



Compelling Interpersonal Skills Training for Powerful Organizations

## **Terms and Conditions / Catalog of Products**

CONTRACTOR: CRM LEARNING L.P. (CRM Films)  
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CONTRACT NUMBER: GS-02F-1431H  
A small business

AMMENDMENT/MODIFICATION: PO 0013, A002

**CONTRACT PERIOD: August 18, 2008 through August 17, 2013**  
August 18, 2003 - August 17, 2008  
April 19, 1998 - August 17, 2003

FEDERAL SUPPLY SCHEDULE (FSC): 874 – Mission Oriented Business Integrated Services  
SIN: 4 – Instructor Led Training, Educational Courses  
SIN: 9 – Off-the-Shelf Print, Audio and Visual Instructional Training Devices

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### CUSTOMER INFORMATION:

- 1a. Awarded Special Item Numbers:
  - Federal Supply Schedule 874 – Mission Oriented Business Integrated Services
  - SIN 874-4 – Instructor Led Training
  - SIN 874-9 – Off-the-Shelf Audio and Visual Instructional Training Devices
- 1b. Example of lowest priced item:
  - Commercial Price \$295.00, GSA Price \$250.01

- 1c. Hourly Rates: Not Applicable
- 2. Maximum Order: \$1,000,000.00
- 3. Minimum Order: \$100.00
- 4. Geographic Coverage: 48 contiguous states and including Alaska, Hawaii, Puerto Rico and all overseas US Federal Government and US Military Installations.
- 5. Point of Production: Carlsbad, San Diego County, California, USA
- 6. Discount from Commercial List Price: GSA discount 15.25% off list price of single purchase.
- 7. Quantity Discounts:

CRM is offering GSA the following discounts:

# of Copies/Titles	Discount
1-2	15.25%
3-4	20.25%
5-9	25.25%
10-14	30.25%
15-20	35.25%
21-30	40.25%
31-40	45.25%
41-50	50.25%
51-70	55.25%
71-90	58.25%
91-110	60.25%
111-150	62.25%
151-190	65.25%
191-230	72.25%
231-270	76.25%
271-310	78.25%
311-500	80.25%
501+	By Quote

CRM's offered GSA Discount-Federal Government customers can take advantage of a limited time special. If it amounts to a better deal than the published GSA discount for the products(s), then the government customer has the right to waive GSA pricing in favor of the better deal. CRM Learning does, however, still report these sales to GSA and does pay the IFF on the orders. GSA customers still get free shipping (which other customers do not). Expedited shipping is available.

Across all industries, special offers typically stand alone (i.e. they cannot be combined with another discount). Sales management reviews all daily sales reports to ensure that double discounting is only done in the case of a customer with extenuating circumstances.

- 8. Prompt Payment Terms (invoiced): 2% 10, Net 30 Days
- 9a. Government Purchase Cards Accepted at or below the micro-purchase level. (Visa MasterCard, American Express)

- 9b. Government Purchase Cards Accepted above the micro-purchase level. (Visa, MasterCard, American Express)
- 10. Foreign Items: None
- 11a. Time of Delivery: 5-7 days. GSA customers get free ground shipping.
- 11b. Expedited Delivery: All items are available for expedited delivery.
- 11c. Overnight and 2-Day Delivery: Both are available. Call for rates.
- 11d. Urgent Requirements: Please contact CRM Learning.
- 12. FOB Points: Destination
- 13a. Ordering Address: Same as Contractor
- 13b. Ordering Procedures: Internet orders, telephone call-ins, faxed or emailed P.O.'s are accepted.
- 14. Payment Address: Same as Contractor
- 15. Warranty Provisions: CRM warrants its products for defect, or damage in shipping, within 30 days. Because CRM offers free previews of its video programs, all sales are final and returns are not accepted.
- 16. Export Packing Charges: Not Applicable
- 17. Terms and Conditions of Government Purchase Cards Acceptance: See 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: Not Applicable
- 20a. Terms and Conditions for Other Services: Not Applicable
- 21. Service and Distribution Points: Not Applicable
- 22. Participating Dealers: None, Not Applicable
- 23. Preventative Maintenance: Not Applicable
- 24a. Special Environmental Attributes: Not Applicable
- 24b. Section 508 EIT Compliance: Not Applicable
- 25. Data Universal Number System (DUNS): 183336601
- 26. CRM's SAM (Systems for Award Management) Registration is active until June 26, 2014. This covers CCR and ORCA.
- 27. Cage Code: 0C9A3.

*CRM Learning's Catalog of Products Follows*

## **CRM LEARNING'S CATALOG**

<u><b>PART #</b></u>	<u><b>VIDEO PROGRAM TITLE</b></u>	<u><b>COMMERCIAL PRICE</b></u>	<u><b>GSA PRICE</b></u>
<b>ACR677D</b>	5 QUESTIONS EVERY LEADER MUST ASK	\$895.00	\$758.51
<b>AFR123D</b>	A BETTER WAY	\$695.00	\$589.01
<b>AFR132D</b>	A GRANDER GOAL	\$695.00	\$589.01
<b>ACR675D</b>	A LEADER'S GUIDE TO DELEGATING	\$995.00	\$843.26
<b>ACR368D</b>	ABILENE PARADOX, 2ND EDITION	\$995.00	\$843.26
<b>ACR376D</b>	ACCOUNTABILITY THAT WORKS	\$995.00	\$843.26
<b>ACR683D</b>	ACCOUNTABILITY TOOLKIT	\$695.00	\$589.01
<b>ACR682D</b>	ACCOUNTABILITY TOOLKIT, GOVERNMENT VERSION	\$695.00	\$589.01
<b>ACR345D</b>	AFTER ALL, YOU'RE THE SUPERVISOR, 3E	\$995.00	\$843.26
<b>ANM102D</b>	ATTITUDE IS EVERYTHING	\$485.00	\$411.04
<b>ACR142D</b>	AND WHEN YOU FALL	\$295.00	\$250.01
<b>ACR119D</b>	ATTITUDE VIRUS	\$895.00	\$758.51
<b>ACR120D</b>	ATTITUDE VIRUS - GOVERNMENT VERSION	\$895.00	\$758.51
<b>ACR330D</b>	ATTITUDE VIRUS - WORKFORCE EDITION	\$895.00	\$758.51
<b>ABZ103D</b>	BEING ASSERTIVE	\$695.00	\$589.01
<b>ACR104D</b>	CALL OF THE MUMMY	\$695.00	\$589.01
<b>ACR684D</b>	CAN WE COUNT ON YOU?	\$695.00	\$589.01
<b>ACR161D</b>	CLIFF'S CUSTOMER SERVICE ADVENTURE	\$695.00	\$589.01
<b>ACR423D</b>	COMMUNICATING NON-DEFENSIVELY	\$795.00	\$673.76
<b>ACR209D</b>	COMMUNICATION IN HEALTHCARE	\$595.00	\$504.26
<b>111050D</b>	COMMUNICATION: THE NONVERBAL AGENDA	\$795.00	\$673.76
<b>ACR427D</b>	COMMUNICATION TOOLKIT	\$795.00	\$673.76
<b>ACR341D</b>	COMPETITIVE EDGE	\$695.00	\$589.01
<b>ACR485D</b>	COURAGEOUS FOLLOWERS, COURAGEOUS LEADERS	\$795.00	\$673.76
<b>AFR108D</b>	COVEY LEADERSHIP LIBRARY SERIES	\$2,995.00	\$2,538.26
<b>ACR134D</b>	CURSE OF THE VANISHING EMPLOYEES	\$795.00	\$673.76
<b>ACR670D</b>	CUSTOMER SERVICE TOOLKIT	\$995.00	\$843.26
<b>ANM105D</b>	CUSTOMERS WITH A DIFFERENCE	\$485.00	\$411.04
<b>AFR137D</b>	DASHBOARD	\$595.00	\$504.26
<b>ACR387D</b>	DEALING WITH CONFLICT	\$895.00	\$758.51
<b>ACR150D</b>	DEALING WITH CONFLICT - HEALTHCARE VERSION	\$595.00	\$504.26
<b>ABZ100D</b>	DISCUSSING PERFORMANCE	\$695.00	\$589.01
<b>ACR320D</b>	EMOTIONAL INTELLIGENCE	\$995.00	\$843.26
<b>ACR323D</b>	EMOTIONAL INTELLIGENCE - MANUFACTURING VERSION	\$995.00	\$843.26
<b>AFR144D</b>	EMPATHIC LISTENING	\$795.00	\$673.76
<b>AJB247D</b>	ENCOURAGING THE HEART	\$499.00	\$422.90
<b>ACR374D</b>	ETHICS 4 EVERYONE	\$995.00	\$843.26
<b>AFR138D</b>	EVEREST	\$645.00	\$546.64
<b>AFR140D</b>	EVEREST, CREATING GREATNESS	\$895.00	\$758.51
<b>ACR114D</b>	FAIRNESS FACTOR, 3 PART SERIES	\$695.00	\$589.01
<b>ACR125D</b>	FAIRNESS FACTOR PT 1 - RECRUIT, INTERVIEW & HIRE	\$299.00	\$253.40
<b>ACR126D</b>	FAIRNESS FACTOR PT 2 - PERFORMANCE & DISCIPLINE	\$299.00	\$253.40
<b>ACR127D</b>	FAIRNESS FACTOR PT 3 - TERMINATION	\$299.00	\$253.40
<b>ACR690D</b>	FLIGHT 232: THE POWER OF TEAMWORK	\$395.00	\$334.76
<b>ACR425D</b>	FUN IS GOOD	\$695.00	\$589.01
<b>ACR149D</b>	GENERAL HOSPITABLE	\$595.00	\$504.26
<b>ACR375D</b>	GROUPTHINK	\$895.00	\$758.51
<b>ACR687D</b>	HEALTHCARE TOOLKIT, VOLUME 1	\$595.00	\$504.26

<b>ACR688D</b>	HEALTHCARE TOOLKIT, VOLUME 2	\$595.00	\$504.26
<b>ACR689D</b>	HEALTHCARE TOOLKIT, VOLUMES 1 & 2	\$995.00	\$843.26
<b>AFR104D</b>	I KNOW JUST WHAT YOU MEAN	\$495.00	\$419.51
<b>ABZ108D</b>	IMPRESSIONS COUNT	\$695.00	\$589.01
<b>111490D</b>	INVISIBLE MAN MEETS THE MUMMY	\$795.00	\$673.76
<b>ACR632D</b>	INVISIBLE MAN MEETS THE MUMMY- GOVERNMENT VER	\$795.00	\$673.76
<b>ACR106D</b>	INVISIBLE MAN MEETS THE MUMMY - HEALTHCARE VER	\$595.00	\$504.26
<b>ACR678D</b>	IT'S A DOG'S WORLD, 2ND EDITION	\$695.00	\$589.01
<b>ANM103D</b>	IT'S YOUR CALL	\$485.00	\$411.04
<b>AFR131D</b>	JOURNEY TO DISCOVERY	\$695.00	\$589.01
<b>ACR412D</b>	JUKEBOX JOURNEY, 3 PART SERIES	\$650.00	\$550.88
<b>ACR464D</b>	JUKEBOX JOURNEY WITH HEART	\$295.00	\$250.01
<b>ACR465D</b>	JUKEBOX JOURNEY WITH SOUL	\$295.00	\$250.01
<b>ACR463D</b>	JUKEBOX JOURNEY WITH VIBES	\$295.00	\$250.01
<b>ACR472D</b>	JUMP! MEETING OPENER	\$295.00	\$250.01
<b>ANM100D</b>	JUST A CALL AWAY 5-PART SERIES	\$1,875.00	\$1,589.06
<b>AFR130D</b>	LAW OF THE HARVEST	\$695.00	\$589.01
<b>ACR392D</b>	LEADERS OF CHARACTER: LEADERSHIP - WEST POINT WAY	\$995.00	\$843.26
<b>ACR367D</b>	LEADERSHIP AND SELF-DECEPTION	\$995.00	\$843.26
<b>111466D</b>	LEADERSHIP AND THE NEW SCIENCE	\$895.00	\$758.51
<b>AFR105D</b>	LEADING BY EXAMPLE	\$695.00	\$589.01
<b>111500D</b>	LESSONS FROM THE NEW WORKPLACE	\$795.00	\$673.76
<b>ABZ106D</b>	MAD ABOUT CUSTOMER SERVICE	\$695.00	\$589.01
<b>ACR512D</b>	MAGIC OF WE, FULL PACKAGE	\$795.00	\$673.76
<b>ACR514D</b>	MAGIC OF WE SESSION STARTER	\$295.00	\$250.01
<b>AJJ101D</b>	MAKE IT MATTER	\$795.00	\$673.76
<b>111269D</b>	MANAGING DIVERSITY	\$795.00	\$673.76
<b>111204D</b>	MANAGING STRESS, 2E	\$795.00	\$673.76
<b>AFR106D</b>	MAURITIUS	\$695.00	\$589.01
<b>AFR107D</b>	MAX AND MAX	\$695.00	\$589.01
<b>111486D</b>	MEETING ROBBERS	\$795.00	\$673.76
<b>111291D</b>	MINING GROUP GOLD	\$795.00	\$673.76
<b>AFR135D</b>	NOBODY'S LISTENING	\$495.00	\$419.51
<b>AFR141D</b>	ORDINARY PEOPLE, EXTRAORDINARY RESULTS	\$895.00	\$758.51
<b>ACR322D</b>	OTHER SIDE OF THE WINDOW	\$695.00	\$589.01
<b>ANM104D</b>	OUTBOUND CALL	\$485.00	\$411.04
<b>ACR325D</b>	PATIENT DIVERSITY	\$595.00	\$504.26
<b>ACR370D</b>	PEACOCK IN THE LAND OF PENGUINS	\$595.00	\$504.26
<b>ACR180D</b>	PIGEONHOLED IN THE LAND OF PENGUINS	\$495.00	\$419.51
<b>ACR669D</b>	POSITIVE DISCIPLINE	\$995.00	\$843.26
<b>ACR685D</b>	POWER OF EXPECTATIONS: PYGMALION EFFECT, EDU CUT	\$295.00	\$250.01
<b>ACR147D</b>	POWER OF FUTURE CONVERSATION	\$695.00	\$589.01
<b>ACR148D</b>	POWER OF FUTURE CONVERSATION – GOVERNMENT VER	\$695.00	\$589.01
<b>ACR422D</b>	POWER OF LISTENING	\$795.00	\$673.76
<b>111488D</b>	POWER OF WORDS, MEETING OPENER	\$295.00	\$250.01
<b>ACR695D</b>	PREVENTING WORKPLACE BULLYING	\$895.00	\$758.51
<b>ACR340D</b>	PYGMALION EFFECT	\$995.00	\$843.26
<b>111478D</b>	RACE WITHOUT A FINISH LINE	\$495.00	\$419.51
<b>ANM101D</b>	REALLY ANGRY CUSTOMER	\$485.00	\$411.04
<b>ACR222D</b>	REMEMBER ME, 3E	\$795.00	\$673.76
<b>ACR224D</b>	REMEMBER ME, 3E - HOSPITALITY VERSION	\$795.00	\$673.76
<b>ACR693D</b>	RESPECTFUL COMMUNICATOR: THE PART YOU PLAY	\$695.00	\$589.01

<b>ACR694D</b>	RESPECTFUL WORKPLACE: IT STARTS WITH YOU	\$695.00	\$589.01
<b>ACR153D</b>	RIDING THE WAVE: STRATEGIES FOR CHANGE	\$695.00	\$589.01
<b>111314D</b>	SPEAKING EFFECTIVELY - SECOND EDITION	\$895.00	\$758.51
<b>ACR627D</b>	START RIGHT STAY RIGHT COMPREHENSIVE WORKSHOP	\$1,295.00	\$1,097.51
<b>ACR668D</b>	START RIGHT STAY RIGHT: ORIENTATION BASICS	\$649.00	\$550.03
<b>AFR133D</b>	STEPHEN COVEY'S LESSONS IN LEADERSHIP SERIES	\$2,395.00	\$2,029.76
<b>ACR132D</b>	STRATEGIC PLANNING IN GOVERNMENT – FEDERAL VER	\$695.00	\$589.01
<b>ACR667D</b>	STRESS IS A GIFT	\$295.00	\$250.01
<b>ACR610M</b>	SUPERVISOR TOOLKIT	\$995.00	\$843.26
<b>ACR468D</b>	TAKING CHARGE OF CHANGE - REVISED EDITION	\$995.00	\$843.26
<b>ACR105D</b>	TAKING CHARGE OF CHANGE, 1E - HEALTHCARE VER	\$595.00	\$504.26
<b>111499D</b>	TEAM BUILDING	\$795.00	\$673.76
<b>111503D</b>	TEAM BUILDING - GOVERNMENT VERSION	\$795.00	\$673.76
<b>111501D</b>	TEAM BUILDING - HEALTHCARE VERSION	\$595.00	\$504.26
<b>111502D</b>	TEAM BUILDING - MANUFACTURING VERSION	\$795.00	\$673.76
<b>111492D</b>	TEAM CREATIVITY	\$595.00	\$504.26
<b>ACR300D</b>	TEAMWORK IN CRISIS	\$995.00	\$843.26
<b>AFR103D</b>	TEARING DOWN WALLS	\$695.00	\$589.01
<b>AFR142D</b>	THE 5 WAVES OF TRUST	\$895.00	\$758.51
<b>AJJ100D</b>	THE CLARITY IMPERATIVE	\$795.00	\$673.76
<b>ACR343D</b>	TIME CHALLENGED	\$795.00	\$673.76
<b>AMA952D</b>	TIME:THE NEXT DIMENSION OF QUALITY	\$895.00	\$758.51
<b>ACR421D</b>	VERBAL COMMUNICATION	\$795.00	\$673.76
<b>ACR679D</b>	WAYMISH, FULL PACKAGE	\$895.00	\$758.51
<b>111511D</b>	WERE ON THE SAME TEAM, REMEMBER?	\$995.00	\$843.26
<b>ACR674D</b>	WHAT TO DO WHEN CONFLICT HAPPENS	\$995.00	\$843.26
<b>AWR100D</b>	WHAT'S SPIRITUALITY GOT TO DO WITH IT?	\$595.00	\$504.26
<b>ACR206D</b>	WHEN THE COACH IS YOU!	\$795.00	\$673.76
<b>ACR208D</b>	WHEN THE COACH IS YOU! GOVERNMENT VERSION	\$795.00	\$673.76
<b>ACR207D</b>	WHEN THE COACH IS YOU! HEALTHCARE VERSION	\$595.00	\$504.26
<b>ACR676D</b>	WORKING WITH YOU IS KILLING ME	\$995.00	\$843.26