



**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service**

**Authorized Federal Supply Schedule Price List**

On-Line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

**Schedule Title:** Equal Employment Opportunity (EEO) Services

**FSC Group and Part:** Industrial Group 738, Part X

**Contract No.:** GS-02F-0231X

For more information on ordering from Federal Supply Schedules, click on the **FSS Schedules button** at [fss.gsa.gov](http://fss.gsa.gov).

**Contract Period:** August 10, 2011 thru August 10, 2016

**Contractor:** Insight Employment Mediation  
8149 North 87<sup>th</sup> Place  
Scottsdale, Arizona 85258  
(480) 246-3366  
[www.insightemployment.com](http://www.insightemployment.com)

**Administrator:** Amy L. Lieberman  
Owner/Executive Director  
(480) 246-3366  
[info@insightemployment.com](mailto:info@insightemployment.com)

**Business Size:** Small Business, Women-owned

**I. CUSTOMER INFORMATION:**

**1a. Table of awarded special item number(s):**

**SIN 595-25: Alternative Dispute Resolution (ADR)**

**SIN 595-25: EEO Training Services**

**NOTE:** All descriptions and pricing can be found in Section II below.

**1b. Lowest Priced Item**

Prices are net; all discounts deducted and valid for all areas. Prices are listed in Section II below.

**2. Maximum Order:** \$1,000,000

**3. Minimum Order:** \$100

**4. Geographic Coverage:**

48 contiguous states, Alaska, Hawaii, Puerto Rico and Washington, D.C. Travel and per diem are negotiated separately with the ordering agency.

**5. Point of Production:** Scottsdale, Arizona

**6. Discount from list prices or statement of net prices:** Prices are listed in Section II below and are net amounts.

**7. Quantity/Volume Discounts:**

1% for orders of \$25,000 to \$49,999 and an additional 1% for orders of \$50,000 and above

**8. Prompt Payment Terms:**

Net 30 days or 1% discount for payment in full within 15 days or less

**9a.** Government purchase cards are accepted up to the micro-purchase threshold of \$3,000.

**9b.** Government purchase cards are accepted above the micro-purchase threshold of \$3000.

**10. Foreign Items:** None

**11a. Time of Delivery:**

Within required timeframes as established by government regulations and/or within the period specified in the ordering agency's purchase order.

**11b. Expedited Delivery:**

Negotiable

**11c. Overnight and 2-Day delivery:**

Please Contact Contractor

**11d. Urgent Requirements:**

Please Contact Contractor

**12. FOB Point: Destination**

**13a. Ordering Address:**

Insight Employment Mediation  
8149 North 87<sup>th</sup> Place  
Scottsdale, AZ 85258  
(480) 246-3366  
f(480) 246-3209

**13b. Ordering Procedures:**

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](https://fss.gsa.gov/schedules)).

**14. Payment Address:**

Same as ordering address

**15. Warranty Provision:**

The Contractor warrants and implies that the services rendered under the contract are merchantable and fit for the particular purpose described in the contract.

**16. Export Packing Charges: N/A**

**17. Terms and conditions of Government purchase card acceptance: N/A**

18. **Terms and conditions of rental, maintenance and repair:** N/A
19. **Terms and conditions of installation:** N/A
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** N/A
- 20a. **Terms and conditions for any other services:** N/A
21. **List of service and distribution points:** N/A
22. **List of participating dealers:** N/A
23. **Preventive maintenance:** N/A
- 24a. **Special attributes:** N/A
- 24b. **Section 508 Compliance:** N/A
25. **Data Universal Number System (DUNS)Number:** 142449516
26. Insight Employment Mediation is registered in the Central Contractor Registration (CCR) database.

## **II. PRICE LIST**

### **ADR Services**

All mediators have received at least 80 hours of mediation training and have at least 5 years of experience. Mediators, if requested will be responsible for contacting parties, arranging the time and place for mediation, and if an agreement is reached between the parties, writing the Mediated Settlement Agreement. Mediators ascribe to the ACR Model Standards of Conduct for Mediators are prepared to mediate workplace conflict as well as complaints involving civil rights matters such as discrimination, sexual harassment, retaliation, and hostile work environment.

**HOURLY RATE: \$237.00**

### **EEO Training Services**

Insight Employment Mediation has several off-the-shelf training courses and can tailor training to the specifications of the contracting agency. The training courses include the subject areas of conflict management, effective workplace communication, workplace liability, mediation skills for

managers, and advanced mediation skills. Each course is eight (8) hours and may be taken independently or be combined to create a 40-hour workplace mediation course with accompanying training certificate.

**1 – DAY TRAINING COURSE RATE:        \$3500\***

\*Quantity/Volume discounts may apply

### **Course Descriptions**

#### **Course #1: Conflict Management 101**

This is an introductory course for managers, addressing the fundamental principles of Conflict Management. Conflict Theory, Conflict Management Styles, and Positions vs. Underlying Interests are the primary topics of this training. Exercises, Self-Assessments and Role-Plays are employed to strengthen understanding of the topics covered.

#### **Course #2: Workplace Communication and Managing Emotion in Conflict**

This course provides instruction on Effective Workplace Communication, and offers critical information for those tasked with addressing and reducing conflict. Anger, frustration, and other strong emotions play a significant role in workplace conflict. Participants receive the tools to address these emotions so that workplace relations can be improved, and conflicts resolved. Exercises and role-plays, with feedback, are employed to aid participants in building their skills.

#### **Course #3: Employment Liability Risks for Conflict Managers**

This course addresses the “legal twist” that managers face when dealing with conflict. All managers should know whether potential legal issues may be involved, and what their duties may be if such issues arise. What laws might be implicated when an employee raises concerns? Should an investigation be done? Who should be involved? Can the conflict be addressed without this? Should counsel be involved? Exercises and role-plays are employed to aid participants in recognizing and addressing both underlying needs and interests in conflict, as well as potential legal challenges.

#### **Course #4: Conflict Resolution: Mediation for Managers**

For those managers who wish to understand the full process of Mediation, this course provides a complete overview, including the principle of “informed decisions,” the importance of rapport and trust, the role of the mediator, confidentiality, rules and procedures, and how to set the stage for successful conflict resolution. Use of separate sessions or caucuses is addressed, and techniques for breaking impasse are offered. Significant time is spent on role-plays, with feedback, in this session.

**Course #5: Building Mediation Skills**

For those who wish to receive a Mediation Skills Certificate, a 5-day, 40-hour course must be taken, with approximately 20-hours of role-play. This fifth day is devoted to group role-plays allowing participants to serve as mediators, process issues, prepare resolution agreements, and to receive constructive feedback from the trainer(s) as well as other participants. This course can also be taken independently, to sharpen the skills of those who are currently serving as Workplace Mediators.