

**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: <http://www.gsadvantage.gov>

**General Services Administration
Federal Supply Service
Schedule 874**
Mission-Oriented Business Integrated Services (MOBIS)

CONTRACT NUMBER:
GS-02F-037BA

PERIOD COVERED BY CONTRACT:
November 21, 2013 thru November 20, 2018

**Gail Scott & Associates
1431 Mill Rd
Meadowbrook, PA 19046
P: 215-887-1021
M: 215-485-6058
www.gailscottassociates.com**

General Services Administration
Management Services Center Acquisition Division
Pricelist current through 12/31/2014

Business Size: SMALL
DUNS: 172016974

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.

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GSA AWARDED TERMS AND CONDITIONS GAIL SCOTT & ASSOCIATES

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)

SIN 874 1: INTEGRATED CONSULTING SERVICES

SIN 874 4: TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION

SIN 874 5: ANCILLARY SUPPLIES AND/OR SERVICES (TRAINING AIDS)

SIN 874 9: OFF-THE-SHELF AND CUSTOMIZABLE PRINT, AUDIO, AND VISUAL INSTRUCTIONAL TRAINING DEVICES - OFF-THE-SHELF TRAINING DEVICES

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.
NOT APPLICABLE
- 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.
Please refer to Attachments A, B, C, and D – Gail Scott & Associates' Labor Category Descriptions, Hourly Rates, Training Aids and Training Devices

2. Maximum order.
\$1,000,000.00

3. Minimum order.
\$30.00

4. Geographic coverage (delivery area).
50 United States, US Territories and the District of Columbia.

5. Point(s) of production (city, county, and State or foreign country).
Meadowbrook, Montgomery County, Pennsylvania

6. Discount from list, prices or statement of net price.
GSA Net pricing as shown in pricing tables provided

7. Quantity discounts.
**an additional volume discount of 2% off all orders at or above \$10,000,
an additional volume discount of 3% off all orders at or above \$20,000,
an additional volume discount of 4% off all orders at or above \$40,000,
an additional volume discount of 5% off all orders at or above \$80,000,
an additional volume discount of 6% off all orders at or above \$120,000.**

8. Prompt payment terms.
2.0% - 10 Days; 1.5% - 20 Days; Net 30 Days

- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
YES

- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
YES
10. Foreign items (list items by country of origin)
NONE.
- 11a. Time of delivery.
To be negotiated between contractor and ordering agency
- 11b. Expedited Delivery.
To be negotiated between contractor and ordering agency
- 11c. Overnight and 2-day delivery.
To be negotiated between contractor and ordering agency
- 11d. Urgent Requirements.
To be negotiated between contractor and ordering agency
12. F.O.B. Destination.
F.O.B. Destination.
- 13a. Ordering address(es).
**Gail Scott & Associates
1431 Mill Rd
Meadowbrook, PA 19046
P: 215-887-1021**
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14. Payment address(es)
**Gail Scott & Associates
1431 Mill Rd
Meadowbrook, PA 19046
P: 215-887-1021**
15. Warranty provision.
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 Contract Administrator
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).
NONE
- 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. 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/.
N/A
- 25. Data Universal Number System (DUNS) number.
172016974
- 26. Notification regarding registration in Central Contractor Registration (CCR) database.
Gail Scott & Associates SAM registration is valid through 07.31.2014.

AWARDED SPECIAL ITEM NUMBERS (SINS) DESCRIPTIONS AND SCOPE

MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)

SIN 874 1 ----- Consulting Services

Contractors shall provide expert advice and assistance in support of an agency's mission-oriented business functions. Services covered by this SIN include:

- Management or strategy consulting, including research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services
- Facilitation and related decision support services
- Survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings
- Advisory and assistance services in accordance with FAR 37.203

NOTE: Consulting services where the preponderance of work is specifically covered under other GSA Schedules are not permitted under this SIN; please refer to the Scope of Work in Part I of the MOBIS solicitation for further information.

SIN 874 4 ----- Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration

Courses shall be commercially-available off-the-shelf training and/or educational courses that are delivered via an Instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Courses shall have a defined course title, length of time (i.e. hours, days, semesters, etc.), description of material to be taught (i.e. syllabi, table of contents, etc.), and whether materials are included in the price. (i.e. books, pamphlets, software, etc.). Support materials not included may be offered under SIN 874-5. C874-9

Professional services shall be in support of planning, creating, and/or executing testing and test administration, learning management, internship, or development of new courses or subject matter delivered via an instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Customization services are the result of planning, creating, and/or executing a proprietary format and may be priced as a flat rate or as Labor/hours using professional labor categories (i.e. Subject Matter Experts (SMEs), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), Systems requirements and methodology(ies) to be used should be stated. Acquisition training will be accomplished under SIN 874-8. Functional industry-specific training covered under other schedules will not be accomplished under this SIN.

SIN 874 5 ----- Ancillary Supplies and/or Services (Training Aids)

Ancillary supplies and/or services are for orders and blanket purchase agreements that complete work or a project that is solely associated with the supplies and/or services purchased under this schedule. This SIN EXCLUDES purchases that are exclusively for supplies and/or services already available under another schedule.

Special Instructions: The work performed under this SIN shall be associated with existing SIN(s) that are part of this schedule. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies or services purchased under another SIN(s) of the same schedule. Offerors may be required to provide additional information to support that their proposed Ancillary supplies and/or services are commercially offered in support of one or more SINS under this schedule.

SIN 874 9 ----- Off-the-Shelf Training Devices and Training Materials: Print, Electronic, Audio-Visual, Multi-Media, and Simulation Training Devices

Off-the-Shelf Training Devices: Proposed training devices shall be commercially-available off-the-shelf training devices available as stand alone or ancillary to other services being offered on this schedule. They can include software programs, teaching machines and devices, simulators such as driving simulators, flight simulators, etc., prepared printed instructional material, medical models and simulators, prepared audio and visual instruction material and multimedia program kits.

Customizable Training Devices: Proposed customized training devices and simulators shall be in addition to the or the result of planning, designing, and/or producing customized training products that include but are not limited to print, audio/visual, audio, digital formats and emerging technologies. Proposed training devices shall directly train students in a specific subject matter(s) or assist in the training of a specific subject matter(s).

OVERVIEW OF GAIL SCOTT & ASSOCIATES' SERVICES

GAIL SCOTT & ASSOCIATES

Gail Scott & Associates is an international training and organizational development practice dedicated to helping healthcare leaders build productive and healthy systems, partnerships, and communities. Gail and her associates are excellent consultants and facilitators who have worked with more than 800 healthcare organizations around the world in the area of Service Quality Improvement, Leadership Development, Team Building and Organizational Change.

SIN 874-1 CONSULTING SERVICES

Gail Scott & Associates offers a wide range of customized consulting services to meet our client's specific needs. These include Assessment and Groundwork, Planning and Implementation, Leadership Development and Coaching. For more complete information or brochures for these services, please call us at 215-887-1021.

Service Excellence

A Customer Relations Strategy for Healthcare Organizations. We customize a process to help build and sustain a long range Service Improvement effort that involves groundwork and planning, the development of an infrastructure, stakeholder involvement, leadership development and ongoing support. We offer a variety of start-up services as well as planning for follow-up and follow-through.

Team Building

Healthy, productive partnerships and teams are not an accident. They are a direct result of planning and nurturing. We help teams develop shared visions and work with groups in a variety of ways to make these visions become a reality, including team retreats, assessments, on-going coaching and support.

Leadership Development

For over 20 years, Gail and her partners have been helping formal and informal leaders gain the skills and mindsets to be successful and gratified in their jobs, by focusing on creating learning organizations rather than just providing leadership training. Our approach includes establishing clear expectations, assessing leadership competencies, and practical skill building that builds on individual interests and abilities, and is not limited to classroom experiences. We also build support/coaching networks among leadership teams, knowing that everyone has something to learn and everyone has something to teach.

Strategic Planning

Gail Scott & Associates are talented facilitators and use a range of techniques to help groups develop shared visions for the future. These interventions can be customized for small and very large groups depending on the options chosen. Our goal is to bring the right people together for the most meaningful dialogue, and make sure that people leave with a clear direction and a plan for follow through.

Personal and Professional Coaching

We offer coaching services for individuals who want help meeting their personal and professional goals. We are very flexible in our approach and have supported clients in a variety of ways, often in combination with other large-scale change initiatives. This service can be developed for members of a leadership team or internal coaches and change agents who find it helpful to have someone to support them in their role.

SIN 874-4 TRAINING SERVICES

Gail Scott & Associates are well known for their customized training services in support of our client's mission and vision. These include Facilitation Guidance, Infrastructure Support, Customized Education and Tool Kit Development. We offer customized development of course materials designed to meet our client's specific requirements. We also offer direct facilitation of customized leadership and employee workshops as well as Train-the-Trainer sessions where we provide pilot training sessions. These Train-the-Trainer sessions provide in-house facilitators with the means to learn and present the developed material with first-hand practice and rehearsal of the sessions. Some popular customized training sessions include:

Service Excellence... A Customer Relations Strategy for Healthcare Organizations.

- Frontline Training for Service Excellence
- Facilitator Training
- Service Champion Training
- Internal Change Agent Training

The Indispensable Health Care Manager...

We help clients create a process to develop the skills and mindset their leaders need to be successful in today's environment. This is advanced training with a focus on personal mastery and challenges everyone to be the best they can be.

- Leader Training
- Coach/Mentor Training
- Executive Level Training

Building Healthy Collaborative Workgroups...

In today's environment, great teamwork is essential. Every leader must be responsible for creating a work environment where people understand and support their partners. Where conflict and misunderstanding are handled in healthy ways and individuals feel valued for their contributions. We have developed a customized practical approach to help leaders make this a reality.

- Team Member Training
- Team Building Training
- Team Leader Training

SIN 874-5 TRAINING AIDS

Success Insights DISC Assessments

This powerful tool helps your leaders gain insights into their leadership strengths and opportunities for improvement, and can be used as a standalone service or part of a larger leadership development initiative.

SIN 874-9 TRAINING DEVICES

Gail Scott & Associates develop specific customized training materials to support the consulting and training services listed above.

Leadership Training Modules

We design customized leadership development devices that systematically help leaders improve service in their areas. These devices are composed of leader's guides, toolkits and session materials, and can be delivered in a variety of wonderful ways. Clients have been delighted with this just-in-time approach that gives managers the structure and support they need to "just do it."

Building Healthy, Collaborative Workgroup Training Modules

We design customized, practical, yet comprehensive, training devices for leaders that give them the tools, skills and support they need to create and sustain work teams that are productive and collaborative. Our easy-to-use techniques get results and do not overwhelm busy managers and supervisors.

**ATTACHMENT A
GAIL SCOTT & ASSOCIATES'
LABOR CATEGORY DESCRIPTIONS**

SIN 874-1 LABOR CATEGORY DESCRIPTIONS

Job Title: PRINCIPAL CONSULTANT

Minimum/General Experience: 15+ years experience and/or Master's degree

Functional Responsibilities:

- Facilitate groundwork and strategy planning sessions
- Facilitate leadership development workshops
- Facilitate DISC workshops
- Facilitate teambuilding retreats
- Pilot and conduct evaluations of developed content, learning system, training materials and toolkits
- Manage all projects and oversee other project managers
- Responsible for planning, execution, tracking and writing of management reports and plans
- Possess subject matter expertise and communication skills with an ability to work with client's executive level
- Responsible for project quality, results, schedule and budget execution

Minimum Education: Master's Degree in a related field

Education/Experience Substitutions:

Job Title: EXECUTIVE COACH

Minimum/General Experience: 15+ years experience and/or Master's degree

Functional Responsibilities:

- Conduct executive coaching
- Works with client stakeholder to design a coaching strategy to meet client's objectives

Minimum Education: Master's Degree in a related field

Education/Experience Substitutions:

SIN 874-4 LABOR CATEGORY DESCRIPTIONS

Job Title: PRINCIPAL INSTRUCTOR

Minimum/General Experience: 15+ years experience and/or Master's degree

Functional Responsibilities:

- Conduct facilitator (Train-the-Trainer) sessions
- Expert in facilitation of learning and transfer of job related knowledge.
- Skilled in learning techniques such as facilitation, lecture, simulation, case studies, job aids.

Minimum Education: Master's Degree in a related field

Education/Experience Substitutions:

Job Title: INSTRUCTIONAL SYSTEMS DESIGNER

Minimum/General Experience: 10+ years experience and/or Bachelor's degree

Functional Responsibilities:

- Designs, develops and evaluates training courses, toolkits & training materials to meet client specifications
- Leads others in the design and development of training courses, toolkits & training materials
- Works with client stakeholders to design content, learning system, training materials and toolkits

Minimum Education: Bachelor's Degree in a related field

Education/Experience Substitutions: 10+ years experience in a related field

**ATTACHMENT B
GAIL SCOTT & ASSOCIATES' GSA AWARDED
HOURLY SERVICES PRICING**

SIN	Professional Service /Labor Category Title	Description	GSA Hourly Rate
874 1	Principal Consultant	See Attachment A	\$385.37
874 1	Executive Coach	See Attachment A	\$214.09
874 4	Principal Instructor	See Attachment A	\$299.73
874 4	Instructional Systems Designer	See Attachment A	\$299.73

**ATTACHMENT C
GAIL SCOTT & ASSOCIATES'
GSA TRAINING AIDS AWARDED PRICING**

SIN	Title	Description	GSA Price (each)
874 5	Success Insights DISC Assessment	This powerful tool helps your leaders gain insights into their leadership strengths and opportunities for improvement, and can be used as a standalone service or part of a larger leadership development initiative.	\$45.34

**ATTACHMENT D
GAIL SCOTT & ASSOCIATES'
GSA TRAINING DEVICES AWARDED PRICING**

SIN	Title	Description	GSA Price (each)
874 9	Half-day Customizable Training Materials & Rights To Use Internally	Gail Scott & Associates offers a wide range of off-the-shelf and customized training materials. Including: Service Excellence Team Building Leadership Development Strategic Planning Etc	\$3,173.63
874 9	Full-day Customizable Training Materials & Rights To Use Internally		\$4,533.75

ATTACHMENT E
GAIL SCOTT & ASSOCIATES'
GSA PRODUCT RETURNS / CANCELLATIONS

For product returns or cancellations, please contact Gail Scott & Associates at 215-887-1021. You must receive a prior return authorization in order to avoid any unnecessary charges and/or your product being returned to you.

Returns Policy: All sales are final and no return of non-damaged Goods will be accepted without prior written authorization from Gail Scott & Associates.

Cancellation Policy: Orders may not be changed or canceled without the written approval of Gail Scott & Associates. Customer may request cancellation of a purchase order by submitting a written request to Gail Scott & Associates' at 1431 Mill Rd. Meadowbrook, PA 19046.

Customer will reimburse Gail Scott & Associates for all costs, expenses and losses incurred as a result of any customer change or cancellation.