General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule
Price List
Communication Institute International, Inc. (CI International) is a small business specializing in leadership development, coaching, training, behavioral assessments, and professional consulting services. Since 1996, our firm has delivered both off-the-shelf and customized learning solutions, training programs, and coaching to nearly every Cabinet level Agency, as well as multiple independent government organizations, academic institutions, and private sector entities.

Our approach of immersing ourselves in our clients’ organizations and listening intently to gain a deeper understanding of their needs is a practice that started with CI’s inception and continues today. We leverage the best technology for service delivery and consistently provide a high quality of service that is on time and within budget. Our firm has a reputation of creating sustainable change in individuals, teams, and entire organizations as demonstrated by the ongoing requests for our services.

CI International is committed to creating sustainable work environments centered on diversity and inclusion. To that end, CI uses industry standards and best practices to ensure electronic content conforms with the requirements outlined in the Section 508 of the Rehabilitation Act.

Our professional consulting services include but are not limited to:

- 360 Surveys and Debriefs
- Behavior and Personality Assessments
- Business Process Improvement
- Career Development and Management
- Change Management
- Communication Plans
- Competency Development and Management
- Conflict Management
- Culture Assessments
- Data Collection and Analysis
- Diversity and Inclusion
- Emerging Leader Training
- Employee Engagement
- Executive Coaching
- Human Capital Strategy and Management
- Job Task Analysis
- Leadership Development
- Meeting Facilitation
- Middle Leader Training
- Operational Planning
- Organizational Assessments
- Organizational Design
- Organizational Health Assessments
- Organization Development
- Productivity Improvement
- Performance Management
- Performance Metrics and Improvement
- Position Descriptions
- Program Management
- Project Management Training
- Senior Leader Training
- Strategic Planning
- Succession Planning
- Supervisory Leader Training
- Team Development
- Virtual and In-Person Training
- Virtual Leadership Development
- Webinars
- Workforce Planning
- Workshops
GENERAL SERVICES ADMINISTRATION

Federal Supply Service
Authorized Federal Supply Schedule Price List

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

Schedule for – Multiple Award Schedule (MAS)
Federal Supply Group: Professional Supply Services Class:
Contract Number: 47QRAA18D009T
For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering
Contract Period: May 21, 2018 – May 20, 2023

Contractor: Communication Institute International, Inc. dba CI International, Inc.
7852 South Elati Street, Suite 201
Littleton, CO 80120-8079
Business Size Small Business
Telephone 303.679.6335
Extension: x105
Fax Number: 303.583.9590
Web Site: www.ciinternational.com
E-mail: treisler@ciinternational.com
Contract Administration Todd Reisler

CUSTOMER INFORMATION

1a. Table of Awarded Special Item Number(s)

<table>
<thead>
<tr>
<th>SIN</th>
<th>PSC Code</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>R408</td>
<td>Administrative Management and General Management Consulting</td>
</tr>
<tr>
<td>541612HC</td>
<td>R799</td>
<td>Human Resources Consulting Services</td>
</tr>
<tr>
<td>611430</td>
<td>R704</td>
<td>Professional and Management Development Training</td>
</tr>
<tr>
<td>611512</td>
<td>U006</td>
<td>Flight Training</td>
</tr>
<tr>
<td>OLM</td>
<td></td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.
2. **Maximum Order:** $1,000,000.00

3. **Minimum Order:** $100.00

4. **Geographic Coverage (delivery Area):** Domestic and Overseas

5. **Point(s) of production (city, county, and state or foreign country):** Same as company address

6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted).

7. **Quantity discounts:** Yes

8. **Prompt payment terms:** 1%-10 days; net 30. Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

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:**

10. **Foreign items (list items by country of origin):** None

11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order

11b. ** Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

12. **F.O.B Points(s):** Destination
13a. **Ordering Address(es):** Same as Contractor

13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. **Payment address(es):** Same as company address

15. **Warranty provision:** Contractor’s standard commercial warranty

16. **Export Packing Charges** (if applicable): N/A

17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor

18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A

19. **Terms and conditions of installation (if applicable):** N/A

20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A

20a. **Terms and conditions for any other services (if applicable):** N/A

21. **List of service and distribution points (if applicable):** N/A

22. **List of participating dealers (if applicable):** N/A

23. Preventive maintenance (if applicable): N/A

24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.section508.gov. https://www.ciinternational.com/508

24. **Data Universal Numbering System (DUNS) number:** 825487234

25. **Notification regarding registration in System for Award Management (SAM) database:** Registered

26. **Final Pricing:**
The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.
## Labor Categories Pricing

<table>
<thead>
<tr>
<th>SIN</th>
<th>Awarded Labor Category</th>
<th>Contractor / Customer Facility</th>
<th>GSA Awarded Hourly Price (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Nationally Recognized Expert</td>
<td>Customer</td>
<td>$387.71</td>
</tr>
<tr>
<td>541611</td>
<td>Principal/Sr. Expert</td>
<td>Customer</td>
<td>$337.81</td>
</tr>
<tr>
<td>541611</td>
<td>Senior Consultant</td>
<td>Customer</td>
<td>$314.36</td>
</tr>
<tr>
<td>541611</td>
<td>Facilitator</td>
<td>Customer</td>
<td>$236.78</td>
</tr>
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<td>541611</td>
<td>Consultant</td>
<td>Customer</td>
<td>$246.85</td>
</tr>
<tr>
<td>541611</td>
<td>Instructional Technologist</td>
<td>Customer</td>
<td>$183.38</td>
</tr>
<tr>
<td>541611</td>
<td>Functional Specialist</td>
<td>Customer</td>
<td>$176.32</td>
</tr>
<tr>
<td>541611</td>
<td>Program Manager</td>
<td>Customer</td>
<td>$142.07</td>
</tr>
<tr>
<td>541611</td>
<td>Senior Analyst</td>
<td>Customer</td>
<td>$70.53</td>
</tr>
<tr>
<td>541611</td>
<td>Administrative Support</td>
<td>Customer</td>
<td>$28.21</td>
</tr>
<tr>
<td>541612HC</td>
<td>Nationally Recognized Expert</td>
<td>Customer</td>
<td>$387.71</td>
</tr>
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<td>$28.21</td>
</tr>
<tr>
<td>611430</td>
<td>Nationally Recognized Expert</td>
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<td>$387.71</td>
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<td>611430</td>
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</tr>
</tbody>
</table>

## Course Title Pricing

<table>
<thead>
<tr>
<th>SIN</th>
<th>Course Title</th>
<th>Course Length</th>
<th>Minimum No. of Participants</th>
<th>Maximum No. of Participants</th>
<th>Contractor / Customer Facility</th>
<th>Unit of Issue</th>
<th>GSA Awarded Price (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430</td>
<td>Teambuilding</td>
<td>½ Day</td>
<td>8</td>
<td>15</td>
<td>Customer</td>
<td>Per Course</td>
<td>$2,317.38</td>
</tr>
<tr>
<td>611430</td>
<td>Webinar Training</td>
<td>½ Day</td>
<td>8</td>
<td>25</td>
<td>Customer</td>
<td>Per Course</td>
<td>$2,317.38</td>
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<tr>
<td>611430</td>
<td>Performance</td>
<td>1 day</td>
<td>8</td>
<td>15</td>
<td>Customer</td>
<td>Per Course</td>
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<tr>
<td>611430</td>
<td>Leadership</td>
<td>1 day</td>
<td>5</td>
<td>15</td>
<td>Customer</td>
<td>Per Course</td>
<td>$4,231.74</td>
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<tr>
<td>611430</td>
<td>Communication</td>
<td>2 days</td>
<td>8</td>
<td>15</td>
<td>Customer</td>
<td>Per Course</td>
<td>$8,564.23</td>
</tr>
<tr>
<td>611430</td>
<td>Leadership</td>
<td>2 days</td>
<td>8</td>
<td>15</td>
<td>Customer</td>
<td>Per Course</td>
<td>$8,564.23</td>
</tr>
</tbody>
</table>
Labor Category Descriptions for all SINs

**Nationally Recognized Expert** – This category requires a Masters degree in related field and a minimum of 20 years of experience in the field of mastery with a PhD degree preferred. Personnel in this category must have a record of published work in their field of mastery and/or must be engaged in research and development efforts. Must be active in at least one professional association in their field of mastery. Excellent oral and written communications skills are required. This individual will lead the research, design, and development of quality control/peer review programs in their area of subject matter expertise. They will also advise, mentor and train other specialists on projects.

**Principal/Senior Expert** - This category requires a Masters degree and a minimum of 15 years of experience in their field of expertise. Personnel in this category must be capable of leading programs and project teams, serving as the principal client interface, and making significant technical contributions to projects. Excellent oral and written communication skills are required.

**Senior Consultant** – This category requires a Masters degree in a related field and at least 10 years applicable experience or ten years applicable experience in a related field. Personnel in this category must be capable of contributing on project teams. They must be capable of making technical contributions to projects. Provides group facilitation interviewing, training, and provides additional forms of knowledge transfer. May be under the supervision of the Principal Consultant, or may work independently.

**Facilitator** - This category requires a Bachelors degree and a minimum of 7 years of experience in facilitation. Five years of specific experience facilitating project teams and groups is required. Must be capable of contributing towards the development of meeting objectives and agenda creation. They must be capable of utilizing a variety of communication methodologies to interface with a group.

**Consultant** – This category requires a Bachelors degree in a related field and at least 7 years applicable experience in a related field. Personnel in this category must be able to independently contribute on a project team and is under the supervision of a Senior Consultant or Principal/Sr. Expert.

**Instructional Technologist** – This category requires a four-year college degree and a minimum of ten years of experience in instructional design. Takes learning objectives and designs interactive training workshops using adult learning principles. Must be able to apply instructional system design criteria and clearly document a variety of student materials, instructor guides, and case studies.

**Functional Specialist** - This category requires a Bachelors degree and a minimum of 7 years of experience in a particular discipline. Performs a broad range of tasks associated with the implementation of standard techniques, procedures and/or criteria as they apply to the technical or administrative aspects of the program or functional area. Uses own knowledge and information supplied relative to the technical or administrative aspects of the program to perform technical studies and analyses and prepare inputs to program documentation as it relates to that particular functional area; reviews final documents or data deliverables for completeness and conformity to requirements.

**Program Manager** – This category requires a Bachelors degree and a minimum of 5 years experience in managing projects. Must include expert knowledge in project management software commensurate with the size of the contract award. Must have excellent analytical, communication and writing skills.
Senior Analyst - This position requires a college degree and three years of experience in related fields. Researches and analyzes data related to the engagement topic. Applies government industry knowledge to determine the accuracy and reasonableness of data. Documents and summarizes the results to be used in developing client recommendations. Assists in developing work programs and implementing solutions to meet client needs, business studies, and interpretation of survey results.

Administrative Support - This category requires a four-year college degree and a minimum of five years of experience in a variety of administrative support functions. Must have strong organization and communication skills and the ability to work in a team environment.
Training Descriptions for SIN 611430

Leadership Workshop – One Day
This workshop is about reflection and understanding. Through discussion and interactive activities, participants will define effective leadership and explore the impact of assumptions and mental models on dialogue skills. They will also learn techniques for revealing one’s own thinking, understanding the thinking of others, and communicating more effectively in conflict situations.

Leadership is about getting results. However, results are only achieved with and through the commitment of the people we lead, and that requires self-awareness and a set of skills on the part of the leader.

Course Objectives
- Identify the habits of effective leaders and how to develop those habits
- Learn the characteristics of effective teams, and the leader’s role in building and maintaining the environment for success
- Learn and understand mental models

Leadership Workshop -- Two-Day
This workshop will provide a set of immediately useful and practical tools to increase both the capability and confidence of leaders. Participants begin with an exploration of leadership definitions and characteristics, in order to develop a vision for their own supervisory success. Once a common leadership framework has been established, participants will dive into the “nuts and bolts” of leadership and learn tools and techniques for setting and communicating expectations, creating a motivating and engaging workplace environment, resolving conflict, and delegating.

Leaders are not born, they are made. In this workshop, participants will determine for themselves the type of leader they wish to be. They will learn that the greatest limits placed on them are those they place on themselves. They will develop strategies to overcome those self-imposed limits and develop the leadership habits by which they wish to be known. Participants will learn to become more effective decision-makers in service of their organization. They will also have the opportunity to identify and understand their own leadership style, and how to leverage that style to enhance their leadership effectiveness.

Course Objectives
- Recognize the differences between leadership and management.
- Describe the roles and characteristics of good leaders.
- Understand how the supervisor is currently viewed by their staff, peers, and supervisors.
- Understand how to resolve conflict situations that arise in the workplace.
- Create a workplace environment conducive to greater staff commitment.
- Comprehend the realities of change and apply effective strategies for managing change.
Performance Workshop – One Day

At its core, performance management consists of two things: clear goals and good feedback. Everything else is details. This workshop will cover the 5 stages of performance management through a leadership lens of creating a workplace where accountability and shared expectations are the norm.

Performance planning means setting goals and expectations and determining what needs to be done to reach those goals. Goal setting is the bedrock of the performance management process because it gives people direction and focus, allows them to regulate their efforts appropriately, and increases their persistence in achieving their goals. Participants in this workshop will also develop communication skills for improving dialogue about performance and providing effective feedback. This feedback can be through daily interaction or in the more formal performance appraisal.

Course Objectives

- Learn to establish challenging yet attainable performance goals
- Learn how to craft measurable expectations, even for qualitative elements
- Communicate organizational goals and connect them with performance expectations
- Solicit employee input on performance during the appraisal period
- Give and receive feedback
- Conduct effective performance appraisal sessions

Communications Workshop – Two Days

Enhanced skill and newfound confidence in communication are life skills that can be applied while speaking before groups, participating in, and conducting meetings, working with, or leading a team, or simply communicating one-on-one. Even effective communicators will have the opportunity to learn new skills and gain experience to make them even better communicators who command respect and authority.

Communication at its best is a two-way process requiring not only the ability to speak so others will listen, but also the ability and discipline to listen while others speak. Listening skills are as essential as speaking skills – and are often overlooked. Individuals learn techniques to increase their comprehension and retention, and learn to look like they are listening. Both aspects of communication need to be learned, adhered to, and practiced for an individual and an organization to operate at its best.

Course Objectives:

- Enhance the ability to speak so others will listen – and listen while others speak
- Learn techniques to better communicate by enhancing the ability to better connect
- Add to personal power and confidence by learning the most effective techniques to communicate with increased confidence, authority, and efficiency
- Acquire non-verbal communication skills to command presence and enhance credibility
- Organize and deliver high-impact, professional-level briefings, and presentations
- Learn techniques to inform, inspire, persuade, and call others to action
• Learn to think and speak under pressure
• Improve the ability to make a positive impact within a diverse workforce

**Webinar Delivery Learning Format – ½ day**

With the growing importance of distance learning, and the need for “just-in-time” training for busy professionals, many government and private sector organizations are moving to an on-line delivery method. Participant engagement is enhanced due to the increased ease of use of on-line platforms. Learning objectives have been shown to be met equally well with on-line and in-person training. In general, organizations have found on-line learning to be a cost-effective and time-effective alternative to traditional classroom learning.

**Course Objectives:**
• Provide effective on-line training delivery
• Meet training needs and objectives as outlined in traditional workshop delivery
• Create an engaging and interactive learning experience

**Team Building – ½ day**

High performance teams have clear goals, strong relationships, and effective communication. Team building sessions are designed to help the organization strengthen in each of these areas and elevate performance, especially through the use of effective communication tools.

These tools can be particularly useful with a new team, or a team that is struggling to achieve its goals. When organizations do not provide teams the tools they need to function effectively as a team, the group quickly becomes dysfunctional. Teams need time to get to know each other in a business context and align on mission, vision, values, roles, and operating standards.

**Course Objectives**
• Identify the team you want and guidelines/operating standards/norms to get there
• Identify key messages for the team
• Unite the team under a common purpose so that one voice is heard when communicating key messages
• Discuss ways to best use the collective expertise and experience of individual team members
• Improve internal communication patterns on the team
• Clarify leadership roles and develop a common understanding of leadership
• Get to know each other better and build stronger relationships in support of team goals

<table>
<thead>
<tr>
<th>Service Contract Act (SCA) Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SCA Eligible Labor Category</strong></td>
</tr>
<tr>
<td>Administrative Clerk</td>
</tr>
<tr>
<td>Accounting Assistant</td>
</tr>
</tbody>
</table>

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).