



**GENERAL SERVICES ADMINISTRATION  
FEDERAL ACQUISITION SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/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.gsadvantage.gov>

**SCHEDULE TITLE:** 00CORP The Professional Services Schedule  
**SIN:** 874 4  
**CONTRACT NUMBER:** GS-00F-314DA

**CONTRACT PERIOD:** September 30, 2016- September 29, 2021

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at [www.gsa.gov](http://www.gsa.gov)

**CONTRACTOR:** Convergent Performance, LLC  
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**CONTRACTOR'S ADMINISTRATION SOURCE:** Cherissa Will | 719-481-0503 | [cwill@convergentperformance.com](mailto:cwill@convergentperformance.com)

**BUSINESS SIZE:** Small

**Socioeconomic Indicators:** Veteran Owned Small Business

**CUSTOMER INFORMATION:**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

<b>SIN</b>	<b>DESCRIPTION</b>
874 4	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**  
(Government net price based on a unit of one)

<u>SIN</u>	<u>MODEL</u>	<u>PRICE</u>
874 4	Professional Discipline and Compliance: The Anchor Point of Empowered Accountability (1/2 day)	\$7103.27 per workshop (5-35 participants)

**1c. HOURLY RATES: (Services Only)**  
Please see page 4 for all services offered.

**2. MAXIMUM ORDER\*:** The maximum order for SIN 874 4 is \$1,000,000 per order

\*Ordering activities may request a price reduction at any time before placing an order, establishing a BPA, or in conjunction with the annual BPA review. However, the ordering activity shall seek a price reduction when the order or BPA exceeds the simplified acquisition threshold. Schedule contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order or BPA.

**3. MINIMUM ORDER:** None

**4. GEOGRAPHIC COVERAGE:** 50 States, DC

**5. POINT(S) OF PRODUCTION:** NA for Services

**6. DISCOUNT FROM LIST PRICES:** 6% Base Discount

**7. QUANTITY DISCOUNT(S):** additional 5% discount for orders of 2 or more classes held at the same location at the during the same time

**8. PROMPT PAYMENT TERMS:** 1% 15, Net 30

**9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.**

**9.b Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.**

**10. FOREIGN ITEMS:** N/A for Services

**11a. TIME OF DELIVERY:** As agreed to at the Task Order Level

**11b. EXPEDITED DELIVERY:** As agreed to at the Task Order Level

**11c. OVERNIGHT AND 2-DAY DELIVERY:** As agreed to at the Task Order Level

**11d. URGENT REQUIRMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

**12. FOB POINT:** As agreed to at the Task Order Level

**13a. ORDERING ADDRESS:** same

- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3
14. **PAYMENT ADDRESS:** Same as contractor
15. **WARRANTY PROVISION:** Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty
16. **EXPORT PACKING CHARGES:** None
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (any thresholds above the micro-purchase level may be inserted by 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 AVAILABLE):** 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. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for EIT:** as applicable
25. **DUNS NUMBER:** 141821780
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:**  
Contractor has an Active Registration in the SAM database.

## Course Descriptions and Pricing

Course Title	Course Length	Minimum Participants	Maximum Participants	Course Descriptions	Price Offered to GSA (including IFF)
Blue Threat Quality Certification: Basic (2 days)	2 Days	5	35	This two-day instructor led workshop drives down organizational errors by providing mastery level learning in personal error causes, countermeasures, and controls, and empowers individuals with vital tools and techniques to reach new levels of performance. This certification training program is a natural extension of safety, security and quality control processes such as Six Sigma and LEAN by adding the dimension of an individual's responsibility to assess personal error control.	\$13,259.45
Safety Culture Assessment (2 days)	2 Days	5	35	This two-day instructor led workshop provides Organizational Managers, Safety Officers, and Quality Assurance personnel with the knowledge and tools to improve their auditing and assessment skills to track and improve organizational performance. Participants will better understand how to measure and drive positive change within their organizational culture.	\$18,184.38
Global War on Error Basic Workshop (1 day)	1 Day	5	35	Global War on Error® (GWOE) training instructs participants in the skill sets of personal accountability and error control, improving organizational compliance, reducing embarrassing incidents, and improving safety and security. The GWOE workshop provides all participants with the ability to recognize and counter nearly 50 unique error producing conditions, reducing both the frequency and consequences of human error in your organization.	\$10,891.69
Crew (Team) Resource Management (1 day)	1 Day	5	35	This full-day instructor led workshop or web-based training program provides teams of all types the knowledge and skills to operate more effectively in the team environment. Participants who complete this course will be able to understand the different skill sets required for high level function in “swift forming teams” of short duration and more permanent teams such as a program management team. Additional outcomes include how to avoid team induced error traps; use appropriate levels of assertiveness to heighten the situational awareness of the team; identify and leverage appropriate	\$8,997.48

				resources; manage stress and conflict; and use key tools and techniques to improve team performance in any setting.	
Level III Professionalism (1/2 day)	1/2 Day	5	35	This half day live workshop or web-based training improves organizational professionalism, effectiveness and leadership by instructing individual how to “grow where they are with the resources at hand.” An ideal complement for any professional development program, it is based on extensive research into the elements of high performance in a wide variety of work settings. The training introduces six domains and over 200 specific behaviors of extreme professionalism: professional ethics, vocational excellence, continuous improvement, full engagement, image and selflessness. This workshop concludes with the development of a personal professionalism improvement plan specific to each individual participant.	\$7,576.83
Advanced Professionalism (1/2 day)	1/2 Day	5	35	This half day live workshop or web-based training improves organizational professionalism, effectiveness and leadership by developing Level III professionalism skills in executives, managers, first line supervisors, as well as others in positions of oversight and authority. The program utilizes a variety of assessment tools to provide insights into personal and organizational levels of professionalism; as well as keys for driving higher levels of professionalism into your culture.	\$7,576.83
Why "Good Enough" Really Isn't: Combatting Complacency in Your Operation (1/2 day)	1/2 Day	5	35	Employee engagement has been shown to be lacking in most government workplaces. This educational and motivational workshop informs as well as inspires, reigniting stagnant professionals. This workshop targets specific elements that lead to complacency; boredom, apathy, attention to detail, diligence, vigilance, and lack of enjoyment in the daily work task. With take-away tools and learning points for fully engaging into the workspace, this workshop lights a new fire to drive your team to reach higher levels of performance in their daily work environment	\$8,050.38

Professional Discipline and Compliance: The Anchor Point of Empowered Accountability (1/2 day)	1/2 Day	5	35	This half-day instructor led workshop or web based training program establishes compliance as the cornerstone of safe, legal, effective performance in the workplace. Participants will better understand why they are often tempted to deviate from existing guidance, and the personal and professional advantages of rigorous compliance with established policy and procedure. They will be taught to recognize and counter violation producing conditions; hazardous attitudes; counteract normalization of deviance; and maintain personal integrity in the presence of peer pressure to do otherwise. Individuals will leave this workshop empowered to perform more precisely and diligently inside the lines of policy and procedures.	\$7,103.27
Fit 4 Duty™: The Physiology and Psychology of Human Error (1/2 day)	1/2 Day	5	35	This four-hour instructor led workshop or web-based training program provides vital background information on how physiological and psychological readiness affects their performance. Five areas are covered in detail: sleep improvement; nutrition and hydration; stress management; the effects of aging; and exercise physiology. Students will better comprehend how their minds and body's work in conjunction; develop a personal readiness routine so they are fit for duty; manage chronic and daily fatigue; recognize and respond to physiological red flags; limit multi-tasking; effectively manage their time and decision making; understand the effects of aging on their performance; utilize fitness to help them reach peak performance.	\$7,103.27
Threat and Error Management (1/2 day)	1/2 Day	5	35	A half-day instructor led workshop or web-based training program that introduces learners to the principles of hazard identification and control measures, risk mitigation and management, and the role of TEM within your existing risk management, safety, or security systems. By providing the core knowledge on threats, human errors and the hazard identification process, learners are better prepared to counter threats to their individual and organizational performance. This course supports the ability to achieve precision and accuracy in your unique operational environment.	\$7,103.27
Communication and Assertiveness (1/2 day)	1/2 Day	5	35	This half-day instructor led workshop or web based training program helps every member of your team communicate better with others, both more precisely and assertively where needed. Students who participate in this training program will be better able to identify threats to effective communication; comprehend and utilize proper assertiveness	\$7,103.27

				and sensitivity when dealing with authority; comprehend the communications loop and its impact on operations; and stress the importance of clear and unambiguous communication during all aspects of your operation.	
Empowered Accountability (1/2 day)	1/2 Day	5	35	This half-day instructor led workshop demonstrates to participants that you can predict and prevent the majority of human errors from occurring when you know what to look for and are empowered to improve. The course provides the background and tools for you to significantly reduce costly errors by targeting the most important aspects of the human performance equation - compliance and accountability. The instructor will help students to recognize and counter the top forty-five error-producing conditions (EPCs), violation producing conditions (VPCs), hazardous attitudes, mental biases, group dynamic traps, and situational factors that lead to human error. They will also learn to apply systemic error-reduction techniques and personal error tracking tools to identify and counter the individual error tendencies taught in this lesson.	\$7,103.27
Aviation Maintenance, Never Events	8 hours	5	35	Six specific events cause the vast majority of technician induced damage around the world: Wrong Person – Wrong Part – Wrong Fluid - Lost Tool – Improper Movement – Unsecured Panels. This tightly focused training program for technicians, first line supervisors, and managers identifies the causes and cures for these totally preventable incidents in an easy to comprehend manner that can be immediately applied to the highly dynamic and challenging aviation maintenance work environment. This is a highly engaging facilitated workshop, using actual case studies as springboards for discussions of local factors and challenges. Each course includes a Technician Never Events Field Guide for every participant, filled with checklist style countermeasures to predict and prevent maintenance errors. Also included are policy tips and techniques for first line supervisors and managers to ensure the training takes hold.	\$9,600.00
Keynote Speaker Presentation	Max 2.5 hours	1		Delivery of a unique, thought provoking, Safety Stand Down key note presentation addressing current organizational issues as they relate to professionalism, personal accountability and deliberate practice or emerging technology topics or techniques – all pertaining to culture, safety, and/or improvement. Includes panel	\$ 8,997.48

				participation. Delivered by one of Convergent’s widely recognized, experienced industry experts.	
Subject Matter Expert Presentation	Max 2 hours	1		Delivery of a unique and customizable, thought provoking, training presentation addressing current organizational issues as they relate to professionalism, personal accountability and deliberate practice or emerging technology topics or techniques – all pertaining to culture, safety, and/or improvement. Includes panel participation. Delivered by one of Convergent’s experienced Subject Matter Experts.	\$ 3,791.62
eLearning: Pilot Reliability Certification 100 Series (PRC 100)	9 hours 15 minutes (approx.)	1		This course establishes an anchor point of understanding the critical importance and challenges of full uncompromising compliance, the cornerstone for safe operations and the anchor point for follow-on professional development.	\$ 235.83
eLearning: Pilot Reliability Certification 200 Series (PRC 200) Includes PRC 201-204	5 hours 30 minutes (approx.)	1		We designed our eLearning 200-level series for aviators interested in heightening their situational awareness, furthering their careers in aviation instruction, enhancing safety management system (SMS) effectiveness, and broadening their leadership skills.	\$ 331.49
eLearning: Maintenance Reliability Certification 100 Series (MRC 100)	9 hours 30 mins (approx.)	1		Technical training is only part of the safety and performance equation; in fact, statistics reveal that the attitudes, diligence, and compliance of those who work on the ramp and in the hangar have a far greater impact on safety and performance. The MRC was created and developed to fill training gaps and reduce the frequency and cost of maintenance-related human errors.	\$ 150.59



Aviation Maintenance Never Events™ (AMNE)	½day (4 hours)	5	35	Is your maintenance team ready to take the pledge to eliminate <i>Never Events</i> on their aircraft? This comprehensive and innovative course provides control systems and personal improvement resources for maintenance professionals to eliminate the six most costly and avoidable aviation maintenance errors. *certification: FAA IA renewal credit	\$ 15,627.20
Level IV Professionalism	½ Day (4 Hours)	5	35	This half-day instructor led course provides the social and technical skills for mentors to effectively transfer knowledge and wisdom to the next generation. As the baby boomer generation heads into retirement, the ability to capture decades of wisdom is literally walking out the door. This course provides the social and technical skills for mentors to effectively transfer knowledge and wisdom to the next generation. (Customer Facility)	\$ 10,418.14