GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

SCHEDULE TITLE:  MULTIPLE AWARD SCHEDULE
INDUSTRIAL GROUP:  PROFESSIONAL SERVICES

CONTRACT #: GS-10F-0275S
www.GSAAdvantage.gov

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

MANAGEMENT RESOURCE SERVICES, INC.: GSA PROGRAM MANAGEMENT OFFICE:
73 Beaumont Circle, Hampstead, NC  28443-3950
Phone: (630) 983-7607

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

COMPANY WEBSITE:  www.TeamForResults.com

CONTRACT ADMINISTRATOR:  Michael Onatolu, Mkonatolu@TeamForResults.com

ALTERNATE CONTRACT ADMINISTRATOR:  Gwen Onatolu, Gwen@TeamForResults.com

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 GSA Advantage! is: GSA Advantage.gov

For more information on ordering from Federal Supply Schedule click on the FSS Schedules button at fss.gsa.gov.

Price list current as of Modification # PS-A812 effective February 4, 2020
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ABOUT MANAGEMENT RESOURCE SERVICES:

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 Multiple Award Schedule – MAS.

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
CUSTOMER INFORMATION:

1. **TABLE OF AWARDED SINs/PRICES:**

1a. **SPECIAL ITEM NUMBERS:**
   - SIN 541611 Integrated Consulting Services.
   - SIN 611430 Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships.
   - SIN 611512 Flight Training
   - SIN Ancillary Ancillary Supplies and/or Services.
   - SIN OLM Order Level Materials

**PRODUCT AND SERVICE CODE:**
- 6910 Training Aids
- 7610 Books and Pamphlets
- U001 Education/Training Lectures
- U009 Education/Training General
- U099 Education Other
- R499 Program Management Other

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

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

2. **MAXIMUM ORDER:**

   - SIN 541611 $1,000,000.00
   - SIN 611430 $1,000,000.00
   - SIN 611512 $1,000,000.00
   - SIN Ancillary $250,000.00
   - SIN OLM $250,000.00

3. **MINIMUM ORDER:** $100.00

4. **GEOGRAPHIC COVERAGE:** Domestic Delivery only

5. **POINT OF PRODUCTION:** Hampstead, Pender County, NC.

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:** Net 30 Days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. **FOREIGN ITEMS (LIST BY COUNTRY OF ORIGIN):** Not Applicable
10a. **TIME OF DELIVERY:** Specified on Task Order and mutually agreed to by ordering activity and vendor.

10b. **EXPEDITED DELIVERY:** Not Applicable

10c. **OVERNIGHT AND 2-DAY DELIVERY:** Not Applicable

10d. **URGENT REQUIREMENTS:** Not Applicable

11. **F.O.B. POINT:** Destination

12a. **Ordering ADDRESS:**

   Management Resource Services, Inc.
   Attention: Gwen Onatolu – Point of Contact
   73 Beaumont Circle
   Hampstead, NC 28443
   Phone: (630) 983-7607
   Email: gwen@teamforresults.com

12b. **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.

13. **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.
   73 Beaumont Circle
   Hampstead, NC 28443-3950

   Reference Information for all checks: Contract #, DO #, Invoice # and if available, Project Number.

14. **WARRANTY PROVISIONS:** Not Applicable

15. **EXPORT PACKING CHARGES:** Not Applicable

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR:** Not Applicable

17. **TERMS AND CONDITIONS OF INSTALLATION:** Not Applicable

18a. **TERMS AND CONDITIONS OF REPAIR PARTS PRICE LIST AND ANY DISCOUNTS FROM LIST PRICES:** Not Applicable
18b. TERMS AND CONDITIONS OF ANY OTHER SERVICES: Not Applicable

19. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

20. LIST OF PARTICIPATING DEALERS: Not Applicable

21. PREVENTIVE MAINTENANCE: Not Applicable

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES: Not Applicable

22b. IF APPLICABLE, INDICATE SECTION 508 COMPLIANCE INFORMATION: Not Applicable

23. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 125208434

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Yes
**Pricing:**

GS-10F-0275S PSG Price List  
Government Awarded Prices (Net Prices)  
Integrated Consulting Services **SIN: 541611**

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<tr>
<td>Instructional Designer I</td>
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</table>

**Senior Instructional Designer**

*Category Description:* Qualified and certified Trainer with at least 15 years’ experience in learning and training development. Has to be well versed in ADDIE™ Training Model. Must be experienced in project management as well as new training development. Has to have at least one Training Certification with ample classroom delivery skill sets. Must be capable of directing Trainers and monitor up to Level 4 Post Mortem Analysis.

*Minimum Education/Average Experience:* MBA with at least 15 years’ experience in Training & Development; corporate experience a plus; adjunct professorship a plus.

*Responsibilities and Experience:* Responsible for designing any training course that requires utilizing the ADDIE™ process. Be able to design and develop GAP Analysis that leads to course design and training delivery. Further, be responsible for conducting up to Level 3 reviews with quantifiable Return on Investment. Responsible for managing and coaching trainers in project/training development processes as defined by the needs and desires of the customer/sponsor. Concurrently performing this management (MBWA) duties and still maintain on time delivery and utmost customer satisfaction. Responsible for understanding how to capture key messages from focus group/survey and completing analysis for employee satisfaction survey. Must be capable of presenting findings through these media in a non-threatening way at the same time gaining employee support on the strategic directions of the Agency/Company. Responsible for advising sponsors on approaches to ensure employee inclusiveness that lead to improved work environment. Must be experience in applying Adult Learning Theory principles while delivering classroom training course and understand how to quantify it using up to Level 3 Post Classroom Analysis. Must be experienced in delivering any off-the-shelf and/or prepared course with minimal directions. Must have facilitated training courses across industry sectors (Public and Private) and consistently earn at least 90% favorable response ratings from participants. Must be active in a certified professional Learning and Performance organization and be an active member of a certification institute. Must be experienced in coaching executives and the capability of steering the dialogue towards gaining commitment on existing Mission & Vision Statements.
**Instructional Designer**

*Category Description:* Qualified and certified Trainer with at least 10 years’ experience in learning and training development. Has to be well versed in ADDIE™ Training Model. Must be experienced in project management as well as new training development. Has to have ample classroom delivery skill sets. Must be capable of directing Trainers and monitor up to Level 4 Post Mortem Analysis.

*Minimum Education/Average Experience:* MBA with at least 10 years’ experience in Training & Development; corporate experience a plus; adjunct professorship a plus.

*Responsibilities and Experience:* Responsible for designing any training course that requires utilizing the ADDIE™ process. Be able to design and develop GAP Analysis that leads to course design and training delivery. Further, be responsible for conducting up to Level 3 reviews with quantifiable Return on Investment. Responsible for understanding how to capture key messages from focus group/survey and completing analysis for employee satisfaction survey. Must be capable of presenting findings through these media in a non-threatening way at the same time gaining employee support on the strategic directions of the Agency/Company. Responsible for advising sponsors on approaches to ensure employee inclusiveness that lead to improved work environment. Must be experience in applying Adult Learning Theory principles while delivering classroom training course and understand how to quantify it using up to Level 3 Post Classroom Analysis. Must be experienced in delivering any off-the-shelf and/or prepared course with minimal directions. Must have facilitated training courses across industry sectors (Public and Private) and consistently earn at least 90% favorable response ratings from participants.
Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships

SIN: 611430

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<th>Course Number</th>
<th>Course Title</th>
<th>Min/Max Students</th>
<th>GSA Awarded Rates *</th>
<th>Rate/Student</th>
<th>Duration</th>
<th>GSA Disc. **</th>
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<td>Interpersonal Communication Skills for Managers</td>
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<td>3</td>
<td>Stepping up to Supervision Myth v Reality</td>
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<td>$3,171.11</td>
<td>$126.84</td>
<td>1 Day</td>
<td>0%</td>
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<td>4</td>
<td>360° Feedback Results – What’s next?</td>
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<td>$6,961.83</td>
<td>$278.47</td>
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<td>0%</td>
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<tr>
<td>5</td>
<td>Managing Job Performance</td>
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<td>$2,604.39</td>
<td>$104.18</td>
<td>1 Day</td>
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<tr>
<td>7</td>
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<td>8</td>
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<td>9</td>
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<td>$374.08</td>
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<td>10</td>
<td>Understanding Communication Styles (Mini Session for employee conferences)</td>
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<td>$1,345.01</td>
<td>$53.80</td>
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* Prices exclude reimbursable expenses for instructor travel, including per diem. SIN 611430 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 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. Participant will complete a web-based assessment prior to attending the training session.
Learn to:
- 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

Assessment Reports Included:
- DiSC® Personal Profile General Characteristics Report - ~20 pages report is provided for each participant outlining strengths and challenges of his/her communication approach
- ‘Approach to Managing Others’ - Supplemental DiSC® report analyzes the participant’s management style and behavior toward subordinates
- DiSC Group Culture Report - a consolidated report will be provided to the client characterizing the overall communication style of the employees in the session and the implications on the agency's culture and productivity. This report may serve as a springboard for problem-solving issues the agency is facing or implementing a change initiative.

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.

Learn to:
- 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

Assessment Reports Included:
- DiSC® Personal Profile Classic 2.0 Report - ~20 pages report is provided for each participant outlining strengths and challenges of his/her communication approach
- DiSC Group Culture Report - a consolidated report will be provided to the client characterizing the overall communication style of the employees in the session and the implications on the agency's culture and productivity. This report may serve as a springboard for problem-solving issues the agency is facing or implementing a change initiative.
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.

Learn to:
- 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 manger’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

Assessment Reports Included:
- DiSC® Personal Profile General Characteristics Report - ~20 pages report is provided for each participant outlining strengths and challenges of his/her communication approach
- Approach to Managing Others’ Report - Supplemental DiSC® report analyzes the participant’s management style and behavior toward subordinates
- Leadership Dimensions profile – Profile the leadership dimensions you most naturally align with and those you tend to avoid

Course #4 – Leadership Impact® (L/I)
Executive coaching sessions are facilitated using this leadership 360° Personalized Feedback Reports. The Leadership Impact Report is designed to measure and provide feedback on a manger’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.

Audience: Executives, key-level managers, and others in leadership positions
Learn to:
- 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

Assessment Reports Included:
- Leadership Impact® (L/I) 360° Feedback Report

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.

Learn To:
- 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

Assessment Reports Included:
- Personal Listening Profile Report – Improve management effectiveness when interacting with employees and providing feedback through using different listening approaches
- DISC Preview instrument – Mini-behavioral assessment to understand differences across communication styles

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.

Learn to:
- 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
Assessment Reports Included:
- Diversity Profile: helps employees learn how they respond to workforce diversity and where they need to develop increased understanding.

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.

Learn to:
- 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

Assessment Reports Included:
- Team Dimensions Profile - helps people work from their strengths by identifying their most natural team role, while giving them added appreciation for the contributions of others
- DiSC® Classic 2.0 Personal Profile Report - ~20 pages report is provided for each participant outlining strengths and challenges of his/her communication approach
- Organizational Culture Inventory - provides a picture of an agency or team’s operating culture relating to the behaviors members believe are expected or implicitly required to be successful

Course #8 – Diversity Awareness – Reflect on Your Thoughts and Attitudes
The first half of the seminar allows participates 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.
Learn to:
- 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

Assessment Reports Included:
- *Diversity Profile*: helps employees learn how they respond to workforce diversity and where they need to develop increased understanding.
- *Diversity Profile Group Report* - provides a snapshot of the group in four key areas of diversity development: Knowledge, Understanding, Acceptance and Behavior

Course #9 – MANAGEMENT DEVELOPMENT TRAINING CERTIFICATE PROGRAM

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.

Learn to:
- 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
- Demonstrate skills to manage work teams and team dynamics
- Develop a Development Action Plan to support short and long-term career planning

Assessment Reports Included:
- *DiSC® Personal Profile General Characteristics Report* - ~20 pages report is provided for each participant outlining strengths and challenges of his/her communication approach
- *‘Approach to Managing Others’*: Supplemental DiSC® report analyzes the participant’s management style and behavior toward subordinates
- *Personal Listening Profile Report* – Improve management effectiveness when interacting with employees and providing feedback through using different listening approaches
- *Role Behavioral Analysis* - Determine how your supervisory role needs to be fulfilled to achieve maximum effectiveness (this analysis is based on a standard created through a collaborative effort with the client)
Course #10 – UNDERSTANDING COMMUNICATION STYLES (MINI SESSION)

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.

Learn to:

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

Assessment Reports Included:
➢ DISC Preview instrument – Mini-behavioral assessment to understand differences across communication styles
## Ancillary Supplies and/or Services

**SIN: Ancillary**

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<th>Products</th>
<th>Price Each</th>
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<tr>
<td>DiSC® Classic - EPIC Report</td>
<td>$36.27</td>
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<tr>
<td>DiSC® Classic - Paper</td>
<td>$17.13</td>
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<tr>
<td>DiSC® Group Report</td>
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<td>DiSC® Customer Service Action Planner - Paper</td>
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<tr>
<td>DiSC® People Reading Card</td>
<td>$5.04</td>
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<tr>
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**Supplemental Report:**

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<td>Strategies for Managing</td>
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**Organizational Cultural Audit:**

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</table>
SERVICE CONTRACT LABOR STANDARDS CLAUSE:

"The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS 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 SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract."