



GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED GSA MULTIPLE AWARD SCHEDULE PRICE LIST

PROFESSIONAL SERVICES SCHEDULE
INDUSTRIAL GROUP: 00CORP

CONTRACT #: GS-10F-0275S

www.TeamForResults.com

CONTRACT PERIOD: May 26, 2006 through May 25, 2021

MANAGEMENT RESOURCE SERVICES, INC., GSA PROGRAM MANAGEMENT OFFICE:

PROGRAM MANAGER: Michael Onatolu
Management Resource Services, Inc
2312 Kalamazoo Drive
Naperville, IL. 60565-6327
Phone: (630) 983-7607
E-Mail: Mkonatolu@TeamForResults.com

CONTRACT MANAGER: Gwen Onatolu
Management Resource Services, Inc
2312 Kalamazoo Drive
Naperville, IL. 60565-6327
Phone: (630) 983-7607
E-Mail: Gwen@TeamForResults.com

BUSINESS SIZE: Small; SBA CERTIFIED; WOB, MBE; ASTD CERTIFIED: CPLP™

Management Resource Service's expertise is in implementing leadership and management training initiatives for Middle Managers, Team Leads, Work Leads, and Emerging Leaders. We have helped our clients improve their organizational, work team and individual productivity through skill development training, coaching, and planning organizational initiatives since 2001. We can provide off-the-shelf courses, tailor existing courses or develop new customized courses for clients.

The firm's expertise is based on direct experience and knowledge in leading and managing organizational teams. We know how to assess issues, develop strategies and put in place measurable initiatives that instill accountability. Our approach is to establish partnerships with clients to customize services that address their unique needs.

Management Resource Services quality training programs, services, and products can be purchased through GSA Professional Services Group – Industrial Group 00CORP.

Management Resource Services has recent extensive contracting relationships with the following Government Agencies:

- U. S. Department of Veterans Administration
- U. S. Department of Health and Human Services
- U. S. Department of Agriculture – Forest Services
- U. S. Department of Defense – Army DFAS
- U. S. Department of Defense – Army TACOM
- U. S. Department of Defense – Army Corps of Engineers
- U. S. Department of Homeland Security - FEMA
- U. S. Department of Energy
- U. S. Department of Labor - OSHA
- U. S. Department of Defense – Defense Logistics Agency

CUSTOMER INFORMATION

1. TABLE OF AWARDED SINS/PRICES:

1a. SPECIAL ITEM NUMBERS:

SIN 874-1/RC Integrated Consulting Services.

SIN 874-4/RC Training Services: Instructor Led Training, Web Based Training and Education Courses,
Course Development and Test Administration, Learning Management, Internships.

SIN 100-03/RC Ancillary Supplies and/or Services.

1b. PRICE LIST AND RATES: See Price tables below

1c. LABOR CATEGORY DESCRIPTIONS AND QUALIFICATIONS: See labor categories below

2. MAXIMUM ORDER: \$1,000,000.00

3. MINIMUM ORDER: \$100.00

4. GEOGRAPHIC COVERAGE: Domestic Delivery only

5. POINT OF PRODUCTION: Naperville, Will County, IL.

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE: All prices herein are net

7. QUANTITY DISCOUNTS: None. All prices are already discounted

8. PROMPT PAYMENT TERMS: Not Applicable

9. GOVERNMENT PURCHASE CARD: Management Resource Services will accept the Government Purchase Card for all transactions

10. FOREIGN ITEMS (LIST BY COUNTRY OF ORIGIN): Not Applicable

11a. TIME OF DELIVERY: Specified on Task Order and mutually agreed to by ordering activity and vendor.

11b. EXPEDITED DELIVERY: Not Applicable

11c. OVERNIGHT AND 2-DAY DELIVERY: Not Applicable

11d. URGENT REQUIREMENTS: Not Applicable

12. F.O.B. POINT: Not Applicable

13. ORDERING ADDRESS:

Management Resource Services, Inc.
Attention: Gwen Onatolu – Point of Contact
2312 Kalamazoo Drive
Naperville, IL 60565
Phone: (630) 983-7607
Email: gwen@teamforresuts.com

14. **PAYMENT ADDRESS:** Should Electronic Funds Transfer (EFT) payment be available, Management Resource Services, Inc, requests that the EFT remittance be specified as follows:

Management Resource Services, Inc.
JPMorgan Chase Bank, NA
Account Type: **Checking**
Account #: **834027963**
ABA No.: **071000013**

Should EFT not be available, the remittance address is:

Gwen Onatolu
Management Resource Services, Inc.
2312 Kalamazoo Drive
Naperville, IL 60565-6327

Reference Information for all checks:

The name of the customer making payment, the contract number/delivery order number, the invoice number and if available, project number.

15. **WARRANTY PROVISIONS:** Not Applicable
16. **EXPORT PACKING CHARGES:** Not Applicable
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** Management Resource Services accepts government purchase cards in accordance with government purchase card program guidelines.
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 OF 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:** Not Applicable
- 24b. **INDICATE SECTION 508 COMPLIANCE INFORMATION:** Not Applicable
25. **DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER:** 125208434
26. **CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Yes

GS-10F-0275S PSG PRICE LIST
 GOVERNMENT AWARDED PRICES (NET PRICES)
 INTEGRATED CONSULTING SERVICES **SIN: 874-1/RC**

LABOR CATEGORY HOURLY RATE	5/2011 – 5/2012	5/2012 – 5/2013	5/2013 – 5/2014	5/2014 – 5/2015	5/2015 – 5/2016	5/2016 – 5/2017	5/2017 – 5/2018	5/2018 – 5/2019
SR. INSTRUCTIONAL DESIGNER	\$171.38	\$176.52	\$181.82	\$187.27	\$192.89	\$198.68	\$205.63	\$212.83
INSTRUCTIONAL DESIGNER I	\$127.65	\$131.48	\$135.42	\$139.48	\$143.67	\$147.98	\$153.16	\$158.52

LABOR CATEGORY HOURLY RATE	5/2019 – 5/2020	5/2020 – 5/2021
SR. INSTRUCTIONAL DESIGNER	\$220.28	\$227.99
INSTRUCTIONAL DESIGNER I	\$164.07	\$169.81

INTEGRATED CONSULTING SERVICES
SIN: 874-1/RC
 LABOR CATEGORY DESCRIPTIONS

LABOR CATEGORY	LABOR CATEGORY DESCRIPTIONS
SENIOR INSTRUCTIONAL DESIGNER	Advanced degree in management, finance, business administration, organizational development or other relevant field of study. At least 15 years' experience in learning and training development and project management as well as new training development. Well versed in ADDIE™ Training Model (Adult Learning Theory principles). Possesses at least one Training Certification with ample classroom delivery skill sets. Capable of directing Trainers and monitor up to Level 4 Post Mortem Analysis. Demonstrate superior communication skills in both written and verbal presentations.
INSTRUCTIONAL DESIGNER	Advanced degree in management, finance, business administration, organizational development or other relevant field of study. At least 10 years' experience in learning and training development and project management as well as new training development. Well versed in ADDIE™ Training Model (Adult Learning Theory principles). Possesses at least one Training Certification with ample classroom delivery skill sets. Capable of directing Trainers and monitor up to Level 4 Post Mortem Analysis. Demonstrate superior communication skills in both written and verbal presentations.

TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES,
 COURSE DEVELOPMENT AND TEST ADMINISTRATION, LEARNING MANAGEMENT, INTERNSHIPS

SIN: 874-4/RC

PRICING:

Course Number	Course Title	Min/Max Students	PSG Offer *	Rate/ Student	Duration	GSA Disc. **
1	Interpersonal Communication Skills for Managers	25/35	\$3,183.70	\$127.35	1 Day	0%
2	Interpersonal Communication Skills for Staff	25/35	\$2,642.17	\$105.69	1 Day	0%
3	Stepping up to Supervision Myth v Reality	25/35	\$3,171.11	\$126.84	1 Day	0%
4	360° Feedback Results – What’s next?	25/35	\$6,961.83	\$278.47	1 Day	0%
5	Managing Job Performance	25/35	\$2,604.39	\$104.18	1 Day	0%
6	Supervisory Skills - Managing Diverse Workforce	25/35	\$2,201.39	\$88.06	1 Day	0%
7	Managing your Team and Team Dynamics	25/35	\$3,347.48	\$133.90	1 Day	0%
8	Diversity Awareness – Reflect on your Thoughts and Attitudes	25/35	\$2,239.17	\$89.57	1 Day	0%
9	Management Development Training Certificate	25/35	\$9,352.12	\$374.08	5 Days	0%
10	Understanding Communication Styles (Mini Session for employee conferences)	25/35	\$1,345.01	\$53.80	1 Day	0%

* Prices exclude reimbursable expenses for instructor travel, including per diem. SIN 874-4 classes are generally held at a client site. However, eligible ordering activities may request Management Resource Services to arrange training at a third-party's facility (e.g., commercial hotel) on a reimbursable basis.

** Prices are negotiable for multiple sessions.

TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES,
COURSE DEVELOPMENT AND TEST ADMINISTRATION, LEARNING MANAGEMENT, INTERNSHIPS

SIN: 874-4/RC

DESCRIPTIONS:

COURSE #1 - INTERPERSONAL COMMUNICATION SKILLS FOR MANAGERS

This course provides a non-judgmental language for exploring communication styles and behavioral issues across four primary dimensions. The content is designed to help improve communication, ease frustration and conflict and develop effective managers and staff personnel. Participants will complete a web-based assessment prior to attending the training session.

Course Objectives:

- Understand and describe your behavioral tendencies and how your behavior affects employees and peers
- Identify the communication styles of others
- Respect, appreciate, understand, and value individual differences in communication styles
- Explore and develop approaches for working more effectively with your direct reports (employees) and peers who have different communication styles
- Manage your relationship with your manager through improved communication

COURSE #2 - INTERPERSONAL COMMUNICATION SKILLS FOR STAFF

This course provides a non-judgmental language for exploring communication styles and behavioral issues among staff. The content is designed to help employees and intact teams improve interpersonal communication, ease frustration and conflict and develop effective relationships with team members. Participants will complete a web-based assessment prior to coming to the training session.

Course Objectives:

- Understand and describe your behavioral tendencies and how your behavior affects employees and peers
- Identify the communication styles of others
- Respect, appreciate, understand, and value individual differences in communication styles
- Explore and develop approaches for working more effectively with employees and peers who have different communication styles
- Manage your relationship with your manager through improved communication

COURSE #3 - STEPPING UP TO SUPERVISION MYTH VERSUS REALITY

This course provides a dialogue about the reality of what is required now that you are the boss. The format is designed for new supervisors to explore the myth versus reality of stepping into the manager's role. The session will help to ground participants in the realistic expectations of the job. Participants will be encouraged to identify supervisory skill gaps and start an Action Plan. A detailed, DiSC® Personal Profile Report is provided for each

participant outlining strengths and challenges of his/her communication approach along with a Leadership Dimensions profile. Participants will also receive a Supplemental DiSC report on 'How They Tend to Manage' their staff.

Course Objectives:

- Identify differences needed to transition between a supervisory and non-supervisory role
- Understand the major functional areas of managing
- Identify behaviors that are required for effectiveness in the manager's role
- Identify your leadership style
- Identify skills required to be a successful supervisor
- Assess how you manage your calendar time
- Develop an action plan to support the transition to supervisor

COURSE #4 – 360° FEEDBACK RESULTS – WHAT'S NEXT?

Executive coaching sessions are facilitated using this leadership 360° Personalized Feedback Reports. The 360° Feedback Report is designed to measure and provide feedback on a manager's behaviors, skills and impact on others. The report will identify strengths and challenges and highlight barriers that may hinder team performance. Each participant will have eight subordinates, peers and managers provide feedback on him/her via completing a feedback inventory. In addition, each participant will complete an inventory on him/herself. Participants will complete action planning to address developmental areas.

Course Objectives:

- Foster leadership development within an agency and establish the need for change
- Provide candid insights to leaders on their effectiveness and impact on others
- Action plan to leverage leaders to incorporate strategies to increase personal effectiveness
- Improve organizational effectiveness

COURSE #5 - MANAGING JOB PERFORMANCE

This course is designed for managers with direct reports that have performance management responsibilities for their staff. Managers will learn to connect the team's performance objectives to objectives individual team members will take ownership on. Managers will learn performance management skills to work with each employee to maximize the team's performance.

Course Objectives:

- Identify and align team performance goals with the organization's performance goals
- Communicate and negotiate employee performance objectives to gain employee commitment
- Develop listening strategies to establish open and honest communication
- Provide timely and intermittent feedback

- Complete end-of-year job performance appraisal

COURSE #6 - SUPERVISORY SKILLS FOR MANAGING A DIVERSE WORKFORCE

This session provides a forum for managers to dialogue on issues they face and strategies to manage a diverse workforce. The employees you manage on your teams in the 21st century may be very different from you. These differences may show up in their beliefs, values, needs, life experiences, approach to decision-making and addressing conflict. Participants will gain insights in managing the diversity of their teams to increase team performance.

Course Objectives:

- Examine impact of personal biases on effectively managing your team
- Apply Assumption Checking Process to Drive Decisions-making
- Apply practical approaches to manage all employees to their full potential

COURSE #7 - MANAGING YOUR TEAM AND TEAM DYNAMICS

This course is designed to provide managers with approaches to effectively manage their work teams and the dynamics that influence team performance. The course will address the importance of establishing and communicating the vision and purpose to team members to motivate them to achieve defined goals. Participants will gain insights to assess the culture of a work team and the implications culture can have on employees and team performance. A systematic problem-solving model will be introduced to help resolve team conflict issues.

Course Objectives:

- Use leadership behaviors that establish open lines of communication and build trust
- Communicate vision and work plans to clarify team roles and responsibilities
- Identify motivating factors in employees and how to capitalize on it
- Understand the elements that create a team's culture and how you as the leader impact the culture
- Apply 7-step Problem-Solving Model to resolve team conflict

COURSE #8 - DIVERSITY AWARENESS – REFLECT ON YOUR THOUGHTS AND ATTITUDES

The first half of the seminar allows participants to express their concerns about diversity and defines the dimensions of diversity in today's workplace. In addition, the participants will complete an industry-based diversity instrument providing them a non-biases view of their ability to respect persons that are different from them. This part of the seminar includes an analysis and interpretation of their results as well as dialogue on how to apply the learning via large and small group discussions. Part of this seminar will include discussions specific to your organization and tactical steps that each participant can employ now to be more inclusive and embrace diversity, e.g., make a personal commitment for action.

The second half of the seminar focuses on the participants' personal biases and stereotypes. Exercises to examine and replace inappropriate biases and stereotypes are conducted. A group exercise is completed to

develop strategies and specific actions the agency can embrace to strengthen diversity in the agency. The outcome of this exercise may be used to initiate a diversity initiative or outline actionable steps the agency can focus on in the near future.

Course Objectives:

- Define the concept of diversity in the 21st century
- Help individuals identify their opinions and feelings about workforce diversity
- Help individuals increase their knowledge and understanding of differences
- Help individuals identify potential areas of conflict and help gain insights to achieve positive resolution

COURSE #9 - MANAGEMENT DEVELOPMENT TRAINING CERTIFICATE

This program can be customized for new managers or a refresher program for seasoned managers. The goal for the program is to help managers learn or relearn core skills necessary to be successful in their supervisory role. The program will include one-day workshops delivered over a series of weeks or months. Specific content for the program is customized based on per-course surveys completed by participants and their managers to determine needs as well as the client's goals for the program. Other delivery options can be established for this program.

Course Objectives:

- Help new managers successfully transition into their supervisory roles
- Create a dialogue about expectations and challenges in their supervisory roles
- Share and develop best practices that relate to their agency
- Improve the effectiveness of their interpersonal communication with staff, peers and managers
- Demonstrate skills to manage employee performance, work teams and team dynamics
- Develop a Development Action Plan to support short and long-term career planning

COURSE #10 - UNDERSTANDING COMMUNICATION STYLES (MINI SESSION FOR EMPLOYEE CONFERENCES)

This mini-session is ideal for employee conferences. It introduces the four primary communication styles of employees. The content is designed to help employees improve their interpersonal communication by gaining an awareness of their own styles and the styles of co-workers. Participants will complete a preview instrument to help them identify their styles and learn strengths and weaknesses of the four primary styles.

Course Objectives:

- Understand and describe your behavioral tendencies and how your behavior affects employees and peers
- Identify the communication styles of others

ANCILLARY SUPPLIES AND/OR SERVICES

SIN: 100-03/RC

PRICING:

PRODUCTS	PRICE EACH
DISC® CLASSIC - EPIC REPORT	\$36.27
DISC® CLASSIC - PAPER	\$17.13
DISC® GROUP REPORT	\$166.24
DISC® CUSTOMER SERVICE ACTION PLANNER - PAPER	\$6.05
DISC® CUSTOMER SERVICE ACTION PLANNER - EPIC REPORT	\$10.08
DISC® PEOPLE READING CARD	\$5.04
DISC® MANAGING PERFORMANCE ACTION PLANNER - PAPER	\$6.05
DISC® MANAGING PERFORMANCE ACTION PLANNER - EPIC	\$10.08
DISC® GENERAL CHARACTERISTICS REPORT	\$47.86
<i>SUPPLEMENTAL REPORT:</i>	
STRATEGIES FOR CREATING A POSITIVE RELATIONSHIP	\$10.08
APPROACH TO MANAGING OTHERS	\$10.08
STRATEGIES FOR MANAGING	\$10.08
DISCOVERING DIVERSITY PROFILE® - EPIC	\$36.27
DISCOVERING DIVERSITY PROFILE® - PAPER	\$17.13
PERSONAL LISTENING PROFILE® - EPIC	\$36.27
PERSONAL LISTENING PROFILE® - PAPER	\$17.13
TEAM DIMENSION PROFILE - EPIC	\$36.27
TEAM DIMENSION PROFILE - PAPER	\$17.13
360° FEEDBACK REPORT	\$226.69
<i>ORGANIZATIONAL CULTURAL AUDIT:</i>	
OCA SURVEY	\$9.57
OCA IDEAL SURVEY	\$9.07
OCA SCORING COSTS	\$4.53
IDC WEBSITE BUILDING FEE	\$166.24
OCA AUDIT FEEDBACK REPORT (FIRST 200 PARTICIPANTS)	\$705.24
CULTURE FOR DIVERSITY AUDIT	\$352.63
CULTURE FOR DIVERSITY AUDIT SCORING COST	\$9.07
CULTURE FOR DIVERSITY AUDIT SURVEY	\$6.55

"The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Professional Services Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract."