participants will examine the analytical considerations that guide the preparation of timely, well-written and legally sound final agency decisions (FAD). They examine a FAD writer's role, discretion and authority in the Federal sector EEO system and key tools: Federal laws, EEOC regulations and policies, theories of discrimination, standards of proof, remedies and damages. Using case studies and exercise, the participants review and apply standards for evaluating an investigative file and writing a FAD: material, reliable and relevant evidence. They review and analyze an investigative record and draft the essential elements of a FAD based on such record. This course is offered in a computer setting with web-based access to resource materials and is designed to simulate the FAD writer's on-the-job task.

**9. Compensatory Damages (one day):** In this course, civil rights professionals identify and apply the procedural and substantive standards established under the 1991 Civil Rights Act so that they can conduct a systematic, complete, objective analysis of a claim for compensatory damages. The participants develop and apply a framework for analyzing a compensatory damages claim and apply it to case studies and practical exercises. They will examine and discuss significant issues: compensable claims; exclusions; procedural requirements; standards for evaluating a claim; types of damages; EEOC and other guidelines and agency offsets.