GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

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

Schedule 874
Mission Orientated Business Integrated Services (MOBIS)
Contract #GS-02F-0233R

For more information on ordering from Federal Supply Schedules go to GSA Schedules - Overview

Contract period: September 30, 2005 - September 29, 2010

Supplement No. 2, September 16, 2009

Telephone Doctor, Inc. 30 Hollenberg Ct. St. Louis, MO 63044
Phone: 314.291.1012 Toll Free: 800.882.9911 Fax: 314.291.3710
Web: www.telephonedoctor.com
Michelle Parent

Small, Woman-owned Business

CUSTOMER INFORMATION

1a. Awarded special item numbers:

- SIN 874-9 Off-the-Shelf and Customizable Print, Audio, and Visual Training Devices (See SIN 874-9 GSA Price List page for item descriptions and awarded prices)
- SIN 874-4 Instructor-Led Training, Web Based Training and Education Courses, Course Development and Test Administration (See SIN 874-4 GSA Price List page for item descriptions and awarded prices)

1b. Identification of lowest priced model number and lowest unit price for that model for each special item number awarded can be found on the corresponding SIN GSA Price List page.

1c. Hourly rates: Not Applicable

2. Maximum order: $1,000,000.00

3. Minimum order: $100.00

4. Geographic coverage area: Worldwide

5. Point of production: St. Louis, Missouri, USA

6. Prices shown herein are net (discount deducted)

7. Quantity discounts:

- SIN 874-9 (See SIN 874-9 GSA Price List page for quantity discounts)

- SIN 874-4 (See SIN 874-4 GSA Price List page for quantity discounts)

8. Prompt payment terms: Net 30

9a. Telephone Doctor, Inc. will accept Government purchase cards at or below the mico-purchase threshold.
9b. Telephone Doctor, Inc. will accept Government purchase cards above the micro-purchase threshold.

10. Foreign items: Not Applicable

11a. Time of delivery

- SIN 874-9 10 Days
- SIN 874-4 10 Days

11b. Expedited delivery (Items available for expedited delivery are noted with an * in this price list.)

- SIN 874-9 2 Days
- SIN 874-4 1 Week

11c. Overnight and 2-day delivery: Items available for expedited delivery are noted with an * in this price list.

11d. Urgent requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact us for the purpose of obtaining accelerated delivery. We shall reply to the inquiry within 3 workdays after receipt. Telephone replies shall be confirmed by us in writing. If we offer an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accerlerated delivery time frame shall be delivered within this shorter delivery time in accordance with all other terms and conditions of the contract.

12. F.O.B. Point is Destination

13a. Ordering address: Telephone Doctor, Inc. 30 Hollenberg Ct. St. Louis, MO 63044
13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (GSA Schedules - Overview).

14. Payment addresses:

- EFT:
  First Bank 11901 Olive Blvd. Creve Coeur, MO 63141 800.760.2265
  ABA Number: 081009428 Account Number: 9839902765 Account Name: Telephone Doctor, Inc.
- Checks:
  Telephone Doctor, Inc. 30 Hollenberg Ct. St. Louis, MO 63044

15. Warranty provision: 10 year replacement guarantee against damage or defect, limited to current titles and purchased format.

16. Export packing charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance - same as stated in 9a and 9b above.

18. Terms and conditions of rental, maintenance, and repair: Not Applicable

19. Terms and conditions of installation: Not Applicable

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. Preventative maintenance: Not Applicable

24a & b. Special environmental attributes: Not Applicable

25. Data Universal Number System (DUNS) number: 16-074-6509

26. Notification regarding registration in Central Contractor Registration (CCR) database: Telephone Doctor, Inc. is registered with the Department of Defense Central Contractor Registration database.

27. Uncompensated Overtime: Not Applicable

GSA FSS Schedule Group 874
SIN 874-9
Off-the-Shelf and Customizable Print, Audio, and Visual Training Devices
PRICE LIST

* DISCUSSION CATALYST AND COMPLETE LIBRARY VIDEOS

1 - 3 videos	$433.90 each
4 - 5 videos	$326.51 each
6 - 17 videos	$290.73 each
18 - 53 videos	$218.64 each
54 or more videos	$147.22 each

Titles to choose from:	
Discussion Catalyst Category	**Description**
• New Employee Orientation • Email Errors • Call Center Challenges • More Call Center Challenges	These popular DVD-based training tools each feature eight thought-provoking vignettes based around a common theme. Each training scene will challenge your team to brainstorm solutions to the performance issues portrayed. The vignettes serve as the discussion points and you are there to moderate and steer the class.

Complete Library Category	Description
The Service Mentality	Apart from the actual skills and techniques, why is it that some people seem like 'naturals' when it comes to providing great service? This program identifies and highlights the basic characteristics and traits of people who demonstrate excellent customer service.
Determining Caller Needs	Listening skills and questioning techniques are both critical components to providing superior customer service. This popular program teaches the six basic steps to becoming a more effective listener plus identifies six effective questioning skills, plus how and when to use them effectively.
From Curt to Courteous	The Seven Touch Points Of Communications. This program addresses understanding and being understood in spoken and written service situations. Covers voice, tone, words used and how the listener's perception affects how well you communicate with customers. Course identifies synchronous communication methods (phone, face-to-face and instant messaging) along with asynchronous communication methods (email, voicemail, fax and letters).
Four C's of Coaching Skills	A powerful management development resource. This content-rich training tool explains the differences between training, coaching, and counseling and illustrates our proven Four Cs of Coaching Model in a variety of service and line management situations.
Five Forbidden Phrases®	Don't tell customers what you can't do, tell them what you can do. Your staff will learn the Five Forbidden Phrases® Of Customer Service followed by the Positive Alternatives they should be using instead. By following the techniques in this program your team will prevent service mishaps before they occur. Includes both telephone and face-to-face examples.
Six Cardinal Rules of Customer Service	Viewers will meet the men and women responsible for originating some of the worst customer service habits which plague the planet today. Watch Joanie Jargon baffle her caller with an unending array of internal codes and abbreviations. See Bob Backwards put his paperwork before his customers. You'll recognize each inductee and your team will want to avoid duplicating ther error!
Selling Skill From A to Z	This basic sales training program is loaded with twenty-six powerful skills and techniques which will be of immediate help to everyone in a customer service or telesales position. Topic chapters are divided up into 26 easy-to-use sections, with each being one to two minutes each. Content includes Features vs Benefits, Echo Questions, Using Tie-downs and much more.
Proactive Customer Service	There are basically three levels of service in the world. Do your customer contact employees deliver passive, average, or proactive service to your customers? This popular video training program teaches the importance of high energy, enthusiasm, rapport building and cross selling.

Complete Library Category	Description
Essential Telephone Skills	Addresses ten simple yet crucial skills which form the very foundation for delivering exceptional customer service on the phone. Topics include answering a business call, placing callers on hold, offering spoken feedback signals, avoiding excuses, being aware of mouth noises and regain control of the conversation.
Six Steps to Service Recovery	Offering great service is usually easy when things are going well. You don't truly learn about an organization's service character until something goes wrong. In today's competitive service environment merely correcting the problem isn't always enough. Many situations require Service Recovery. Service Recovery is a specific set of actions which customer-oriented organizations take whenever there's a disappointment for the customer.
Seven Keys to a Positive Mental Attitude	This powerful program helps viewers understand that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they're going to deal with life's events. Key points include choosing your attitude in advance, visualizing success and resisting negative influences.
How to Avoid Emotional Leakage	Have you ever had a bad day and then barked at a coworker? Or worse yet, at a customer? We call it Emotional Leakage and this short awareness program will help viewers realize how damaging this behavior can be. Seeing Emotional Leakage from a third party point of view will raise your staff sensitivity to this widespread problem.
Influencing The Interaction	This course identifies six practices which will help service providers offer a more positive experience for their customer. From showing patience and tolerance to a senior citizen to the importance of avoiding common distractions in the workplace, this program raises awareness about how each team member contributes to a positive interaction.
How to Handle the Irate Customer	This best selling customer service video program includes a highly effective four point plan for calming irate customers and maximizing their situation. Trainees will first learn that irate calls are nothing personal. The customer is upset at a problem, not at the CSR. This program includes the proven ASAP technique for handling irate customers.
Essential Elements of Internal Customer Service	Employees either serve customers directly or they serve someone who does. It's critical for superior service to begin within the walls of your organization. This program illustrates the six essential elements for improving internal customer service and help employees realize we are customers to each other.
How to Deal with the Foreign Accent	This program explains that all callers are created equal and offers techniques which will make communications easier with foreign language customers. Realistic vignettes and characters make this program a powerful sensitivity builder.

Complete Library Category	Description
That's Just Rude! Exploring the Rudeness Matrix	What exactly constitutes rude behavior? Must it be intentional? This program explores the various types of rudeness according to the Rudeness Matrix and also raises awareness to how one's actions can be perceived as rude. Humorous vignettes make this program a must see training tool.
Maintaining Customer Relationships	Most everyone understands the importance of excellent customer service during the purchasing process. But what happens after the transaction? How do we cement a relationship with customers to move their purchase from merely a transaction into a long-term relationship? This course emphasizes the importance of follow up after the sale and gives realistic examples of how to handle the five most common follow-up scenarios.

* PARTICIPANT WORKBOOK DUPLICATION RIGHTS ON CD-ROM

1 - 17 titles	One Year Duplication Rights $127.10 each title	Five Year Duplication Rights $328.71 each title	Lifetime Duplication Rights $635.51 each title
18 or more titles	One Year Duplication Rights $58.19 each title	Five Year Duplication Rights $144.87 each title	Lifetime Duplication Rights $289.75 each title

* NEWMARKET LEARNING VIDEOS

1 - 4 videos	$609.21 each
5 - 9 videos	$454.06 each
10 - 14 videos	$426.01 each
15 - 19 videos	$395.33 each
20 - 24 videos	$365.53 each
25 - 49 videos	$334.85 each
50 - 74 videos	$305.04 each
75 or more videos	$273.49 each

Titles to choose from:	
Newmarket Learning Videos	**Description**
A Question of Evidence	It's a fact. Some candidates shine at the interview but don't work out on the job. Interviewers can easily be impressed by a candidate's apparent abilities, but if they fail to probe into what that individual has actually achieved, they can fall into an expensive trap. They end up confusing experience with performance. This DVD-based training course explains the benefits of behavior-based interviewing. Behavior-based interviewing is a method of establishing that a candidate possesses the competencies you're hiring for based on evidence of past behavior. This method differs from other common interview techniques such as asking only hypothetical or biographical questions.
A.I.M. for Development	Are your annual reviews and development meetings as effective as they should be? Too often, personal development plans can be regarded as nothing more than a chore by many managers.....an exercise in putting meaningless objectives down on some form. This powerful DVD-based course will change all that. A.I.M. For Development will help your managers to become effective at learning how to A.I.M. for better development plans.
Delivering Feedback	Whether it’s at an appraisal or part of everyday interaction, delivering feedback is one of the most important, yet difficult skills an effective manager needs to develop. Your managers will learn to use the C.E.D.A.R. model to prepare for and engage in constructive feedback sessions.

Newmarket Learning Videos	Description
Coaching	Coaching is a large and complex subject. But at its heart lies effective questioning skills. This new program provides your managers with practical illustrations of how to use questions to help people think through a problem or a task for themselves. If it is a manager's intention to coach the other person, the type of questions they use will be different from those questions designed simply to elicit information.
Gaining Commitment	Performance objectives can be as specific, agreed upon and as time-bounded as you like, but unless they are actually achieved, they're useless. This course provides new insights into getting team members emotionally and intellectually engaged in achieving their objectives. The manager plays a key role in engaging their people so that they want to achieve their agreed objectives. Managers also need to be able to explain how what they are doing fits into the overall corporate goals.

GSA FSS Schedule Group 874
SIN 874-4
Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration
PRICE LIST

INSTRUCTOR-LED WORKSHOPS
for 8 - 25 attendees

1 - Four Hour Instructor-Led Workshop	$2,542.06 each plus travel expenses
2 - 4 - Four Hour Instructor-Led Workshops	$2,191.43 each plus travel expenses
5 - 9 - Four Hour Instructor-Led Workshops	$2,016.12 each plus travel expenses
10 or more - Four Hour Instructor-Led Workshops	$1,840.80 each plus travel expenses

Our Workshop Division offers on-site customer service training sessions for delivery at your organization or off-site meeting. These comprehensive half-day workshops feature an interactive presentation delivered in a classroom format for up to 25 attendees per workshop. We use a trademarked combination of laughter and learning known as EnterTraining®. The advantage of this style is that workshop participants learn faster and retain the message longer. These sessions all subscribe to the notion that adults learn the best by hearing, seeing and doing. Select from the proven half-day workshops:

- Essential Communication Skills
- Customer Service Skills
- Exceeding Customers' Expectations
- Selling Sillks From A to Z
- Coaching for Managers
- Internal Customer Service Skills

KEYNOTE PRESENTATIONS
no minimum or maximum number of attendees

1 - Two Hour Educational Session	$5,469.82 each plus travel expenses
2 or more - Two Hour Educational Sessions	$3,719.48 each plus travel expenses

A meeting planner's dream! Nancy Friedman is a gifted motivational speaker with a proven track record. A two-time Million Dollar Round Table speaker, Nancy's quick wit and sharp humor make her a big hit with association audiences as well as corporate meeting event attendees. As a noted expert on customer service, she's appeared on Oprah, The Today Show, Good Morning America and has been featured in the Wall Street Journal and USA Today. With these credentials, it's no wonder major corporations and associations around the world choose Nancy Friedman to speak at their events. Choose from these topics:

- How to be an Island of Excellence in an Ocean of Mediocrity - the 10 Point Self-Assessment Quiz
- Sometimes We Hire People Because They're Breathing
- Sales Skills From A to Z
- Hell Hath No Fury like a Customer Scorned
- 7 Touch Points of Customer Service
- 21 Ways to Great Customer Service

12 MONTH SUBSCRIPTIONS OF TELEPHONE DOCTOR® WEB-BASED COURSES

1 - 10 User Licenses	$74.49 each
11 - 25 User Licenses	$52.15 each
26 - 50 User Licenses	$45.45 each
51 - 75 User Licenses	$41.72 each
76 - 100 User Licenses	$39.48 each
101 - 150 User Licenses	$36.51 each
151 - 200 User Licenses	$34.27 each
201 - 300 User Licenses	$31.29 each
301 - 400 User Licenses	$28.31 each
401 - 500 User Licenses	$26.07 each
501 - 1000 User Licenses	$17.13 each

While classroom training remains a highly effective method for delivering soft skills instruction, many organizations realize the benefits of using the web to offer a blended solution to their service training challenges. Equip your staff with the skills they need to best serve your customers. ServiceSkills.com offers 24/7 access to the content in the Telephone Doctor® Complete DVD Training Library. Team members can now view high quality media, measure retention with online quizzes, view post-quiz feedback, print key point reminders and earn certificates of completion - directly from their desktop. Managers can track employee progress and success through an admin tracking feature.