



**Master Blanket Purchase Order ADSP013-040547**

**Header Information**

<b>Purchase Order Number:</b>	ADSP013-040547	<b>Release Number:</b>	0	<b>Short Description:</b>	Training and Professional Development Services
<b>Status:</b>	3PS - Sent	<b>Purchaser:</b>	Delia Walters	<b>Receipt Method:</b>	Quantity
<b>Fiscal Year:</b>	2013	<b>PO Type:</b>	Blanket	<b>Minor Status:</b>	
<b>Organization:</b>	State of Arizona	<b>Location:</b>	STRGC - SPO Strategic	<b>Type Code:</b>	Statewide
<b>Department:</b>	ADSP0 - State Procurement Office	<b>Entered Date:</b>	01/31/2013 04:20:53 PM	<b>Control Code:</b>	
<b>Alternate ID:</b>		<b>Retainage %:</b>	0.00%	<b>Discount %:</b>	0.00%
<b>Days ARO:</b>	0	<b>Release Type:</b>	Direct Release	<b>Pcard Enabled:</b>	No
<b>Print Dest Detail:</b>	If Different	<b>Tax Rate:</b>		<b>Actual Cost:</b>	\$0.00
<b>Contact Instructions:</b>	delia.walters@azdoa.gov or 602-542-9125				
<b>Master Blanket/Contract End Date (Maximum):</b>	01/31/2018 11:59:01 PM				
<b>Project No.:</b>					
<b>Building Code:</b>					
<b>Cost Code:</b>					
<b>Special Purchase Types:</b>					
<b>PIJ NUMBER:</b>					
<b>Coop Spend To Date:</b>					
<b>Commodity Reference Id:</b>					
<b>PO External Doc Type:</b>					
<b>Agency Attachments:</b>	<a href="#">RFP ADSP013-00002027.zip</a> <a href="#">ADSP013-040547 - Carla Carter and Assoc.zip</a> <a href="#">ADSP013-00002027 Carla Carter Associates Inc Attachment IV Pricing Schedule 101012 FINAL~1.pdf</a> <a href="#">Contact List~96.xlsx</a> <a href="#">A1~76.pdf</a> <a href="#">2014 Contract Amendment - Carla Carter.doc</a> <a href="#">Addition of Ken Helman 082815.docx</a> <a href="#">ADSP013-040547 - Amendment 3.pdf</a>				
<b>Vendor Attachments:</b>					

**Agency Attachment Forms:**

**Vendor Attachment Forms:**

**Primary Vendor Information & PO Terms**

**Vendor:** 9000002264 - CARLA CARTER AND ASSOCIATES INC  
 Carla Carter  
 2606 E Yucca Street  
 Phoenix, AZ 85028  
 US  
 Email: ccarterinc@cox.net  
 Phone: (480)922-0043  
 FAX: (480)922-0180  
 Alt. Reference: ZD001

**Payment Terms:** Net 30

**Shipping Method:**

**Shipping Terms:**

**Freight Terms:**

**PO Acknowledgements:**

	Notifications	Acknowledged Date/Time
Change Order 2	Emailed to CarlaCarter@ChangeExcellence.com at 11/04/2014 11:29:22 AM	11/04/2014 01:10:00 PM
Change Order 1	Emailed to CarlaCarter@ChangeExcellence.com at 01/14/2014 09:12:16 AM	03/17/2014 09:42:50 AM
Purchase Order	Emailed to CarlaCarter@ChangeExcellence.com at 02/08/2013 12:19:53 PM	03/19/2013 11:19:54 AM

**Master Blanket/Contract Vendor Distributor List**

Vendor ID	Alternative ID	Vendor Name	Preferred Delivery Method	Vendor Distributor Status
9000002264	PZ9000002264	CARLA CARTER AND ASSOCIATES INC	Email	Active

**Master Blanket/Contract Controls**

**Master Blanket/Contract Begin Date:** 02/01/2013      **Master Blanket/Contract End Date:** 06/30/2016  
**Cooperative Purchasing Allowed:** Yes

Organization	Department	Dollar Limit	Dollars Spent to Date	Minimum Order Amount
ALL ORG - Organization Umbrella Master Control	AGY - Agency Umbrella Master Control	\$0.00	\$12,660.00	\$0.00

**PO Vendor Subcontractor List**

Vendor ID	Alternative ID	Vendor Name	Effective Date	Expiration Date	Estimated Percent	Deactivated (Date Deactivated)
000047742	PZ000047742	Optimum Management Solutions	08/31/2015	01/30/2018	0.00%	No

**Item Information**

**Print Sequence # 1.0, Item # 1:** Category 1 - Personal Development. Customized and Structured Training. To view hourly rates, see attached price list. Agency to enter final pricing. 3PS - Sent

NIGP Code: 924-40  
 Instructor-led, Classroom Training (Technical)

Bid # / Bid Item #: ADSP013-00002027 / 1 Quote # / Quote Item #: 000015329 / 1

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$0.00	HR - Hour	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: \_\_\_\_\_ Brand: \_\_\_\_\_ Model: \_\_\_\_\_  
 Make: \_\_\_\_\_ Packaging: \_\_\_\_\_  
 Project No.: \_\_\_\_\_

Building Code:  
 Cost Code:  
 Property Number:

**Print Sequence # 2.0, Item # 2:** Category 2 - Management / Leadership. Customized and Structured Training. To view hourly rates, see attached price list. Agency to enter final pricing. 3PS - Sent

NIGP Code: 924-40  
 Instructor-led, Classroom Training (Technical)

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$0.00	HR - Hour	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:  
 Make: Packaging:  
 Project No.:  
 Building Code:  
 Cost Code:  
 Property Number:

**Print Sequence # 3.0, Item # 3:** Category 3 - Quality Service. Customized and Structured Training. To view hourly rates, see attached price list. Agency to enter final pricing. 3PS - Sent

NIGP Code: 924-40  
 Instructor-led, Classroom Training (Technical)

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$0.00	HR - Hour	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:  
 Make: Packaging:  
 Project No.:  
 Building Code:  
 Cost Code:  
 Property Number:

**Print Sequence # 4.0, Item # 4:** Category 4 - Specialized Training and Development. Customized and Structured Training. To view hourly rates, see attached price list. Agency to enter final pricing. 3PS - Sent

NIGP Code: 924-40  
 Instructor-led, Classroom Training (Technical)

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$0.00	HR - Hour	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:  
 Make: Packaging:  
 Project No.:  
 Building Code:

Cost Code:  
Property Number: \_\_\_\_\_

Exit

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**SOLICITATION ADSP013-00002027**  
**Attachment IV - Structured**  
**Training and Professional Development Services**

Category:		Delivery Format Options:					
Personal Development Management / Leadership Quality Service Specialized Training & Development Miscellaneous Training		(CBT) - Computer Based Training (W) - Webinar (E) - E-Learning (TT) - Train the Trainer (SF) - State Facility (Live) (VF) - Vendor Facility (Live)					
Note: If no "discount rate" is offered, enter "NA".   Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.							
Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Management / Leadership Quality Service	N/A	5S Workshop: Lean Techniques for Improving the Workplace	SF VF W TT	\$370 \$520 \$470 \$625	N/A	\$370 \$520 \$470 \$625	This course introduces 5S as a straightforward approach to workplace improvement. The 5S's are: Sort, Simplify, Sweep, Standardize and Self Discipline. Practicing 5S eliminates time spent looking for things, improves teamwork and communication, and safety. It reduces the opportunities for error. The course introduces strategies for eliminating unnecessary things (sorting), putting things in order (simplifying), and building the discipline to maintain improvements (self discipline). A variety of examples from successful 5S programs are discussed and included in the participant manual.  4 hour course Min 15 / Max 25 (TT Max 8) (TT Max 8)
Quality Service Specialized Training and Development	N/A	ABD Documentation and Training Software	SF VF W TT	\$527 \$677 \$627 \$782	N/A	\$527 \$677 \$627 \$782	This ABD Software course shows you how to use the Arrangement by Design® (ABD) software to create procedures, policies, training materials and reports that effectively, concisely and clearly convey information. Our simple-to-use software brings consistency to materials while cutting down the repetitive work involved in creating online and hard copy materials.  4 hour course Min 15 / Max 25 (TT Max 8)
Personal Development Management / Leadership Quality Service	N/A	Advanced Coaching Skills for Leaders	SF VF W TT	\$460 \$610 \$595 \$750	N/A	\$460 \$610 \$595 \$750	This course provides training that will help mid-level leaders take a more strategic approach to coaching and motivating others, especially during times of change. Leaders use advanced instruments to practice and interpret real coaching techniques that are immediately applicable to any environment for achieving better performance. The course is also appropriate for mid-level individual contributors who must influence others rather than directly manage them.  8 hour course for ILT 6 hour course for Webinars (four 1 1/2 hour sessions plus 2 hours of homework)
Personal Development	N/A	Assertiveness Training	SF VF W TT	\$370 \$520 \$470 \$625	N/A	\$370 \$520 \$470 \$625	Employees who communicate more clearly are more productive, eliminate hours of wasted time, and feel better about their work. In this workshop, participants learn an assertiveness model and develop assertiveness skills through instruction and interactive skill-building exercises. Emphasis is placed on the practical application of these skills to work situations.  4 hour course Min 15 / Max 25 (TT Max 8) (TT Max 8)
Quality Service	N/A	Benchmarking	SF VF W TT	\$335 \$485 \$435 \$625	N/A	\$335 \$485 \$435 \$625	This course introduces the value of benchmarking to organizational improvement. The instructor describes the steps of benchmarking, sharing results from other organizations. Participants are able to actually work on planning a study and build the data collection strategy in class. They then apply what they learned, plan a study of their own, and receive feedback to help ensure its success back in their own environment.  8 hour course Min 15 / Max 25 (TT Max 8)
Quality Service	N/A	Best Practices Training	SF VF W TT	\$335 \$485 \$435 \$625	N/A	\$335 \$485 \$435 \$625	This course introduces three key approaches to best practice transfer in organizations. Those three – benchmarking, internal best practice transfer and communities of practice – have resulted in significant improvements in organizational and individual performance. Participants will be given the opportunity to apply what they learn to their own organization.  8 hour course Min 15 / Max 25 (TT Max 8)
Personal Development	N/A	Building Listening Skills	SF VF W TT	(2 hr) \$495 (4 hr) \$370 (2 hr) \$645 (4 hr) \$520 (2 hr) 595 (4 hr) \$470 (2 hr) \$625 (4 hr) \$625	N/A	(2 hr) \$495 (4 hr) \$370 (2 hr) \$645 (4 hr) \$520 (2 hr) 595 (4 hr) \$470 (2 hr) \$625 (4 hr) \$625	To be a successful communicator you must be a successful listener. Think of all the things you have learned just by listening. This class can help busy professionals enhance their listening skills by learning to listen with understanding, listening with an open mind, attending to non-verbal cues and listening actively to the other person. Emphasis is placed on the practical application of these skills to work situations.  2 or 4 hour course Min 15 / Max 25 (TT Max 8)

**SOLICITATION ADSP013-00002027**  
**Attachment IV - Structured**  
**Training and Professional Development Services**

Category:				Delivery Format Options:			
Personal Development Management / Leadership Quality Service Specialized Training & Development Miscellaneous Training				(CBT) - Computer Based Training (W) - Webinar (E) - E-Learning (TT) - Train the Trainer (SF) - State Facility (Live) (VF) - Vendor Facility (Live)			
Note: If no "discount rate" is offered, enter "N/A".   Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.							
Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Personal Development	N/A	Business Writing	SF	\$335	N/A	\$335	Good business writing is essential to offering the customer and public a professional image and to accurately and succinctly relay information. Knowing how to correspond in writing to the different business forms saves time, energy, and confusion. This course looks at the different forms of written communication commonly used in business and provides guidelines and formulas for writing clear and cogent responses.  8 hour course Min 10 / Max 15
			VF	\$485		\$485	
			W	\$435		\$435	
			TT	\$625		\$625	
Specialized Training and Development	N/A	Classroom to Virtual Delivery	SF	\$460	N/A	\$460	In this interactive session, participants will explore the pros and cons of reshaping classes into a virtual format and discover the elements critical to successful transformation.  8 hour course Min 15 / Max 15 (TT Max 8)
			VF	\$610		\$610	
			W	\$560		\$560	
			TT	\$750		\$750	
Management / Leadership	N/A	Coaching and Mentoring Skills for Managers	SF	\$280	N/A	\$280	Ideally, the course is modularized over a 10-week time period to allow participants to apply learning on the job. The overall objective is to understand and practice the Coaching and Mentoring style of management. The instructor offers knowledge and insight into key variables of the Coaching/Mentoring manager's success in such areas as Goal Setting, Communications, Delegation, and Performance Management. Most important, the instructor provides a learning laboratory environment for managers and supervisors to practice skills/competencies with built in mentoring by a peer partner. Outcomes include an increase in ability to perform using modern management techniques and a higher performing work group environment.  24 hours Min 15 / Max 25 (TT Max 8)
			VF	\$430		\$430	
			W	\$380		\$380	
			TT	\$625		\$625	
Personal Development	N/A	Conflict Management An Aikido Approach	SF	(4 hr) \$370 (8 hr) \$335	N/A	(4 hr) \$370 (8 hr) \$335	Conflict is part of any work environment, yet few know how to manage conflict situations, deflecting the dangers and unlocking the hidden opportunities. Most people are afraid of conflict, but the skills to manage it are like any other skill - they can be learned and even improved with practice. In this workshop, employees learn how to apply Aikido concepts to conflict situations, unlocking their personal potential to handle challenging conflict situations.  4 or 8 hour course Min 15 / Max 25 (TT Max 8)
			VF	(4 hr) \$520 (8 hr) \$485		(4 hr) \$520 (8 hr) \$485	
			W	(4 hr) \$470 (8 hr) \$435		(4 hr) \$470 (8 hr) \$435	
			TT	(4 hr) \$625 (8 hr) \$625		(4 hr) \$625 (8 hr) \$625	
Quality Service	N/A	Customer Relationship Management	SF	\$335	N/A	\$335	This highly participatory class introduces the concept of developing and sustaining a relationship with customers above and beyond serving them. Participants will learn and experience the core elements of relationship building and develop action plans to use in their work areas as to how to apply the class work in their specific work setting.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$485		\$485	
			W	\$435		\$435	
			TT	\$625		\$625	
Personal Development Quality Service	N/A	Customer Service: Beyond the Standard	SF	\$370	N/A	\$370	How do you define excellent customer service? In this course, go beyond the basics tools of customer service to learn how to interact effectively and efficiently with all types of customers. Use conversations models to enhance communication, build rapport with your customers and be a leader in service for all who interact with you and your company. This is a skill-based, interactive course.  4 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$520		\$520	
			W	\$470		\$470	
			TT	\$625		\$625	
Personal Development	N/A	Dare to Be Different	SF	\$495	N/A	\$495	Today's employees and managers face significant communication challenges with culturally diverse teams that extend far beyond language barriers. This impacts customer interactions as well as leadership and productivity. However, being unique, creative, and innovative is the top competitive advantage for any organization.  8 hour course on location or 6 hour webinar Min 15 / Max 25
			VF	\$645		\$645	
			W	\$630		\$630	
			TT	\$785		\$785	

**SOLICITATION ADSP013-00002027**  
**Attachment IV - Structured**  
**Training and Professional Development Services**

Category:		Delivery Format Options:					
Personal Development Management / Leadership Quality Service Specialized Training & Development Miscellaneous Training		(CBT) - Computer Based Training (W) - Webinar (E) - E-Learning (TT) - Train the Trainer (SF) - State Facility (Live) (VF) - Vendor Facility (Live)					
Note: If no "discount rate" is offered, enter "NA".   Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.							
Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Management / Leadership Personal Development	N/A	Dare To Innovate: Fear Management for Professionals	SF VF W TT	\$335 \$485 \$435 \$625	N/A	\$335 \$485 \$435 \$625	Today's economy requires more frequent organizational changes. Re-organizations, acquisitions, change in leadership trigger fear as the most frequent first response – not only in your mind, but also in your heart and gut. Unmanaged fear always leads to negativity that causes you to perform at a much lower level. You will learn how to take charge and turn every organizational change into a win-win situation for you and your team. This program introduces a proven strategy with practical exercises to leave fear behind and 'upshift' into creativity and proactive engagement. The program is based on latest insights into the physiology of strength-based performance.  8 hour course at location or 6 hour webinar Min 15 / Max 25
Personal Development Management / Leadership	N/A	Dealing with Difficult People	SF VF W TT	\$335 \$485 \$435 \$625	N/A	\$335 \$485 \$435 \$625	Learn to deal effectively with difficult people and tough situations through the powerful principles taught in this exciting workshop. You will recognize the important difference between difficult behavior that is only occasional and difficult behavior that has become a lifestyle. Learn how to turn confrontations into constructive stepping stones to conflict resolution and learn how to overcome the fear of confrontation. This is a skill-based, experiential course with knowledge building components.  8 hour course Min 15 / Max 25 (TT Max 8)
Personal Development	N/A	Developing Internal Consulting Skills	SF VF W TT	\$300 \$450 \$400 \$625	N/A	\$300 \$450 \$400 \$625	This course assists participants in understanding and learning the role, responsibilities, skills and tools of an effective internal consultant. It addresses the challenges of being an internal player while maintaining objectivity and distance, and provides abundant opportunities for participants to discuss their expectations, concerns, or fears about the internal consulting role. It covers how to build the relationships needed to influence outcomes, as well as organizational problem-solving skills. Participants will hone their skills and learn to become ethical internal consultants. At the completion of the class, participants will be able to assess and analyze specific organizational symptoms, determine the underlying problems, and work with the involved parties toward a solution.  16 hour course Min 15 / Max 25 (TT Max 8)
Personal Development Management / Leadership	N/A	DiSC Communications: Understanding Personality Styles to Improve Communications and Relationships	SF VF W TT	(2 hr) \$655 (4 hr) \$530 (2 hr) \$805 (4 hr) \$680 (2 hr) \$755 (4 hr) \$630 (2 hr) \$785 (4 hr) \$785	N/A	(2 hr) \$655 (4 hr) \$530 (2 hr) \$805 (4 hr) \$680 (2 hr) \$755 (4 hr) \$630 (2 hr) \$785 (4 hr) \$785	This course uses a well researched personality style instrument to determine your work communication style and help you examine how to build sound relationships using your and other's styles to create a more effective workplace. The 4 hour version extends the learning for managers and supervisors to use the personality profiles of their entire work team to increase performance and satisfaction.  2 or 4 hour course (4 hour is for managers/supervisors) Min 15 / Max 25 (TT Max 8)
Specialized Training and Development	N/A	Documentation: Doing It Right!	SF VF W TT	\$527 \$677 \$627 \$782	N/A	\$527 \$677 \$627 \$782	This workshop is an interactive, instructor-led course delivers the essential tools needed to successfully document key procedures in your organization. The result: consistent, accurate documentation that helps your employees work at peak efficiency.  4 hour course Min 15 / Max 25 (TT Max 8)
Personal Development	N/A	Dynamic Presentations	SF VF W TT	\$335 \$485 \$435 \$625	N/A	\$335 \$485 \$435 \$625	Participants learn to use their voices, gestures and movement to dramatically increase the effectiveness of their presentation style. Participants practice presenting and give and receive in-depth feedback on what works, what doesn't, and why. The focus is on presentation development and performance. It includes an overview of structuring an effective presentation, using presentation media and tools effectively, and moving and speaking with authority and presence. For appropriate individual attention, this class has a maximum of 10 participants.  8 hour course Min 15 / Max 25 (TT Max 8)

**SOLICITATION ADSP013-00002027**  
**Attachment IV - Structured**  
**Training and Professional Development Services**

Category:		Delivery Format Options:					
Personal Development Management / Leadership Quality Service Specialized Training & Development Miscellaneous Training		(CBT) - Computer Based Training (W) - Webinar (E) - E-Learning (TT) - Train the Trainer (SF) - State Facility (Live) (VF) - Vendor Facility (Live)					
Note: If no "discount rate" is offered, enter "NA".   Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.							
Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Personal Development	N/A	Effective Communication at Work	SF	\$335	N/A	\$335	For organizations to be effective, employees need to be able to communicate clearly with one another. In this class, participants learn simple yet powerful tools that enhance understanding and reduce interpersonal conflicts. Use of personality types to understand how each type interacts and affects group functioning. This course includes use of a Myer's Briggs Type Inventory (MBTI).  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$485		\$485	
			W	\$435		\$435	
			TT	\$625		\$625	
Personal Development	N/A	E-mail Effectiveness	SF	(2 hr) \$495 (4 hr) \$370	N/A	(2 hr) \$495 (4 hr) \$370	Learn to create clear, concise and effective e-mail messages. This course covers e-mail manners, managing your e-mail process, editing e-mail, the legal and professional issues involved in e-mail, and much more. Combine written English, online jargon and personal style to develop strategies to make your e-mail more powerful.  2 or 4 hour course Min 15 / Max 25 (TT Max 8)
			VF	(2 hr) \$645 (4 hr) \$520		(2 hr) \$645 (4 hr) \$520	
			W	(2 hr) 595 (4 hr) \$470		(2 hr) 595 (4 hr) \$470	
			TT	(2 hr) \$625 (4 hr) \$625		(2 hr) \$625 (4 hr) \$625	
Management / Leadership  Personal Development	N/A	Facilitating Teams	SF	\$300	N/A	\$300	This course offers participants the opportunity to understand and practice facilitation skills at the same time that team principles and skills are reinforced. Included in the workshop are facilitator and other team roles, stages of team development, key meeting and communication techniques and conflict resolution practice. Participants discuss and use the group process and decision tools taught in order to increase their facilitation competencies. The course wraps up by the participants conducting a realistic team meeting agenda after which they process the behaviors of the group.  16 hours Min 15 / Max 25 (TT Max 8)
			VF	\$450		\$450	
			W	\$400		\$400	
			TT	\$625		\$625	
Management / Leadership  Specialized Training and Development	N/A	Facilitation Skills	SF	\$380	N/A	\$380	Facilitation enables your training professionals to increase your employee engagement and process effectiveness. What distinguishes this course from traditional train-the-trainer courses is the blend of adult and accelerated learning principles with the computer as the primary visual aid. This learner-centered, interactive workshop focuses on practical tools and techniques used by experienced facilitators to boost the learning impact. As a part of this course, participants learn how to incorporate effective delivery methods using computer applications to increase the transfer of learning into job-related performance.  16 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$530		\$530	
			W	\$480		\$480	
			TT	\$705		\$705	
Personal Development  Management / Leadership  Quality Service	N/A	Four Disciplines of Leadership	SF	\$380	N/A	\$380	This instructor-led course uses a blend of theory and hands-on activities to guide new leaders to plan and execute leadership routines that translate into established and effective habits.  16 hour course Min 15 / Max 25
			VF	\$530		\$530	
			W	\$480		\$480	
			TT	\$705		\$705	
Quality Service	N/A	Genius Customer Service: The coach approach for a quantum leap in service quality and customer loyalty	SF	\$495	N/A	\$495	How much emotional energy do you spend with challenging customers on a daily basis? This class will teach you effective and professional ways to turn those challenges into trust building conversations. You will acquire innovative tools to understand the real story and to be able to address the root cause of any customer inquiry. You will learn how to stay connected with your own brilliance in customer service and to continually perform at your best. Each customer communication will make you grow professionally and add value to the company in terms of revenue and customer loyalty.  8 hour course at location or 6 hour webinar Min 15 / Max 25 (TT Max 8)
			VF	\$645		\$645	
			W	\$630		\$630	
			TT	\$785		\$785	

**SOLICITATION ADPO13-0000207**  
**Attachment IV - Structured**  
**Training and Professional Development Services**

Category: Personal Development Management / Leadership Quality Service Specialized Training & Development Miscellaneous Training			Delivery Format Options: (CBT) - Computer Based Training (W) - Webinar (E) - E-Learning (TT) - Train the Trainer (SF) - State Facility (Live) (VF) - Vendor Facility (Live)				
Note: If no "discount rate" is offered, enter "NA".   Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.							
Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Personal Development	N/A	Getting Things Done: Managing Your Time, Your Work and Yourself	SF	\$370	N/A	\$370	Traditional time management classes focus on left-brain thinkers - people who are naturally organized. but for the naturally disorganized right-brain thinker, most typical time management tools are a study in frustration and futility. This class takes pity on these people, helping them discover the tools that will work for them, enabling them to increase their productivity. If your desk looks like Mount Vesuvius and your schedule feels like "the stack" at rush hour, this class is for you.  4 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$520	\$520		
			W	\$470	\$470		
			TT	\$625	\$625		
Personal Development	N/A	Grammar Update	SF	\$370	N/A	\$370	This quick, fun overview of written and spoken grammar basics is a confidence builder in using the English language properly. Mistakes in grammar and spelling can lead to content confusions and credibility crashes. Take advantage of this fast-paced and fun approach to getting the grammar right. This corporate grammar brush-up covers the basic rules of grammar, the challenges of writing in a language other than your primary one, and resources to draw on when creating a written document. If you aren't sure which two to use too, take this class and find out.  4 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$520	\$520		
			W	\$470	\$470		
			TT	\$625	\$625		
Workplace Practices	N/A	Harassment: Don't Do it, Don't Tolerate it or Preventing Harassment in the Workplace	SF	\$495	N/A	\$495	This course presents a clear picture of acceptable and unacceptable behavior in the workplace. Eliminating harassment starts with fostering a work environment of trust and mutual respect. The program explains the types of harassment, the appropriate responses to harassing behavior, and the organization's zero-tolerance policies toward harassment.  2 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$645	\$645		
			W	\$595	\$595		
			TT	\$625	\$625		
Management / Leadership	N/A	High Performance Teams	SF	\$335	N/A	\$335	This fast-paced workshop instills three key components of high performance teams into the manager's repertoire quickly. Using an actual employee and then the natural work team, the manager assesses the needs of his/her employees from a leadership perspective. The end result is an action plan for high performance that will catapult the work group toward performance excellence.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$485	\$485		
			W	\$435	\$435		
			TT	\$625	\$625		
Management / Leadership	N/A	How to Conduct on -the-Job Training	SF	\$300	N/A	\$300	In today's environment of increasing employee turnover, supervisors are spending more time training employees on the job. This course is designed to give Supervisors some skills in on the job training.  16 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$450	\$450		
			W	\$400	\$400		
			TT	\$625	\$625		
Management / Leadership	N/A	How to Manage Difficult Behavior	SF	\$495	N/A	\$495	How frustrated are you when intelligent people in your team and company don't understand you? When miscommunication occurs daily and interactions become more and more stressful? When error rates go up and problems escalate, independent of the knowledge and experience of your team members?  \$785 It's time to look closer into the human side. Learn practical tools for more successful daily interactions. Applu the results of assessments like DISC, Colors, MBTI, etc. to achieve better results.  8 hour course 15 Min / 25 Max (TT Max 8)
			VF	\$645	\$645		
			W	\$595	\$595		
			TT	\$785	\$785		
Personal Development Specialized Training and Development	N/A	How to Partner	SF	\$335	N/A	\$335	To develop the skills to facilitate a partnering workshop.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$485	\$485		
			W	\$435	\$435		
			TT	\$625	\$625		

**SOLICITATION ADSP013-00002027**  
**Attachment IV - Structured**  
**Training and Professional Development Services**

Category: Personal Development Management / Leadership Quality Service Specialized Training & Development Miscellaneous Training				Delivery Format Options: (CBT) - Computer Based Training (W) - Webinar (E) - E-Learning (TT) - Train the Trainer (SF) - State Facility (Live) (VF) - Vendor Facility (Live)			
Note: If no "discount rate" is offered, enter "NA".   Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.							
Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Personal Development	N/A	<b>How to Write Lesson Plans for Training</b>	SF	\$300	N/A	\$300	The course teaches the formula for designing in-depth lesson plans and how to put together a course manual. At the end of class the participant will have begun writing a lesson plan.  16 hour course Min 15 / Max 25 (TT Max 8)
Specialized Training and Development			VF	\$450	\$450		
			W	\$400	\$400		
			TT	\$625	\$625		
Quality Service	N/A	<b>Improving Quality through Process Analysis</b>	SF	\$280	N/A	\$280	This course differs from a traditional process improvement training for a public offering because it is meant for intact work teams who have selected one process to analyze and improve. It takes an ISO9001 approach to documenting details at the task and procedural level to ensure consistency of performance and knowledge transfer. Many of the typical tools, such as flowcharting, data collection statistical tools, etc. are in this course along with a special training segment on surveying your customers.  24 hour course (segmented in six 1/2 day sessions) Minimum depends on stakeholders needed to analyze the work; 25 maximum
			VF	\$430	\$430		
			W	\$380	\$380		
			TT	\$625	\$625		
Specialized Training and Development	N/A	<b>Instructional Design</b>	SF	\$380	N/A	\$380	How to derive the maximum benefit from your organization's human capital? Simple: build maximum value into your training curriculum. Of course, that's easy to say but can be incredibly complex to put into practice. That's where we come in. Let TBD Consulting teach you how to upgrade your e-Learning and traditional classroom curriculum.  16 hour course Min 15 / Max 25
			VF	\$530	\$530		
			W	\$480	\$480		
			TT	\$705	\$705		
Personal Development Management / Leadership	N/A	<b>Interpersonal Communication Skills</b>	SF	\$370	N/A	\$370	Interpersonal skills are the oil in the gears of every day encounters with others. These basic skills in listening and sharing ideas allow people to work together with fewer conflicts and greater understanding. This course looks at the various ways people communicate and examines the best practices for dealing with our own reactions and other's reactions. The course reviews the various methods of communicating and provides practice in dealing with typical situations that confront people daily.  6 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$520	\$520		
			W	\$470	\$470		
			TT	\$625	\$625		
Management / Leadership Quality Service	N/A	<b>Lean Thinking</b>	SF	\$335	N/A	\$335	This course is for managers and continuous improvement champions that are interested in learning how leading companies are radically improving operations and services through the application of Lean Thinking. It explores how Lean can and is being applied to service and public sector work. Attendees will learn the difference between value and waste as seen by the customer. Interactive exercises will introduce the basic tools for lean improvement including the: 5S's, value stream analysis, rules of release, Poka Yoke and Kanban. The participant will leave this session with a new view of work flow and how to take action to improve it.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$485	\$485		
			W	\$435	\$435		
			TT	\$625	\$625		
Personal Development Management / Leadership Quality Service Specialized Training and Development, Misc. Training	N/A	<b>Learning Assessment Design</b>	SF	\$460	N/A	\$460	The Learning Assessment Design course provides theory and hands-on, practical application of spaced learning as a method of increasing learners' ability to accurately retrieve critical information. In this course, participants will be introduced to concepts related to the development of well-designed questions. They will learn to use tools and techniques to develop effective reinforcement questions, corrective feedback, and coaching tips. Then, participants will develop questions for their own topic/course. Additional tips will be provided on creating survey items for the purpose of gathering evaluation data.  8 hours for ILT 6 hours for Webinars (four 1 1/2 hour sessions plus 2 hours of homework)
			VF	\$610	\$610		
			W	\$595	\$595		
			TT	\$750	\$750		

**SOLICITATION ADSP013-00002027**  
**Attachment IV - Structured**  
**Training and Professional Development Services**

Category		Delivery Format Options:					
Personal Development Management / Leadership Quality Service Specialized Training & Development Miscellaneous Training		(CBT) - Computer Based Training (W) - Webinar (E) - E-Learning (TT) - Train the Trainer (SF) - State Facility (Live) (VF) - Vendor Facility (Live)					
Note: If no "discount rate" is offered, enter "NA".   Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.							
Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Management / Leadership Miscellaneous Training	N/A	Making Measurement Work	SF	\$398	N/A	\$398	This course will help participants understand key measurement principles, learn best practice methods to select meaningful measures, improve the setting of performance targets, understand best practice approaches to measurement, and improve the use of measures. The practical guide, "Making Measurement Work" will be provided to each participant.  The instructor will teach that performance measures are critical in tracking work performed and results achieved, what those management tools are and how to apply them. Participants will then practice these tools by applying them to project related examples.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$548		\$548	
			W	\$498		\$498	
			TT	\$688		\$688	
Management / Leadership	N/A	Managing Change	SF	\$370	N/A	\$370	This course addresses the critical success factors in managing change. It discusses the roles in effective change and the difference between the tasks and human elements. A case study is offered to give participants the opportunity to plan a change effort in a government setting.  4 hours course Min 15 / Max 25 (TT Max 8)
			VF	\$520		\$520	
			W	\$470		\$470	
			TT	\$625		\$625	
Management / Leadership Personal Development	N/A	Negotiator's Skills	SF	\$370	N/A	\$370	In today's work environment, employees must be able to negotiate with their bosses, peers, subordinates, clients, and customers. This interactive and practical workshop provides employees with effective skills for achieving successful and productive negotiation sessions.  4 hours course Min 15 / Max 25 (TT Max 8)
			VF	\$520		\$520	
			W	\$470		\$470	
			TT	\$625		\$625	
Management / Leadership Personal Development	N/A	Negotiator's Toolkit	SF	\$370	N/A	\$370	How do you get your opponent in a negotiation to say yes? In today's work environment, employees must be able to negotiate with their bosses, peers, subordinates, clients and customers. This interactive and practical class provides employees with the skills to plan simple strategies and use tools that will leverage successful outcomes in negotiating. Find out how to be a successful negotiator and how to handle different types of negotiations with a variety of tips and tools.  4 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$520		\$520	
			W	\$470		\$470	
			TT	\$625		\$625	
Management / Leadership Specialized Training and Development	N/A	Organizational Assessment: Using the National Malcolm Baldrige Performance Excellence criteria	SF	\$320	N/A	\$320	This course prepares participants to conduct an organization assessment using key criteria. The standard criteria used in this course is the Malcolm Baldrige Performance Excellence criteria, but the course can easily adapt to the organization's needs. Participants learn to understand the criteria, learn to develop appropriate interview techniques / questions, develop effective data collection plans and distinguish between average and exceptional reports / presentations. (In a real-time application, intact assessment teams can actually plan their assessment in class.)  16 hours Min 15 / Max 25 (TT Max 8)
			VF	\$470		\$470	
			W	\$420		\$420	
			TT	\$645		\$645	
Management / Leadership Quality Service	N/A	Partnering for Better Relationships and Results	SF	\$335	N/A	\$335	This session is used to clarify roles, relationships and responsibilities between two or more partnering entities. Keys to performance include the need to determine common goals, to clarify the partners' roles and to take action to improve the outcomes of the work groups. It also establishes a clear issue escalation/resolution process for the partners. Participants will develop the basic components for their partnering relationship and commit to actions and accountabilities, which will increase the people and process outcomes of their work.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$485		\$485	
			W	\$435		\$435	
			TT	\$625		\$625	

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**Attachment IV - Structured**  
**Training and Professional Development Services**

Category:		Delivery Format Options:					
Personal Development Management / Leadership Quality Service Specialized Training & Development Miscellaneous Training		(CBT) - Computer Based Training (W) - Webinar (E) - E-Learning (TT) - Train the Trainer (SF) - State Facility (Live) (VF) - Vendor Facility (Live)					
Note: If no "discount rate" is offered, enter "N/A".   Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.							
Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Quality Service	N/A	Process Improvement	SF	\$300	N/A	\$300	In this course participants will be taught and learn to launch improvement teams successfully, the roles of the team, clearly define and understand the process under review, understand and apply a process improvement method, using basic statistical tools, and identify key elements needed to successfully implement change. This is an experiential class with exercises that support the learning so that participants can conduct process improvement efforts as a result of attending this workshop.  16 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$450		\$450	
			W	\$400		\$400	
			TT	\$625		\$625	
Quality Service Personal Development	N/A	Process Improvement Tools	SF	\$370	N/A	\$370	To provide a hands on class on how to use the 8 basic process improvement tools for use with process improvement teams.  4 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$520		\$520	
			W	\$470		\$470	
			TT	\$625		\$625	
Quality Service Personal Development	N/A	Process Mapping	SF	\$370	N/A	\$370	To provide individuals, teams and work groups an understanding of flowcharts and symbols. The participants will map a process and make a presentation to the class.  4 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$520		\$520	
			W	\$470		\$470	
			TT	\$625		\$625	
Specialized Training and Development	N/A	Process Mapping	SF	\$527	N/A	\$527	This workshop helps your documentation personnel learn the foundational techniques needed to successfully process map key tasks. Whether you are capturing your organization's best practices to be cascaded through in-house and outsourced work groups or striving to define a best-in-class future state, TBD Consulting's Process Mapping course is for you.  4 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$677		\$677	
			W	\$627		\$627	
			TT	\$782		\$782	
Management / Leadership Quality Services	N/A	Processes and Procedures for Efficiency (custom)	SF	\$300	N/A	\$300	Too often, people work together without knowing what they are doing or why they are doing it. In some cases, work arounds beleaguer the day-to-day activities and often workers find themselves fighting fires all day long. All these activities point to unclear and inefficient processes and a lack of clear procedures. This class takes the master performers from groups and facilitates the identification of the group's outcome, mapping the current process for completing the group's work. After completing the map of the current process, the group examines it for inefficiencies and suggests solutions to improve the flow of work. With the more efficient process map, the group will look at the procedures for each job, and will begin the process of developing procedures for a current standard operating procedures (SOP) manual. This course will help groups where changes in personnel have been recent or changes in goals have been changed. It is helpful for new managers and senior managers with new staff.  16 hour course over three days Min 5 / Max 10
			VF	\$450		\$450	
			W	\$400		\$400	
			TT	\$625		\$625	
Management / Leadership	N/A	Project Management	SF	\$335	N/A	\$335	The course assists individuals in developing the skills necessary to initiate, plan, implement, and evaluate projects. The instructor will offer content on how effective planning and control of projects leads to high levels of productivity and low levels of uncertainty or risk. Project management training will give participants the opportunity to apply and use the key methodologies, tools and techniques within the discipline of Project Management bringing clarity to the role project team members play in ensuring project success.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$485		\$485	
			W	\$435		\$435	
			TT	\$625		\$625	

**SOLICITATION ADSP013-00002027**  
**Attachment IV - Structured**  
**Training and Professional Development Services**

Category:		Delivery Format Options:					
Personal Development Management / Leadership Quality Service Specialized Training & Development Miscellaneous Training		(CBT) - Computer Based Training (W) - Webinar (E) - E-Learning (TT) - Train the Trainer (SF) - State Facility (Live) (VF) - Vendor Facility (Live)					
Note: If no "discount rate" is offered, enter "NA".   Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.							
Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Personal Development	N/A	Public Speaking	SF	\$335	N/A	\$335	Most people would choose to be shot with a gun than speak to an audience. The fear of public speaking, however, can keep capable leaders from doing their jobs or advancing in their businesses. This course will provide an opportunity for short presentations and ways to formulate messages that can help the potential public speaker become more capable and confident. The course will include an assessment of the individuals' strong points and weaknesses that can be used for future development.  8 hours over 2 days (2 half day sessions) Min 6 / Max 10
			VF	\$485	\$485		
			W	\$435	\$435		
			TT	\$625	\$625		
Personal Development	N/A	Recreating Your Life: Personal Strategic Planning	SF	\$335	N/A	\$335	Do you ever feel that your life is running away with you and you are no longer in charge, if you ever were? Change that with this opportunity to develop a strategic plan for your life. Using the same tools that enable businesses to move successfully into the future, you will leave this program with a good start to re-creating the rest of your life the way you've always wanted it to be.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$485	\$485		
			W	\$435	\$435		
			TT	\$625	\$625		
Management / Leadership	N/A	Situational Leadership	SF	\$375	N/A	\$375	The concept of Situational Leadership is centered on the four key leadership styles that influence employee behavior. This proven concept has demonstrated its effectiveness in improving managerial and supervisory performance. Participants develop the skills and knowledge needed to understand, predict and influence the behavior of employees. Basically, the course develops the knowledge of the styles and then demonstrates situations where each has the highest probability of success in influencing positive behavior.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$525	\$525		
			W	\$475	\$475		
			TT	\$665	\$665		
Quality Service	N/A	Six Sigma Overview	SF	\$335	N/A	\$335	This course is designed to provide an understanding of the key elements required for the successful implementation and ownership of Six Sigma within your organization.  8 hour course Min 15 / Max 25 (TT Max 8)
			VF	\$485	\$485		
			W	\$435	\$435		
			TT	\$625	\$625		

**SOLICITATION ADSP013-00002027**  
**Attachment IV - Custom Developed**  
**Training and Professional Development Services**

Delivery Format Options:  
(CBT) - Computer Based Training  
(W) - Webinar  
(E) - E-Learning  
(TT) - Train the Trainer  
(SF) - State Facility (Live)  
(VF) - Vendor Facility (Live)

Note: Add line items for each applicable cost. Material costs shall be negotiated prior to the start of development as referenced in Section 4.4 of the Scope of Work.

**\*Special tools/instruments, if used, may be added to standard course rates and will vary.\***

Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
All above except E	\$ 150.00	N/A	\$ 150.00	Cost to Design/Develop Courseware
All above except E	\$ 210.00	N/A	\$ 210.00	Cost to Deliver/Facilitate Courses
SF	\$ 495.00	N/A	\$ 495.00	Standard 2 hour course with printed materials for up to 25 participants
SF	\$ 370.00	N/A	\$ 370.00	Standard 4 hour course with printed materials for up to 25 participants
SF	\$ 370.00	N/A	\$ 370.00	Standard 6 hour course with printed materials for up to 25 participants
SF	\$ 335.00	N/A	\$ 335.00	Standard 8 hour course with printed materials for up to 25 participants
SF	\$ 300.00	N/A	\$ 300.00	Standard 16 hour course with printed materials for up to 25 participants
SF	\$ 280.00	N/A	\$ 280.00	Standard 24 hour course with printed materials for up to 25 participants
VF	\$ 645.00	N/A	\$ 645.00	Standard 2 hour course with printed materials for up to 25 participants
VF	\$ 520.00	N/A	\$ 520.00	Standard 4 hour course with printed materials for up to 25 participants
VF	\$ 520.00	N/A	\$ 520.00	Standard 6 hour course with printed materials for up to 25 participants
VF	\$ 485.00	N/A	\$ 485.00	Standard 8 hour course with printed materials for up to 25 participants
VF	\$ 450.00	N/A	\$ 450.00	Standard 16 hour course with printed materials for up to 25 participants
VF	\$ 430.00	N/A	\$ 430.00	Standard 24 hour course with printed materials for up to 25 participants
W	\$ 595.00	N/A	\$ 595.00	Standard 2 hour course with printed materials for up to 25 participants
W	\$ 470.00	N/A	\$ 470.00	Standard 4 hour course with printed materials for up to 25 participants
W	\$ 470.00	N/A	\$ 470.00	Standard 6 hour course with printed materials for up to 25 participants
W	\$ 435.00	N/A	\$ 435.00	Standard 8 hour course with printed materials for up to 25 participants
W	\$ 400.00	N/A	\$ 400.00	Standard 16 hour course with printed materials for up to 25 participants
W	\$ 380.00	N/A	\$ 380.00	Standard 24 hour course with printed materials for up to 25 participants
TT	\$ 625.00	N/A	\$ 625.00	Standard 2 hour course with printed materials for up to 8 participants = 8 hours in TT
TT	\$ 625.00	N/A	\$ 625.00	Standard 4 hour course with printed materials for up to 8 participants - 12 hours in TT
TT	\$ 625.00	N/A	\$ 625.00	Standard 6 hour course with printed materials for up to 8 participants = 16 hours in TT
TT	\$ 625.00	N/A	\$ 625.00	Standard 8 hour course with printed materials for up to 8 participants = 24 hours in TT
TT	\$ 625.00	N/A	\$ 625.00	Standard 16 hour course with printed materials for up to 8 participants = 40 hours in TT
TT	\$ 625.00	N/A	\$ 625.00	Standard 24 hour course with printed materials for up to 8 participants = 40 hours in TT

**Standard course pricing is listed above however there are some courses that require additional instruments. The instrument costs have been reflected in our course pricing on Tab A.**

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**Attachment IV - Custom Developed**  
**Training and Professional Development Services**

Delivery Format Options:  
 (CBT) - Computer Based Training  
 (W) - Webinar  
 (E) - E-Learning  
 (TT) - Train the Trainer  
 (SF) - State Facility (Live)  
 (VF) - Vendor Facility (Live)

Note: Add line items for each applicable cost. Material costs shall be negotiated prior to the start of development as referenced in Section 4.4 of the Scope of Work.

\*Special tools/instruments, if used, may be added to standard course rates and will vary.\*

Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
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Labor Category/Area(s) of	Hourly Rate	Daily Rate
Project Manager	\$226	\$1,808
Senior Consultant/Facilitator	\$210	\$1,680
Consultant/Facilitator	\$194	\$1,552
Technical Assistant	\$152	\$1,216
Senior Designer	\$150	\$1,200
Designer	\$116	\$928
Editor	\$80	\$640
Desktop Publisher	\$42	\$336
Administrative Support	\$32	\$256

**Training Materials**

**CC & A Participant Workbooks**

2 hour course	\$30 Off the Shelf
	\$50 Customized
4-8 hour course	\$45 Off the Shelf
	\$65 Customized
16 hour course	\$90 Off the Shelf
	\$130 Customized
24 hour course	\$135 Off the Shelf
	\$155 Customized

**CC & A Participant Manuals**

2 hour course	\$40 Off the Shelf
	\$60 Customized
4-8 hour course	\$55 Off the Shelf
	\$75 Customized
16 hour course	\$100 Off the Shelf
	\$120 Customized
24 hour course	\$145 Off the Shelf
	\$165 Customized

**Copy Written Books, Instruments, and Tools**

**Baldrige Criteria** \$10 Each

**Making Measurement Work Book (Guide Book)**

Hard Copy \$19.95  
 E-Version of Book \$14.95

Other copy written materials' requirements will be handled on a case by case basis fro customized courses. There may be special certification requirements associated with certain materials.

**SOLICITATION ADSP013-00002027**  
**Attachment IV - Custom Developed**  
**Training and Professional Development Services**

Delivery Format Options:  
 (CBT) - Computer Based Training  
 (W) - Webinar  
 (E) - E-Learning  
 (TT) - Train the Trainer  
 (SF) - State Facility (Live)  
 (VF) - Vendor Facility (Live)

Note: Add line items for each applicable cost. Material costs shall be negotiated prior to the start of development as referenced in Section 4.4 of the Scope of Work.

\*Special tools/instruments, if used, may be added to standard course rates and will vary.\*

Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
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**Special Instruments and Tools**

**Leadership Practices Inventories**

LPI Observer assessments. This token is valid for up to 12 months and will expire one year after the date of purchase. Discounts are available when assessments are included in this product. This token is valid for up to 12 months and will expire one year after the date of purchase. Discounts are

**MBTI Pricing**

and cannot be exchanged for another assessment.

**DISC Related Instruments .**

- 1) DISC Managing for Success \$50 per assessment
- 2) Communicating with Style Assessment (short version) \$30 per assessment
- 3) Personal Interest, Attitudes, and Values Assessment \$40 per assessment
- 4) BEHAVIORS AND DISC \$75 per assessment

**Situational Leadership Instruments**

- 1) LEAD Self Online \$25 each
- 2) LEAD Self Feedback Development \$25 each
- 3) LEAD Others Online \$60 each
- 4) LEAD Others Feedback Development \$60 each

**CC & A Toolkits and Handbooks**

**ISO 9000**

- Hard Copy \$79
- E-Version of Book \$59

**Quick Start Knowledge Management System Toolkit**

- Hard Copy \$159
- E-Version of Book \$129

**Strategic Planning Handbook**

- Hard Copy \$69
- E-Version of Book \$49

**Teambuilding Toolkit**

- Hard Copy \$129
- E-Version of Book \$99

**Process Improvement Toolkit**

- Hard Copy \$119
- E-Version of Book \$89