

OPM FACTOR EVALUATION SYSTEM (FES)

Factor 6/7 Language and Point Awards for Differentiated Job Series

Below is a list of recommended FES factor point awards for combined factors 6 and 7 in various Job Series. Ensure to use these references, as they highlight differentiated combinations of these factors and are in compliance with OPM regulations.

GS-0028 Environmental Protection Specialist Series

Match the appropriate level of personal contacts with the corresponding purpose of the contacts. Credit the point value found where the selected levels intersect on the chart below.

FACTOR 6 – PERSONAL CONTACTS

2. Employees in the same agency, but outside the immediate office (employees who generally are engaged in different functions, missions, and kinds of work at various levels within the agency), or with individuals or groups from outside the employing agency in a moderately structured setting. Typical of contacts at this level are those with engineers, chemists, lawyers, contracting officers, service contract representatives, and professional and technical employees from other areas of the installation or agency or in State or local environmental agencies or regulated facilities.
3. Persons from outside the employing agency in a moderately unstructured setting. Typical of contacts at this level are those with persons in their capacities as contractors, inspectors, attorneys, company executives, community leaders, elected officials, or representatives of Federal or State regulatory agencies, professional organizations, the news media, or organized or ad hoc public action groups. This level may also include contacts with the head of the employing agency or program officials several managerial levels removed from the employee when such contacts occur on an ad-hoc basis.

FACTOR 7 – PURPOSE OF CONTACTS

- b. To plan or coordinate work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes (e.g., discussing contract requirements or resolving storage or labeling problems with commercial contractors; advising State officials or owners and operators of hazardous waste facilities on the need for or the results of inspections; promoting compliance with requirements for control and abatement of air or water pollution; encouraging employees, tenant organizations, citizens, manufacturers, merchants, and others to create less waste).
- c. To influence, motivate, or persuade persons or groups who are typically skeptical, resistant, or uncooperative, and who must be approached skillfully to obtain the desired effect (e.g., negotiating compliance requirements or timetables; influencing or persuading agencies/companies to agree to use new or improved technologies about which there may be conflicting opinions; representing the office/agency, as a member of an institutional committee, on controversial licensing/permitting requests; working

with Indian tribal leaders to modify plans when conflicting values must be resolved or accommodated; challenging the results of surveys or inspections by regulatory agencies; justifying the feasibility and desirability of plans or proposals that significantly affect office and/or agency practices, such as corrective action plans or funding requirements for environmental compliance and restoration projects).

POINT ASSIGNMENT CHART			
Environmental Protection Specialist Series, GS-28			
Purpose of Contacts			
Level		B	C
Personal Contacts	2	75	145
	3	110	180

GS-0201 Human Resources Management Series

FACTOR 6 – PERSONAL CONTACTS

1. Other employees in the immediate office or related units. Limited contacts with the general public.
2. Employees and managers in the agency, both inside and outside the immediate office or related units, as well as employees, representatives of private concerns, applicants, retirees, beneficiaries, and/or the general public, in moderately structured settings. Contact with employees and managers may be from various levels in the agency, such as:
 - headquarters;
 - regions;
 - districts;
 - field offices; or
 - other operating offices at the same location.
3. Persons outside the agency, including consultants, contractors, or business executives, in moderately unstructured settings. This level may also include contacts with agency officials who are several managerial levels removed from the employee when such contacts occur on an ad hoc basis. Must recognize or learn the role and authority of each party during the course of the meeting.
4. High-ranking officials from outside the agency at national or international levels, in highly unstructured settings. Typical contacts at this level include:

- heads of other agencies and Presidential advisors;
- Members of Congress;
- State governors or mayors of major cities;
- leading representatives of foreign governments;
- executives of comparable private sector organizations;
- presidents of national unions; and/or
- nationally recognized representatives of the news media on human resources management matters of national significance.

FACTOR 7 – PURPOSE OF CONTACTS

- To acquire, clarify, or exchange facts or information needed to complete assignments.
- To plan, coordinate, or advise on work efforts, or to resolve issues or operating problems by influencing or persuading people who are working toward mutual goals and have basically cooperative attitudes. Contacts typically involve identifying options for resolving problems.
- To influence and persuade employees and managers to accept and implement findings and recommendations. May encounter resistance due to such issues as organizational conflict, competing objectives, or resource problems. Must be skillful in approaching contacts to obtain the desired effect; e.g., gaining compliance with established policies and regulations by persuasion or negotiation.
- To present, justify, defend, negotiate, or settle matters involving significant or controversial issues; e.g., recommendations affecting major programs, dealing with substantial expenditures, or significantly changing the nature and scope of organizations.

POINT ASSIGNMENT CHART					
Human Resources Management, GS-0201					
Purpose of Contacts					
Level		A	B	C	D
Personal Contacts	1	30	60	130*	230*
	2	45	75	145	245
	3	80	110	180	280
	4	130*	160	230	330

* This combination is unlikely

GS-0203 Human Resources Assistance Series

FACTOR 6 – PERSONAL CONTACTS

1. Other employees in the immediate office or related units. Limited contact with the general public.
2. Employees and managers in the agency, both inside and outside the immediate office or related units, as well as applicants, retirees, beneficiaries, and/or the general public, in moderately structured settings. Contact with employees and managers may be from various levels within the agency, such as:
 - headquarters;
 - regions;
 - districts;
 - field offices; or
 - other operating offices at the same location

FACTOR 7 – PURPOSE OF CONTACTS

- a. To acquire, clarify, or exchange facts or information needed to complete assignments.
- b. To plan, coordinate, or advise on work efforts, or to resolve issues or operating problems by influencing or persuading people who are working toward mutual goals and have basically cooperative attitudes.

POINT ASSIGNMENT CHART			
Human Resources Management, GS-0203			
Purpose of Contacts			
Level		A	B
Personal Contacts	1	30	60
	2	45	75

GS-0344 Management and Program Clerical and Assistance Series

Match the level of regular and recurring personal contacts with the directly related purpose of the contacts and credit the appropriate point value using the chart below.

FACTOR 6 – PERSONAL CONTACTS

1. Contacts are with employees within the immediate organization, office, project, or work unit, and in related support units. Contacts typically include other support personnel, management analysts, program analysts, administrative officers, or managers.

AND/OR

Contacts are with members of the general public in very structured situations. For example, the employee may contact representatives from printing companies to determine shipping dates or status of printing orders.

2. Contacts are with employees in the same agency, but outside the immediate organization. Persons contacted are managers, employees, and other representatives of the programs involved or organizations served.

AND/OR

Contacts are with members of the general public, as individuals or groups, in moderately structured settings. For example, the employee may contact contractors to obtain justifications for project delays.

FACTOR 7 – PURPOSE OF CONTACTS

- a. The purpose of the contacts is to obtain, clarify, or provide facts or information.
- b. The purpose of the contacts is to plan, coordinate, or advise on work efforts; discuss significant findings; or resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals.

POINT ASSIGNMENT CHART			
Management and Program Clerical and Assistance Series, GS-0344			
Purpose of Contacts			
Level		A	B
Personal Contacts	1	30	60
	2	45	75

GS-0391 Telecommunications Series

Match the level of recurring personal contacts with their directly related purpose and credit the appropriate point value using the chart below. The contacts may be face-to-face or by telephone, radio, or similar audiovisual means.

FACTOR 6 – PERSONAL CONTACTS

1. Employees within the immediate organization, office, project, or work unit, and in related or support units.

AND/OR

Members of the general public in very highly structured situations (e.g., the purpose of the contact and the question of with whom to deal are relatively clear).

2. Employees in the same agency, but outside the immediate organization. Persons contacted generally are engaged in different functions, missions, and kinds of work (e.g., representatives from various levels within the agency such as headquarters, regional, district, or field offices, or other operating offices in the immediate installations).

AND/OR

With the general public, as individuals or groups, in a moderately structured setting. The contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other participants.

3. Individuals or groups from outside the employing agency in a moderately unstructured setting (e.g., the contacts are not established on a routine basis, the purpose and extent of each contact is different, and the role of each party is identified and developed during the contact). Typical contacts are with telecommunications specialists and managers from other agencies, contractors, or technical level representatives of foreign governments, or members of professional organizations, the news media, or public action groups. This level may also include contacts with the head of the employing agency or program officials several managerial levels removed from the employee when such contacts occur on an ad hoc or other irregular basis.
4. High-ranking officials from outside the employing agency at national or international levels in highly unstructured settings. This includes high ranking officials of Federal, State, major municipal, or foreign governments or of comparable private sector organizations.

FACTOR 7 – PURPOSE OF CONTACTS

- a. To obtain, clarify, or give facts or information regardless of the nature of those facts (i.e., the facts or information may range from easily understood to highly technical).
- b. To plan, coordinate work, or advise on efforts and resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

- c. To influence, motivate, interrogate, or control persons or groups. At this level the persons contacted may be fearful, skeptical, uncooperative, or dangerous. Therefore, the employee must be skillful in approaching the individual or group in order to obtain the desired effect, such as gaining compliance with established policies and regulations by persuasion or negotiation, or gaining information by establishing rapport.
- d. To justify, defend, negotiate, or settle matters involving significant or controversial issues. Work at this level usually involves active participation in conferences, meetings, hearings, or presentations involving problems or issues of considerable consequence or importance. The persons contacted typically have diverse viewpoints, goals, or objectives, requiring the employee to achieve a common understanding of the problem and a satisfactory solution by convincing them, arriving at a compromise, or developing suitable alternatives.

POINT ASSIGNMENT CHART					
Telecommunications Series, GS-0391					
Purpose of Contacts					
Level		A	B	C	D
Personal Contacts	1	30	60	130*	230*
	2	45	75	145	245
	3	80	110	180	280
	4	130*	160	230	330

* This combination is unlikely

GS-0401 General Natural Resources Management and Biological Sciences

GS-0408 Ecology Series

GS-0454 Rangeland Management Series

GS-0460 Forestry Series

GS-0480 Fish and Wildlife Administration Series

GS-0482 Fish Biology Series

GS-0485 Wildlife Refuge Management Series

GS-0486 Wildlife Biology Series

Only credit points under Factors 6 and 7 for contacts that are essential for successfully performing the work and that have a demonstrable impact on its difficulty and responsibility. Factors 6 and 7 are interdependent, so use the same personal contacts to evaluate both factors.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the Point Assignment Chart at the end of this section.

FACTOR 6 – PERSONAL CONTACTS

1. Other professionals, technicians, and support personnel in the immediate office or related units within the agency. Limited contact with the public and employees outside the office
2. Employees in the same agency and/or with members of the public in a moderately structured setting. Contacts may include professionals and specialists in different functional areas within the agency and at different organizational levels
3. Individuals or groups inside and outside the employing agency representing high levels of organizations internal and external to the Federal Government. Typical contacts are with:
 - contractors;
 - legal professionals;
 - Representatives of community action committees
 - management officials or senior technical staff of corporations; and
 - Federal agencies, academia, or professional organizations
4. High-ranking officials from outside the employing department or agency at national or international levels in highly unstructured settings. Typical contacts at this level include:
 - leaders of national stakeholder and/or interest groups;

- presidents of large national or international firms;
- national news media;
- State governors, mayors of large cities, or tribal leaders;
- Members of Congress; and
- Presidential advisors and cabinet-level appointees of major departments and agencies.

FACTOR 7 – PURPOSE OF CONTACTS

- To obtain, clarify, or exchange information or facts needed to complete an assignment.
- To plan, coordinate, or advise on work efforts, or to resolve issues or operating problems. Contacts involve influencing or persuading people who are working toward mutual goals and have cooperative attitudes. Contacts typically involve identifying options for resolving problems.
- To influence and persuade persons or groups who may be skeptical or uncooperative. Employees must be experienced in approaching the individual or group to obtain the desired effect, such as gaining compliance with established policies or acceptance of established methods using persuasion or negotiation, or establishing rapport to gain information.
- To justify, defend, negotiate, or settle matters involving significant or controversial issues and/or programs. Work at this level usually involves active participation in conferences, meetings, hearings, or presentations involving problems or issues of considerable consequence or importance. Persons contacted typically have diverse viewpoints, goals, or objectives. The employee must achieve a common understanding of the problem and a satisfactory solution by persuading, compromising, or developing suitable alternatives.

POINT ASSIGNMENT CHART					
<ul style="list-style-type: none">• General Natural Resources Management and Biological Sciences, GS-0401• Ecology Series, GS-0408• Rangeland Management Series, GS-0454• Forestry Series, GS-0460			<ul style="list-style-type: none">• Fish and Wildlife Administration Series, GS-0480• Fish Biology Series, GS-0482• Wildlife Refuge Management Series, GS-0485• Wildlife Biology Series, GS-0486		
Purpose of Contacts					
Level		A	B	C	D
Personal Contacts	1	30	60	130*	230*
	2	45	75	145	245
	3	80	110	180	280
	4	130*	160	230	330

* This combination is unlikely

GS-0501 Financial Administration and Program Series

GS-0510 Accounting

GS-0560 Budget Analysis

Above the lowest levels, credit points under Factors 6 and 7 only for contacts that are essential for successful performance of the work and that have a demonstrable impact on the difficulty and responsibility of the work performed. Factors 6 and 7 are inter-dependent. Accordingly, use the same personal contacts for selection of both the Factor 6 and the Factor 7 levels.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the **Point Assignment Chart** at the end of this section

FACTOR 6 – PERSONAL CONTACTS

1. Other employees and support personnel in the immediate office or related units within the agency and, as required, contact with taxpayers or their representatives.
2. Employees in the agency, both inside and outside the immediate organization and as required, taxpayers or their representatives. Additionally, personnel outside the agency, but at the site of an agency audit. Examples:
 - management support personnel in budget, accounting, financial management, human resources, and information technology offices;
 - agency personnel from various levels within the agency such as headquarters, regions, districts, or field offices or other operating offices in the immediate installations; and/or
 - non-agency personnel that the agency has scheduled for interviews in conjunction with an audit.
3. Executives, officials, managers, professionals, and/or taxpayers including corporation officials, and employees of other agencies and outside organizations and businesses. Contacts are not routine or recurring. Must recognize or learn the role and authority of each party during the course of the meeting. Examples:
 - representatives of contractors;
 - attorneys and accountants of business firms;
 - representatives of state and local governments;
 - administrators, professors, and staff of universities and hospitals;
 - other Federal agencies, including OMB representatives;
 - various levels of agency management such as policy review boards at higher levels in the agency; and/or
 - Congressional or Executive Branch staff members making inquiries on behalf of constituents.

4. Recurring face-to-face and remote oral (e.g., telephone) or email contact with high-ranking officials from outside the employing department or agency at national or international levels in highly unstructured settings. Examples:
 - Congressional appropriations committee members;
 - Presidential advisors and cabinet level appointees of major departments and agencies;
 - State governors, mayors of large cities, presidents of large national or international firms;
 - presidents of national unions, governors, or mayors of large cities; and/or
 - occasional contact with nationally recognized representatives of the news media on financial matters of national significance.

FACTOR 7 – PURPOSE OF CONACTS

- a. To acquire or exchange information or facts needed to complete an assignment.
- b. To plan, arrange, coordinate, or advise on work efforts and/or arrange for interviews and meetings to obtain information; and, as required, to obtain data to verify questionable items. Though differences of opinion may exist, the persons contacted are usually working toward a common goal and generally are cooperative. Contacts involve these types of matters:
 - the significance of guidelines;
 - the appropriateness of recommendations;
 - the necessity for additional facts;
 - the preferred course of action including preferred methods of data gathering;
 - resolving problems related to assignment of responsibility;
 - coordinating the technical support of subject-matter experts;
 - answers to questions and issues.
- c. To influence, motivate, interrogate, or control persons or groups when there is wide disagreement on the merits of a proposed action, or when persons contacts are fearful, or uncooperative. Examples:
 - persuading program managers and other officials in positions of decision-making authority with widely differing goals and interests to follow a recommended course of action consistent with established budget/financial management policies, objectives, or regulations;
 - influencing or persuading others to the employee's point of view regarding the merits of a technical accounting method, concept, or procedure when others hold strongly opposed points of view;
 - influencing or persuading representatives of an audited organization to accept critical or controversial observations, findings, and recommendations when representatives of audit subjects are reluctant to agree that costly errors were made, that corrective action is required, or that suggestions for change will improve operations;
 - influencing and persuading taxpayers to comply with requirements for information to resolve outstanding problems and issues or to pay tax liability

when the taxpayers or their representatives hold strong opposing views, and/or are hostile, skeptical, or uncooperative requiring the employee to use tact, persuasiveness, and diplomacy to obtain the desired results;

- providing skeptical and fearful individual and business taxpayers with information on agency products and services, and in-depth authoritative tax advice and assistance to increase compliance with tax laws and regulations through increased knowledge.

d. To present, justify, defend, negotiate, or settle matters involving significant or controversial issues. The persons contacted typically have diverse viewpoints, goals, or objectives. This situation requires that the employee work with the contacts to achieve a common understanding of the problem. Often the employee must negotiate a compromise or develop suitable problem resolution alternatives. Generally, the topics under discussion involve long range issues or problems. Examples:

- defending alternative methods of financing substantive program operations or the redistribution of appropriated funds and programs among components immediately below agency or equivalent level;
- negotiating and resolving controversial financial and program issues of considerable significance that are not susceptible to resolution at lower echelons in government;
- justifying the overall direction to be given for the organization's financial management, budgeting, accounting or auditing programs;
- justifying proposed changes to achieve major economies;
- justifying proposed revisions to standards and guides for complex programs or activities.

POINT ASSIGNMENT CHART					
• Financial Administration and Program Series, GS-0501			• Accounting, GS-0510 • Budget Analysis , GS-0560		
Purpose of Contacts					
Level		A	B	C	D
Personal Contacts	1	30	60	130*	230*
	2	45	75	145	245
	3	80	110	180	280
	4	130*	160	230	330

* This combination is unlikely

GS-801 General Engineering Series

GS-807 Landscape Architecture Series

GS-808 Architecture Series

GS-810 Civil Engineering Series

GS-819 Environmental Engineering Series

Above the lowest levels, credit points under Factors 6 and 7 only for contacts that are essential for successful performance of the work and that have a demonstrable impact on the difficulty and responsibility of the work performed. Factors 6 and 7 are inter-dependent. Accordingly, use the same personal contacts for selection of both the Factor 6 and the Factor 7 levels.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the **Point Assignment Chart** at the end of this section.

FACTOR 6 – PERSONAL CONTACTS

1. Other professionals, technicians, and support personnel in the immediate office or related units within the agency. Limited contacts with the general public and employees outside the office.
2. Employees in the same agency and/or the general public in a moderately structured setting. Contacts may include professionals and specialists from other occupations or functions (e.g., scientists, legal professionals, contractors, and client organizational representatives). Contacts within the agency may be with people at various levels, such as headquarters or field offices.
3. Individuals or groups from outside the agency, including consultants, contractors, or representatives of the media or professional associations, in moderately unstructured settings. This level may also include contacts with agency officials who are several managerial levels removed from the employee when contacts occur on an ad hoc basis. The employee must recognize or learn the role and authority of each party during the course of the meeting.
4. High-ranking officials from outside the employing agency at national or international levels in highly unstructured settings. Typical contacts are:
 - members of Congress;
 - Presidential advisors or cabinet-level appointees of major departments and agencies;
 - State governors or mayors of major cities;
 - presidents of large national or international firms;
 - national news media; or
 - leaders of national stakeholder or interest groups.

FACTOR 7 – PURPOSE OF CONACTS

- a. To obtain, clarify, or exchange information or facts needed to complete an assignment..
- b. To plan, coordinate, or advise on work efforts, or to resolve issues or operating problems. Contacts involve influencing or persuading people who have a cooperative attitude and mutual goals. Discussions typically involve identifying options for resolving problems.
- c. To influence and persuade persons or groups to comply with established policies or to accept established methods using persuasion or negotiation, or by establishing rapport to gain information. Contacts may require skill in dealing with fearful, skeptical, or uncooperative people to obtain the desired results.
- d. To justify, defend, negotiate, or settle matters involving significant or controversial issues and/or programs. Work usually involves active participation in conferences, meetings, hearings, or presentations involving broad problems or issues of considerable consequence or importance. Persons contacted typically have diverse viewpoints, goals, or objectives requiring the employee to achieve a common understanding of the problems and a satisfactory solution by convincing them, arriving at a compromise, or developing suitable alternatives.

POINT ASSIGNMENT CHART					
<ul style="list-style-type: none">• General Engineering Series, GS-0801• Landscape Architecture Series, GS-0807• Architecture Series, GS-0808			<ul style="list-style-type: none">• Civil Engineering Series, GS-0810• Environment Engineering Series, GS-0819		
Purpose of Contacts					
Level		A	B	C	D
Personal Contacts	1	30	60	130*	230*
	2	45	75	145	245
	3	80	110	180	280
	4	130*	160	230	330

* This combination is unlikely

GS-856 Electronics Technical Series

Above the lowest levels, credit points under Factors 6 and 7 only for contacts that are essential for successful performance of the work and that have a demonstrable impact on the difficulty and responsibility of the work performed. Factors 6 and 7 are inter-dependent. Accordingly, use the same personal contacts for selection of both the Factor 6 and the Factor 7 levels.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the **Point Assignment Chart** at the end of this section.

FACTOR 6 – PERSONAL CONTACTS

1. Other employees within the immediate office or related units within the agency. Contacts at this level are routine and recurring. Contacts are limited outside of the office or facility.
2. Employees and managers in the same agency, both inside and outside of the immediate office or related units, as well as members of the general public, in a moderately structured setting. Contacts with employees and managers may be from various levels within the agency, such as:
 - headquarters;
 - regions;
 - districts;
 - field offices; or
 - other operating offices at the same location.
3. Individuals or groups from outside the agency, including consultants, contractors, vendors, or representatives of professional associations, in moderately unstructured settings. The purpose and extent of each is different. This level may also include contacts with agency officials who are several managerial levels removed from the employee when such contacts occur on an ad hoc basis. The employee must recognize or learn the role and authority of each party during the course of the meeting.

FACTOR 7 – PURPOSE OF CONTACTS

- a. To acquire or exchange information or facts needed to complete an assignment. The information exchanged or acquired is typically basic or related to general policy. Contacts at this level are directly related to recurring functions.
- b. To plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.
- c. To influence, persuade, or control people or groups. Contacts require skill in dealing with fearful, skeptical, or uncooperative people to obtain the desired results. Often the employee must persuade, influence, or gain compliance from others in performing tasks.

POINT ASSIGNMENT CHART				
Electronics Technical Series, GS-0856				
Purpose of Contacts				
Level		A	B	C
Personal Contacts	1	30	60	130*
	2	45	75	145
	3	80	110	180

* This combination is unlikely

GS-1105 Purchasing Series

Match the level of regular and recurring personal contacts with the purpose of contacts and credit the appropriate point value using the chart below.

FACTOR 6 – PERSONAL CONTACTS

1. Contacts include employees in the immediate organization, such as clerks and/or other purchasing agents. Outside contacts include customers who are submitting simple requisitions and suppliers under established contracts who are filling repeat orders.
2. Contacts include employees in the same agency or activity but outside the immediate organization. For example, contacts may be with personnel in supply, contracting, finance, requirements initiating offices, or at warehouse/delivery receipt sites. Contacts outside the agency include commercial suppliers, contractors, and personnel at other agencies, such as the Department of Labor or General Services Administration.
3. In addition to contacts at lower levels, contacts include technical or legal representatives of firms who are negotiating substantial purchase order changes or terminations for default or convenience, or who are protesting the basis for nonselection for award.

FACTOR 7 – PURPOSE OF CONACTS

- a. The purpose of the contacts is to clarify or exchange information related to purchasing routine requirements. Contacts with customers are to obtain missing information, advise on status of work, and get approval for substitutes or changes in delivery dates, prices, quantities, etc. Contacts with vendors are to obtain information on items, prices, discounts, and delivery dates.
- b. The purpose of the contacts is to plan and coordinate actions to prevent, correct, or resolve delays or misunderstandings in the purchasing process. This includes contacts with customers to discuss specifications that may be inadequate or too restrictive, realistic lead times or prices, or other avenues for filling needs (e.g., renting vs. purchasing). Contacts with vendors are to clarify requirements and negotiate issues, such as establishing adequate price reductions for deviations in product or delivery, modifying certain terms, or waiving penalties for returned items. In some situations, a

moderate amount of persuasive skill may be needed to encourage reluctant vendors to quote, resolve minor conflicts, or get agreement on changes affecting product, price, or delivery.

- c. Contacts are to settle conflicts or disputes that arise during the course of the small purchase or to respond to and explain decisions through negotiation and persuasion. The individuals or groups frequently are uncooperative and have different negotiation viewpoints. The employee must be skillful in negotiating issues, such as termination settlements or other significant changes in the small purchase. Contacts also may be with protesting vendors to justify award decisions that are based on greatest value determinations rather than on price or delivery.

POINT ASSIGNMENT CHART				
Purchasing Series, GS-1105				
Purpose of Contacts				
Level		A	B	C
Personal Contacts	1	30	60	130*
	2	45	75	145
	3	80	110	180

* This combination is unlikely

GS-1106 Procurement Clerical and Technician Series

Match the level of regular and recurring personal contacts with the purpose of the contacts and credit the appropriate point value using the chart below.

FACTOR 6 – PERSONAL CONTACTS

1. Contacts are with workers in the immediate organizational unit or in closely related support units (e.g., print shops).

AND/OR

Contacts are with employees outside the organization or with members of the general public in very highly structured situations. For example, contacts may be with vendors who are seeking copies of solicitation packages or who are distributing their catalogs, or customers who want to check on the status of their orders.

2. Contacts are with employees in the same agency, but outside the immediate organization. For example, contacts may be with personnel in supply, finance, contracting, and engineering offices. Contacts also may be with employees in other agencies who are providing requested information.

AND/OR

Contacts are with members of the general public in a moderately structured setting. For example, contacts may be with contractors who are explaining reasons for delays or

who are attempting to expedite urgently needed items, or with sales representatives who are interested in doing business with the activity.

FACTOR 7 – PURPOSE OF CONACTS

- a. The purpose of the contacts is to obtain, clarify, or provide information related to procurement support assignments. This may involve answering a simple question, such as whether a requisition has been received. It may also involve explaining more technically oriented subject matter, such as training an employee in how to assemble a complex contract, or answering bidders' questions about solicitations.
- b. The purpose of the contacts is to plan and coordinate actions to correct or prevent errors, delays, or other complications occurring during the procurement cycle. This may involve obtaining a vendor's cooperation in submitting paperwork or other information, requesting supply technicians or other personnel to correct errors in documentation or data entry, or assisting contractors in locating sources, raw materials, or equipment.

POINT ASSIGNMENT CHART			
Procurement Clerical and Technician Series, GS-1106			
Purpose of Contacts			
Level		A	B
Personal Contacts	1	30	60
	2	45	75

GS-1170 Realty Series

Determine the appropriate level of personal contacts from levels 2 and 3 below and the corresponding purpose of the contacts from levels b and c. Credit the point value found where the selected levels intersect on the chart below.

FACTOR 6 – PERSONAL CONTACTS

2. Employees in the same agency, but outside the immediate organization, usually realty specialists, appraisers, and functional experts (e.g., space planners, engineers, cartographers, and attorneys) from various levels.
3. Individuals or groups from outside the employing agency in a moderately unstructured setting (e.g., the contacts are not routine, the purpose and extent of each is different, and they are identified and developed during the course of contact). Typical contacts, both inside and outside of the United States, include real estate brokers, real estate and title attorneys, property owners, real estate developers, business executives, appraisers, tax assessors, lenders, and representatives of mortgage companies. Employees may also contact representatives from the news media, civic and public action groups, professional organizations, congressional committees, or State and local governments.

FACTOR 7 – PURPOSE OF CONTACTS

- b. To plan, coordinate work, or advise on efforts and resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.
- c. To influence, motivate, or question persons or groups to provide, accept, and abide by terms of complex contracts, leases, other authorizing documents, or agreements relating to such matters as relocation rights or use of surplus property; or an offer or selling price. At this level, the people contacted may be suspicious of the intent of questions or results of the recommendations, skeptical about trusting Government employees, or unwilling to provide information. The employee must have the skill to establish rapport with uncooperative contacts and significant persuasive or negotiating skills to deal with individuals and groups to obtain the desired effect, such as gaining property information or accepting value recommendations or reconciling highly divergent interests in the use and disposition of property.

POINT ASSIGNMENT CHART			
Realty Series, GS-1170			
Purpose of Contacts			
Level		B	C
Personal Contacts	2	75	145
	3	110	180

GS-1371 Cartographic Technician Series

Only credit points under Factors 6 and 7 for contacts that are essential for successfully performing the work and that have a demonstrable impact on its difficulty and responsibility. Factors 6 and 7 are interdependent, so use the same personal contacts to evaluate both factors.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the **Point Assignment Chart** at the end of this section

FACTOR 6 – PERSONAL CONTACTS

1. Other employees at the immediate worksite or related units within the agency involved in data collection and analysis. Contacts at this level are routine and recurring.
2. Employees in the same agency, both inside and outside the immediate organization, or related offices and units. Contacts with others outside the immediate organizational unit and the general public are in moderately structured settings. Examples:
 - representatives of other Federal and state agencies using data;

- landowners who have agreed to have data collection platforms on their property;
 - local users of weather forecasts;
 - employees of private or university laboratories;
 - questions from the general public through email, letters and phone inquiries; or
 - pilots, plane crews, harbormasters, or captains of U.S. and NATO ships requesting weather forecasts and advisories.
3. Contacts are with individuals and groups from outside the employing office where contacts are neither routine or recurring. The role and authority of each party must be established and developed during the course of each contact. Examples:
- contractors;
 - attorneys; and
 - representatives of public action groups.

FACTOR 7 – PURPOSE OF CONACTS

- a. To acquire or exchange information or facts needed to complete an assignment. The information may range from basic procedures to general policy. Contacts at this level are directly related to recurring functions.
- b. To plan, arrange, or coordinate assignments by influencing others who are basically cooperative. Employees arrange for interviews and meetings to discuss matters such as: the significance of guidelines; the appropriateness of recommendations and the necessity for additional facts; and the preferred course of action, including preferred methods of data gathering. They resolve problems related to assignment of responsibility, coordinate the technical support of subject-matter experts, and, in general, resolve questions and clarify problems. For example:
 - Contact customers and the public to:
 - explain methods or procedures used in various studies,
 - interpret data, or
 - obtain permission for access to private property.
 - Meet with test directors and project managers, contractors, engineers, and personnel from countries involved in testing to coordinate parameters of tests, type of measurement required, and type of equipment to collect data.
 - Direct field data collection and coordinate work of the crew. Obtain verbal or written permits to install survey markers on private or public property, explaining the research and usage conditions. Interpret data while in the field and resolve operating problems such as inaccurate, incomplete or irrelevant data. Discuss and resolve technical requirements of equipment with manufacturers and their service personnel for purchases and maintenance.
 - Coordinate and synchronize work efforts on projects through the photo, print plant, and/or graphic departments. Advise and discuss requirements to create desired special effects. Advise customers on production problems when necessary and adjust workloads to complete on time.

- c. To influence, persuade, or control persons or groups. Employee must be skilled in dealing with fearful, skeptical, or uncooperative people to obtain desired results. For example, the technician must often persuade, influence, or gain compliance from others in performing such tasks as:
- implementing safety requirements;
 - issuing “stop work” orders which affect production schedules;
 - calming and directing fearful personnel during incidents;
 - persuading trades and crafts workers that a safer procedure is preferable, and
 - gaining voluntary cooperation in a situation where the change may require resolution of work schedule conflicts.

POINT ASSIGNMENT CHART				
<ul style="list-style-type: none">• Physical Science Technician Series, GS-1311• Hydrologic Technician Series, GS-1316• Meteorological Technician Series, GS-1341			<ul style="list-style-type: none">• Cartographic Technician Series, GS-1371• Geodetic Technician Series, GS-1374	
Purpose of Contacts				
Level		A	B	C
Personal Contacts	1	30	60	130*
	2	45	75	145
	3	80	110	180

* This combination is unlikely

GS-1640 Facility Operations Services Series

Only credit points under Factors 6 and 7 for contacts that are essential for successfully performing the work and that have a demonstrable impact on its difficulty and responsibility. Factors 6 and 7 are interdependent, so use the same personal contacts to evaluate both factors.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the **Point Assignment Chart** at the end of this section.

FACTOR 6 – PERSONAL CONTACTS

1. Other employees within the immediate office or related units within the agency.
Contacts at this level are routine and recurring. Contacts outside of the office or facility are limited.
2. Employees and managers in the same agency, both inside and outside of the immediate office or related units, and/or members of the general public in a moderately structured setting. Contact with employees and managers may be from various levels within the agency such as:
 - headquarters;

- regions;
 - districts;
 - field offices; or
 - other operating offices at the same location.
3. Individuals or groups from outside the agency, including consultants, contractors, vendors, or representatives of professional associations, the media, or public interest groups, in moderately unstructured settings. This level may also include contacts with agency officials who are several managerial levels removed from the employee when such contacts occur on an ad hoc basis. Individuals must recognize or learn the role and authority of each party during the course of the meeting.

FACTOR 7 – PURPOSE OF CONACTS

- a. To acquire or exchange information or facts needed to complete an assignment, regardless of the nature of the information. The information may range from easily understood to highly technical.
- b. To plan, coordinate, or advise on work efforts, or to resolve issues or operating problems by influencing or persuading people who are working toward mutual goals and have basically cooperative attitudes. Contacts typically involve identifying options for resolving problems.
- c. To influence and persuade persons or groups to accept and implement findings and recommendations. May encounter resistance as a result of issues such as organizational conflict, competing objectives, or resource problems. Must be skillful in approaching contacts to obtain the desired effect; e.g., gaining compliance with established policies and regulations by persuasion or negotiation.

POINT ASSIGNMENT CHART				
<ul style="list-style-type: none">• Equipment, Facilities, and Services Series, GS-1601• Cemetery Administration Services Series, GS-1630• Facility Operations Services, GS-1640		<ul style="list-style-type: none">• Printing Services Series, GS-1654• Laundry Operations Services Series, GS-1658• Food Services Series, GS-1667• Equipment Services Series, GS-1670		
Purpose of Contacts				
Level		A	B	C
Personal Contacts	1	30	60	130*
	2	45	75	145
	3	80	110	180

* This combination is unlikely

GS-1801 General Inspection, Investigation, Enforcement, and Compliance Series

GS-1811 Criminal Investigation Series

Only credit points under Factors 6 and 7 for contacts that are essential for successfully performing the work and that have a demonstrable impact on its difficulty and responsibility. Factors 6 and 7 are interdependent, so use the same personal contacts to evaluate both factors.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the **Point Assignment Chart** at the end of this section.

FACTOR 6 – PERSONAL CONTACTS

1. Agency employees in the same office and related support units, and members of the public in highly structured situations, where the contact understands the reason why the employee is dealing with him or her.
2. Agency employees at various levels within the agency and members of the general public, such as individuals or groups, in a moderately structured setting. Contacts are usually made at the employee's work place. The employee must explain the reason for the contact and the role and legal authority to the participants.
3. Individuals or groups from outside the agency in moderately unstructured settings, on a non-routine basis. The extent of each contact is different. Typical contacts at this level are with investigators from other agencies, district attorneys, witnesses, informants, complainants, public interest groups, and the news media.
4. High-ranking officials outside the agency at national or international levels in highly unstructured settings (e.g., officials may be relatively inaccessible, or each contact may be conducted under different ground rules). Typical contacts at this level are Members of Congress, leading representatives of foreign governments, presidents of large national or international firms and organizations, State governors, mayors of large cities, or nationally recognized representatives of the news media.

FACTOR 7 – PURPOSE OF CONACTS

- a. To obtain, clarify, or give facts or information regardless of the nature of those facts. The information provided ranges from easily understood to extremely technical.
- b. To plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or persuading individuals or groups who are working toward mutual goals and have basically cooperative attitudes.
- c. To influence, persuade, interrogate, or control people or groups. The people contacted may be fearful, skeptical, uncooperative, or dangerous. Therefore, the employee must be skillful in approaching the individual or group to obtain the desired effect, such as

- gaining compliance with established policies and regulations by persuasion or negotiation, or gaining information by establishing rapport with a suspicious informant.
- d. To justify, defend, negotiate, or settle matters involving significant or controversial issues and/or programs. Work at this level usually involves active participation in conferences, meetings, hearings, or presentations about problems or issues of considerable consequence or importance. Persons contacted typically have diverse viewpoints, goals, or objectives requiring the employee to achieve a common understanding of the problem and a satisfactory solution by convincing them, arriving at a compromise, or developing suitable alternatives.

POINT ASSIGNMENT CHART					
General Inspection, Investigation, Enforcement, and Compliance Series, GS-1801					
Criminal Investigation Series, GS-1811					
Purpose of Contacts					
Level		A	B	C	D
Personal Contacts	1	30	60	130*	230*
	2	45	75	145	245
	3	80	110	180	280
	4	130*	160	230	330

* This combination is unlikely

GS-2210 Information Technology Management

Only credit points under Factors 6 and 7 for contacts that are essential for successfully performing the work and that have a demonstrable impact on its difficulty and responsibility. Factors 6 and 7 are interdependent, so use the same personal contacts to evaluate both factors.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the **Point Assignment Chart** at the end of this section.

FACTOR 6 – PERSONAL CONTACTS

1. Other employees in the immediate office or related offices. Limited contacts with the public.
2. Employees and managers in the agency, both inside and outside the immediate office or related units, as well as employees, representatives of private concerns, and/or the general public, in moderately structured settings. Contact with employees and managers may be from various levels in the agency, such as:
 - headquarters;

- regions;
 - districts;
 - field offices; or
 - other operating offices at the same location.
3. Individuals or groups from outside the agency, including consultants, contractors, vendors, or representatives of professional associations, the media, or public interest groups, in moderately unstructured settings. This level may also include contacts with agency officials who are several managerial levels removed from the employee when such contacts occur on an ad hoc basis. Must recognize or learn the role and authority of each party during the course of the meeting.
 4. High-ranking officials from outside the agency at national or international levels, in highly unstructured situations. Typical contacts at this level include:
 - heads of other agencies and Presidential advisors;
 - Members of Congress;
 - State governors or mayors of major cities;
 - leading representatives of foreign governments;
 - executives of comparable private sector organizations;
 - leaders of national stakeholder and/or interest groups; and
 - nationally recognized representatives of the news media on IT matters of national importance.

FACTOR 7 – PURPOSE OF CONACTS

- a. To acquire, clarify, or exchange information needed to complete the assignments, regardless of the nature of the information. The information may range from easily understood to highly technical.
- b. To plan, coordinate, or advise on work efforts, or to resolve issues or operating problems by influencing or persuading people who are working toward mutual goals and have basically cooperative attitudes. Contacts typically involve identifying options for resolving problems.
- c. To influence and persuade employees and managers to accept and implement findings and recommendations. May encounter resistance as a result of issues, such as organizational conflict, competing objectives, or resource problems. Must be skillful in approaching contacts to obtain the desired effect; e.g., gaining compliance with established policies and regulations by persuasion or negotiation.
- d. To present, justify, defend, negotiate, or settle matters involving significant or controversial issues; e.g., recommendations changing the nature and scope of programs or dealing with substantial expenditures. The work usually involves active participation in conferences, meetings, hearings, or presentations involving problems or issues of considerable consequence or importance. Persons contacted typically have diverse viewpoints, goals, or objectives requiring the employee to achieve a common understanding of the problem and a satisfactory solution by convincing them, arriving at a compromise, or developing suitable alternatives.

POINT ASSIGNMENT CHART					
Information Technology Management, GS-2210					
Purpose of Contacts					
Level		A	B	C	D
Personal Contacts	1	30	60	130*	230*
	2	45	75	145	245
	3	80	110	180	280
	4	130*	160	230	330

* This combination is unlikely