

Federal Supply Service  
Authorized Federal Supply Schedule Price List

FEDERAL SUPPLY SCHEDULE CONTRACT FOR:

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FSC GROUP:	874 – Mission Oriented Business Integrated Services (MOBIS)
PSC CLASS:	U006
SPECIAL ITEM NUMBER (SIN):	874.4 – Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration
CONTRACT NUMBER:	GS-02F-0012T
AWARDED UNDER SOLICITATION #:	2FYA-AR-060001-B

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

CONTRACT PERIOD

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October 24, 2011 thru October 23, 2016

CONTRACTOR'S NAME

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Business Training Works, Inc.

ADDRESS: 9051 Katie Court  
Port Tobacco, Maryland 20677  
USA

PHONE NUMBER: 301-934-3250

FAX NUMBER: 208-445-5379

WEB SITE: <http://www.businesstrainingworks.com>

BUSINESS SIZE: Woman-Owned, Small Business

## CUSTOMER INFORMATION

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1a. TABLE OF AWARDED SPECIAL ITEM NUMBER:

SIN Number	Item Description and Awarded Price
874.4	Instructor-Led Training, Excludes the mandatory GS-1102 contracting curriculum.

1b. LOWEST PRICED ITEM NUMBER:

SIN Number	Item Description	Lowest Unit Price
874.4	Half-Day Course Up to 12 Participants (Travel and Per Diem Excluded)	\$2,550.00

1c. HOURLY RATE: Not applicable.

2. MAXIMUM ORDER: \$1,000,000

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE: 48 Continental U.S. excluding Alaska, Hawaii and the Commonwealth of Puerto Rico

5. POINT(S) OF PRODUCTION: Port Tobacco, Charles County, Maryland

6. GSA PRICE SCHEDULE:

		Half Day or Less	Full Day	Additional Consecutive Day Same Instructor
A	Up to 12 Participants	\$2,550	\$2,850	\$2,550
B	Up to 18 Participants	\$2,700	\$3,000	\$2,550
C	Up to 24 Participants	\$2,850	\$3,150	\$2,550
D	Up to 30 Participants	\$3,000	\$3,300	\$2,550
E	Up to 36 Participants	\$3,150	\$3,450	\$2,550
F	Up to 42 Participants	\$3,300	\$3,600	\$2,550
G	Up to 48 Participants	\$3,450	\$3,750	\$2,550
H	49+ Participants	\$3,600	\$3,900	\$2,550
<p>Prices listed are NET.            FOB Destination = Continental United States.            Travel and Per Diem Negotiated on a Per Customer Basis.            All amounts are quoted in United States Dollars.            Industrial Funding Fee Included</p>				

7. QUANTITY DISCOUNTS FOR LARGE PURCHASE ORDERS (PRICES ARE NET):

Total Order	Discount Percentage
\$12,000	5% Discount
\$25,000	8% Discount
\$50,000	10% Discount
\$75,000	12% Discount

8. PROMPT PAYMENT TERMS: Net 30 days.
- 9a. GOVERNMENT PURCHASE CARDS BELOW MICRO LEVEL: Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. GOVERNMENT PURCHASE CARDS ABOVE MICRO LEVEL: Government purchase cards are accepted at or above the micro-purchase threshold.
10. FOREIGN ITEMS: None.
- 11a. TIME OF DELIVERY: 30 days.
- 11b. EXPEDITED DELIVERY: Consult with the contractor.
- 11c. OVERNIGHT AND 2-DAY DELIVERY: Consult with the contractor.
- 11d. URGENT REQUIREMENTS: Consult with the contractor.
12. F.O.B. POINT(S): Destination.
- 13a. ORDERING ADDRESS:  

Business Training Works, Inc.  
9015 Katie Court  
Port Tobacco, MD 20677  
USA  
Phone: 301-934-3250  
Fax: 208-445-5379
- 13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT ADDRESS:

Business Training Works, Inc.  
9015 Katie Court  
Port Tobacco, MD 20677  
USA  
Phone: 301-934-3250  
Fax: 208-445-5379

15. WARRANTY PROVISION: Not applicable.

16. EXPORT PACKING CHARGES: None.

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:  
Government credit cards are accepted for all purchases.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: None.

19. TERMS AND CONDITIONS OF INSTALLATION: None.

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE  
LISTS AND ANY DISCOUNTS FROM LIST PRICES: Not applicable.

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not applicable.

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not applicable.

22. LIST OF PARTICIPATING DEALERS: Not applicable.

23. PREVENTIVE MAINTENANCE: Not applicable.

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED  
CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS): Not  
applicable.

24b. SECTION 508 COMPLIANCE INFORMATION: Not applicable.

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 139115625

26. CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE NUMBER: 37YU1

27. UNCOMPENSATED OVERTIME: Not applicable.

## AVAILABLE COURSES

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To view full course outlines go to: <http://www.businesstrainingworks.com>. At the Home Page location click on "Onsite Training" directly under "Home" on the far left. An "Onsite Training Menu" is located at the far right of the screen will appear. Click on the subject that best describes your area of interest to reveal our course titles. Clicking on a title will cause the outline to appear. Pricing information appears under "Pricing Information" located on the same line as "Home". Suggested course length is provided in the last column to the right of the course title; the length may be increased or decreased depending on the client's needs. Similarly, course content may be customized to accommodate the client's specific requirements.

Short Title	Published Title	Length
<i>Basic Etiquette</i>	Cubicle Conundrums and Other Questions of Decorum Communication Skills and Office Etiquette for Moving Up at Work	1 Day
<i>Building a Professional Network</i>	How to Network Like a Pro Growing and Managing Your Offline and Online Business Relationships	1 Day
<i>Business Etiquette</i>	Real-World Etiquette Modern Manners for Today's Business World	1 Day
<i>Corporate Hosting</i>	Hosting Corporate Guests Representational Entertaining Made Simple	1 Day
<i>Dress for Success</i>	From Top to Toe Building a Professional Image	1/2-1 Day
<i>Etiquette for Technical Professionals</i>	On Target Professionalism and Etiquette for Technical People	1 Day
<i>New Hire Etiquette</i>	Work Experience How to Act So People Think You Have It	1-2 Days
<i>Organizational Representation</i>	Best Foot Forward Protocol and Social Etiquette for Organizational Representation	1 Day
<i>Professionalism for Employees in Uniform</i>	Uniform Service How to Present a Consistent Brand Image Every Time	1/2-1 Day

Short Title	Published Title	Length
<i>Retail Etiquette</i>	Service Savvy Exceptional Etiquette for Retail Employees	1 Day
<i>Call Center Training: Sales and Customer Service Training for Call Center Agents</i>	The A+ Agent Confidence and Professionalism for Call Center Employees	1 Day
<i>Client Relations</i>	Delivering Exceptional Client Services How to Build Lasting Partnerships	1/2-1 Day
<i>CRM: An Introduction to Customer Relationship Management</i>	More than a Database Customer Relationship Management 101	1/2 Day
<i>Customer Service</i>	Customer Service Excellence How to Deliver Exceptional Value to Today's Busy Customer	1/2-1 Day
<i>Customer Service Communication Skills</i>	The Customer Connection Twenty Essential Communication Skills for Giving Better Service	1 Day
<i>Customer Service for Healthcare</i>	Patients Plus Delivering Customer Service for Better Patient Satisfaction	1-2 Days
<i>Customer Service for Hospitality</i>	At Your Service Delivering a Five-Star Customer Experience	1/2-1 Day
<i>Customer Service: Critical Elements of Customer Service</i>	Service Essentials Basic Skills for Serving Others	1/2-1 Day
<i>Front Desk Skills</i>	Welcome Front Desk Professional Image Building Essentials	1 Day
<i>Help Desk Skills</i>	SOS Help for the Help Desk	1 Day
<i>Retail Customer Service</i>	In the Bag Delivering Exceptional Retail Customer Service	1/2-1 Day

Short Title	Published Title	Length
<i>Telephone Customer Service</i>	How May I Help You Outstanding Telephone Courtesy and Customer Service	1/2-1 Day
<i>American Culture</i>	The Red, White, and Blue View Understanding and Doing Business with Americans	1 Day
<i>Cross-Cultural Communication</i>	Communicating Across Cultures Working Together in a Global Marketplace	1/2 Day
<i>Diversity</i>	I Understand You Capitalizing on Workplace Diversity	1-2 Days
<i>Executive Cross-Cultural Communication</i>	World Wise Cross-Cultural Communication and Global Business Etiquette	1/2-1 Day
<i>Expatriate Country-Specific Briefings</i>	Going Global Getting Down to Business Outside the United States	1/2 Day
<i>Impartation (United States)</i>	Coming to America A Super-Sized Survival Session for Living in the United States	1/2-1 Day
<i>Multicultural Communication</i>	Say What? Communicating in a Multicultural Workplace	1/2-1 Day
<i>Anger Management: Understanding Anger - Yours and Others</i>	Escaping Anger Avoiding Traps and Freeing Yourself from Frustration	1/2-1 Day
<i>Building Self Esteem and Assertiveness Skills</i>	The Confidence Advantage Self Esteem and Assertiveness Skills in the Workplace	1/2-1 Day
<i>Communicating with Tact, Diplomacy, Poise, and Finesse</i>	Communicating with Tact, Diplomacy, Poise, and Finesse What to Say and How to Say It	1-2 Days
<i>Communication Skills for Managers and</i>	Communicating with Influence Message Management Skills for Managers and Supervisors	1 Day

Short Title	Published Title	Length
<i>Supervisors</i>		
<i>Communication Skills for Technical Professionals</i>	Power Networking Communication Skills for Technical Professionals	1 Day
<i>Communication Strategies</i>	The People Principle Effective Communication for Anyone Working with Others	1 Day
<i>Dealing with Difficult People</i>	How to Work Better with Almost Anyone Handling Chronic Complainers, Time Stealers, Loudmouths, Emotional Vampires, and Other Difficult People	1 Day
<i>Diversity Training: Celebrating Diversity in the Workplace</i>	All Together Now Embracing and Managing Workplace Diversity	1/2 Day
<i>Empathy</i>	Emphasizing Empathy Communicating with Passion, Compassion, and Concern	1/2-1 Day
<i>Generation Gap: Closing the Generation Gap in the Workplace</i>	Bridging the Gap Understanding Generations at Work	1 Day
<i>Listening Skills</i>	Listening Loud and Clear How to Use Your Mind, Heart, and Ears for Better Business Results	1/2-1 Day
<i>Optimism</i>	Optimism The Antidote to Negativity	1 Day
<i>Skills for the Administrative Assistant</i>	The Face of the Office Communication Skills for Administrative Assistants	1/2-1 Day
<i>Team Building: Developing High Performance Teams</i>	Extreme Teams Building High-Performance Workgroups	1/2-1 Day
<i>Teambuilding</i>	Total Teambuilding Tactics for Working Better Together	1/2-1 Day

Short Title	Published Title	Length
<i>Critical and Creative Thinking</i>	Aha! Learning to Think Critically and Creatively Techniques for Sparking Ideas, Solving Problems, and Rethinking the Status Quo	1/2-1 Day
<i>Problem Solving &amp; Decision Making</i>	This, That, What Is It? Defining Problems and Making Decisions	1/2-1 Day
<i>Conducting Effective Performance Reviews</i>	Effective Feedback Writing and Delivering Employee Performance Reviews	1 Day
<i>Hiring for Success: Behavioral Interviewing Techniques</i>	Finders Keepers How to Interview and Hire Well	1-2 Days
<i>Orientation Handbook: Getting Employees Off to a Good Start</i>	First Things First Creating Effective Orientation Programs	1-2 Days
<i>Advanced Project Management</i>	Managing Project Teams Communication Skills for Getting Things Done Together	1 Day
<i>Basic Supervision</i>	Step Up to Supervisor Making the Transition from Buddy to Boss	1 Day
<i>Business Ethics for the Office</i>	Doing the Right Thing Ethics and Integrity and Work	1 Day
<i>Business Leadership: Becoming Management Material</i>	The Total Leader Essential Skills for Successful Management	1-2 Days
<i>Business Succession Planning: Developing and Maintaining a</i>	What's Next? Developing and Maintaining a Succession Plan	1 Day

Short Title	Published Title	Length
<i>Succession Plan</i>		
<i>Change Management</i>	Don't Look Now But... Coping with Organizational Change	1/2-1 Day
<i>Coaching for Better Customer Service</i>	Managing Customer Service Ten Essentials for Coaching, Motivating, and Getting the Best out of Front-Line Employee	1/2-1 Day
<i>Coaching: A Leadership Skill</i>	They Can Do It! Coaching to Get the Best out of Others	1 Day
<i>Leadership Skills for Non-managers</i>	Follow Me! Leadership Skills for Non-Managers	1/2-1 Day
<i>Management Skills</i>	Supervision Skills for Managers How to Run an A+ Workgroup	1 Day
<i>Managing Virtual Teams</i>	Remote Control Managing Virtual Teams and Offsite Employees	1 Day
<i>Motivating Employees</i>	Give Me an M! The Foundations of Employee Motivation	1 Day
<i>Motivation Training: Motivating Your Workforce</i>	Prescription Motivation First Aid for Burned Out Teams	1-2 Days
<i>Performance Management: Managing Employee Performance</i>	Getting the Best Managing Employees for Top Performance	1 Day
<i>The ABC's of Supervising Others</i>	Supervising Basics Managing People Made Easy	1 Day
<i>The Professional Supervisor</i>	The Super Supervisor Acting the Part When You're In Charge	1 Day
<i>Conflict Resolution</i>	From Conflict to Resolution How to Define and Discuss Tough Topics	1-2 Days

Short Title	Published Title	Length
<i>Conflict Resolution: Getting Along in the Workplace</i>	Boiling Point Managing Matters of Conflict at Work	1 Day
<i>Negotiating for Results</i>	BATNA, WATNA, WAP, and the ZOPA The ABCs of Successful Negotiation	1 Day
<i>Negotiation</i>	Negotiation Power Skills How to Get What You Want Without Being a Jerk	1 Day
<i>Delegation: The Art of Delegating Effectively</i>	Off My Plate Effective Delegation Techniques	1-2 Days
<i>Managing Meetings</i>	Making Meetings Work How to Plan, Conduct, and Manage Group Discussions	1 Day
<i>Managing Up</i>	Managing Up Tactics for Working Well FOR Others	1 Day
<i>Organizational Skills</i>	Digging Out How to Get Organized and Get Control When You Are Overworked, Overcommitted, and Overwhelmed	1 Day
<i>Soft Skills for Administrative Assistants</i>	The Polished Administrative Assistant Keeping Those Around You Organized, On Time, and On Track	1 Day
<i>Stress Management</i>	The Attitude Day Spa Managing Stress, Building Self-Esteem, and Staying Positive at Work	1 Day
<i>Stress Management Training</i>	Slowing Down and Getting More Done Stress Management for Busy People	1/2-1 Day
<i>Time Management</i>	Taming the Time Monster How to Stop Procrastinating, Start Planning, and Get More Done	1 Day
<i>Time Management: Get Organized for Peak Performance</i>	Getting Things Done with Only Two Hands Time Management Systems and Solutions for Busy People	1 Day

Short Title	Published Title	Length
<i>Facilitation Skills</i>	Facilitation 101 How to Get the Most Out of Business Discussions	1-2 Days
<i>Presentation Skills</i>	You Don't Have to Imagine Them Naked How to Create and Deliver High-Impact Presentations	1 Day
<i>Presentation Skills for Technical Professionals</i>	From Statistics to Persuasion How to Prepare and Deliver Effective Technical Presentations	1-2 Days
<i>Public Speaking: Presentation Survival School</i>	Podium Panache Presentation Skills 101	1 Day
<i>Public Speaking: Speaking Under Pressure</i>	Smiling While Dancing on Hot Coals How to Speak with Ease Under Pressure	1 Day
<i>Speak Easy: Conquering Your Fear of Speaking in Public</i>	Swallowing Butterflies and Living to Tell About It Conquering Fear of Speaking in Public	1 Day
<i>Marketing and Sales</i>	Core Essentials Marketing and Promotion Basics	1 Day
<i>Relationship Selling</i>	Stop Selling! How to Listen, Learn, and Build Relationships	1-2 Days
<i>Sales Science</i>	Sales Science Formulas for Selling Smarter	1 Day
<i>Sales Training: Building Relationships for Success in Sales</i>	The Relationship Advantage Connecting with Customers and Increasing Sales	1-2 Days
<i>Sales Training: Dynamite Sales Presentations</i>	Perfect Pitch Crafting and Delivering Effective Sales Presentations	1-2 Days
<i>Sales Training: Overcoming Objections to Nail the Sale</i>	Transforming NoOvercoming Objections to Nail the Sale	1-2 Days

Short Title	Published Title	Length
<i>Sales Training: Prospecting for Leads like a Pro</i>	Finding Gold Prospecting for Sales Leads Like a Pro	1 Day
<i>Sales Training: Selling Smarter</i>	Selling Smarter Survival Skills for Sales Professionals	2-3 Days
<i>Telemarketing: Using the Telephone as a Sales Tool</i>	Calling All Callers Tools and Techniques for Better Phone Sales	1 Day
<i>Active Training Techniques</i>	Engage! Techniques for Cooking Up Interactive, Instructor-Led Training	1 Day
<i>Advanced Skills for the Practical Trainer</i>	Ta Da! Advanced Methods and Techniques for the Experienced Trainer	1/2-1 Day
<i>Developing Your Training Program</i>	Designing for Action Developing Engaging Training Programs	1 Day
<i>Facilitation Skills - Becoming a Great Trainer</i>	Connecting in the Classroom Facilitation Skills for Trainers	1 Day
<i>Survival Skills for the New Trainer</i>	Basic Training Skills Lessons for New Trainers	1/2-1 Day
<i>The Practical Trainer</i>	Teaching Essentials Practical Skills for Trainers	1/2-1 Day
<i>Train the Trainer</i>	Train the Trainer The Art and Science of Teaching Adults	1 Day
<i>Using Activities to Make Training Fun</i>	Spice It Up Using Activities and Exercises to Make Learning Stick	1 Day
<i>Advanced Writing Skills</i>	Beyond the Bottom Line Advanced Writing Skills for Experienced Professionals	1-3 Days
<i>Business Writing</i>	Bottom-Line Business Writing The Gift of Bringing Clarity and Style to Everything You Write	1-3 Days

Short Title	Published Title	Length
<i>Business Writing that Works</i>	In Plain English Government Writing Made Easy	1-3 Days
<i>Email Etiquette</i>	Email Etiquette and Business Writing Good Behavior Online	1 Day
<i>Military Writing</i>	Commanding Attention Writing for the Military	1-3 Days
<i>Proofreading and Editing</i>	On Your Mark Professional Proofreading and Editing	1-3 Days
<i>Taking Meeting Minutes</i>	Minute by Minute Distilling and Documenting Meeting Conversations	1/2-1 Day
<i>Writing for Technical Professionals</i>	Writing Made Easy as Pi – Effective Written Communication for Science, Healthcare and Other Technical Fields	1-3 Days
<i>Writing Reports and Proposals</i>	Write On! Creating Effective Proposal and Reports	1-3 Days