



## Contractor Catalog

### General Information

Contract Numbers:	GS-10F-0141V
SIN(s):	874-1 Consulting Services (page 2) 874-2 Facilitation Services (page 4)
Contractor Information:	Baltimore Mediation Center 4502 Schenley Road Baltimore, Maryland 21210  (443) 524-0833 phone (443) 524-0850 fax  <a href="http://www.BaltimoreMediation.com">www.BaltimoreMediation.com</a> <a href="mailto:Office@BaltimoreMediation.com">Office@BaltimoreMediation.com</a>
Business Size:	Small, Woman Owned
Prices:	The government receives a two percent (2%) discount off Baltimore Mediation's Most Favored Customer rates (discount reflected in prices below)  Prices below include the required .75% Industrial Funding Fee (IFF)
Additional Discounts:	See last page of catalog
Terms and Conditions:	See end of catalog

## About Baltimore Mediation

Baltimore Mediation was established in 1993 by Louise Phipps Senft as the first mediation firm in the State of Maryland. For over 15 years, the consultants at Baltimore Mediation have been in the day-to-day business of mediating, and consulting with managers regarding, interpersonal workplace and organizational multi-party disputes and facilitating divergent group dialogue, as well as training and mentoring some of the best mediators in the country and for numerous federal agencies. Our emphasis is placed on quality dialogue as a pathway to common ground and greater understanding in relationship disputes. Our training emphasis is on how to engage in conflict productively. Baltimore Mediation has assisted in 1000's of conflicts and disputes in both businesses and family relationships, and designed and facilitated 100's of departmental meetings and retreats as well as trained 1000's of professionals across the country in the transformative approach to mediation.

## Facilitation and Consulting Approach

The approach utilized by Baltimore Mediation, referred to as "transformative," seeks to empower the parties involved by focusing mainly on interaction and communication between the participants and informed decision making. The main difference between this and other forms of conflict resolution or facilitation is that the transformative consultant's or transformative facilitator's goal is to foster the opportunities for clear decision making and a better understanding of the other person(s)' views, rather than to get the participants to just agree or settle. While reaching agreement or settlement may still be the participants' goal, the facilitator's interventions will focus on the quality of the interaction, with settlement or agreement being one of the many outcomes if so chosen by the participants. This counterintuitive approach leads to agreements with authentic and lasting terms as a more likely outcome. Other equally important and commonly experienced and reported outcomes are overcoming barriers to meaningful decision making, clarity about choices and next steps and a fuller understanding of a situation.

## CONFLICT AND MANAGEMENT CONSULTING

### Conflict and Management Consulting

#### **Executive and Negotiation Consulting**

When any executive or senior manager is having difficulty in the workplace or negotiating a difficult situation, Baltimore Mediation offers customized and personal coaching for how to best interface with others to get what you need as well as to understand the needs of the other. Baltimore Mediation's consulting fosters self-awareness and self-management and provides coaching in interpersonal conflict resolution and transformation skills.

#### **Design Consultation for an Integrated Conflict Management System**

For agencies and departments interested in an interval mediation program for handling workplace conflicts or informal/formal complaints, the staff of Baltimore Mediation will work with you to evaluate your current system, help you to determine your goals and needs, and select the specific services that would best suit your organization *and* how best to integrate them into your organization's overall operation, structure, policies and procedures. While we have tried and true "Best Practices" to share, "One size fits all" is not generally effective, and at Baltimore Mediation we place a high value on our Pre-Design services.

#### **Strategic Visioning and Planning Consulting**

It is not unusual for conflict or differences of opinion to develop when group members struggle to articulate common ground and a common vision amidst differences and diversity. This lack of clarity

almost always derails an organization's growth while hindering the ability to adapt to change. Baltimore Mediation's Strategic Planning expert(s) working from the transformative approach as the neutral third party facilitator(s) will assist your group with quality conversations about goals, mission, vision and action plans as well as how to prepare for inevitable future changes in the plan. Unique to your Baltimore Mediation facilitator is his/her ability to combine the transformative orientation (the group members know best) with the use of a graphic language that literally helps groups "see" a future roadmap for sustainable action.

<b>SIN(s)</b>	<b>SERVICE(s)</b>	<b>PRICE (Hourly)</b>
874-1	<b>Senior Conflict Management Consultant</b>	\$394.96
874-1	<b>Conflict Management Consultant</b>	\$246.85

At Baltimore Mediation, each Senior Conflict Management Consultant is highly skilled, trained and experienced in consulting with clients in regards to home and work conflict situations. Senior Consultants are trained mediators and facilitators, with at least 500 hours of mediation, facilitation, or conflict management training. Each Senior Conflict Management Consultant has an advanced degree (Juris Doctorate, Masters in Psychology, Masters in Social Work or Masters or Doctorate in a Conflict Management related field). Senior Consultants also have at least 15 years of consulting experience.

Each Conflict Management Consultants at Baltimore Mediation is highly skilled, trained and experienced in consulting with clients in regards to home and work conflict situations. Consultants are trained mediators and facilitators, with at least a year experience of mediation and 100 hours of mediation, facilitation, or conflict management training. Each Conflict Management Consultant has an advanced degree (Juris Doctorate, Masters in Psychology, Masters in Social Work or Masters or Doctorate in a Conflict Management related field). Consultants also have observed at least 5 consulting sessions, have co-consulted with Senior Consultants and work closely with a Senior Consultant to ensure the highest quality consulting is provided.

## **FACILITATION**

### **Facilitation for Workplace Teams and Executive Management**

Facilitation is a voluntary process that uses an impartial third person, the facilitator, to facilitate meaningful conversation between three or more people about difficult issues. The goal is to help people constructively engage in decision making, strategic planning, or conflict and make informed and thoughtful decisions.

Baltimore Mediation facilitates using a systems approach and transformative model which focuses on quality dialogue and interaction. Baltimore Mediation has extensive experience in mediating multi-party disputes and in facilitating divergent group dialogue. Whether a group of six executives, a group of thirty managers or a department of one hundred stakeholders, Baltimore Mediation can successfully design, navigate and transform difficult or potentially divisive interactions into experiences of clarity and strength for all. Baltimore Mediation's facilitation process has promoted informed decision making, stronger relationships and organizational cohesiveness for numerous groups and organizations.

What makes Baltimore Mediation facilitators unique is that they are professional transformative mediators who know how to work with group conflict rather than muzzle it. They also know how to bring out the best in a group for diversity of ideas and thoughts to create more meaningful outcomes and organizational transformation. In addition to being nationally certified as Transformative Mediators™ and facilitators, they have extensive backgrounds in law, human resources, counseling, finance, business management, organizational development and psychology.

#### Possible Facilitation Topics

- Team Building
- Strategic Planning
- Change of Management
- Office Communication
- Factions/Office Cliques
- Conflicts with Management
- Conflicts among Employees
- Conflicts among Management
- Executive Planning
- Dealing with Difficult Personalities
- Dealing with Strong Emotions

#### Benefits of Facilitation with Baltimore Mediation from the Transformative Approach:

##### It is Designed to Fit the Situation:

- Public Policy Consensus Building
- Difficult Interactions that Need to be Overcome
- Executive Decision-Making that Needs to Be Practical and Enduring
- Strategic Visioning that Is Visionary and Doable
- Team Building that Is Meaningful
- Organizational Restructuring Dialogue and Decision-Making that is Comprehensive and Compassionate
- Facilitation of Future Planning & Implementation with Clear Next Steps and Responsibilities

##### It is Designed to Fit the Size of the Group, Big or Small (3 to 250):

- Provides opportunity to discuss hard, complicated or difficult subjects
- Provides opportunity for all to speak

- Provides opportunity for all to hear others
- Provides third-party "Presence" who captures ideas that the group may miss
- Provides third-party "Presence" who identifies areas of disagreement and makes it safe to explore them
- Provides third-party "Presence" who keeps the group on track
- Creates environment for Quality dialogue
- Highlights opportunity for changes in interaction to more constructive and positive
- Surfaces better understanding of barriers and differences
- Surfaces better understanding of how to work best with commonalities
- Builds team-work and cohesion
- Anchors responsibility
- Provides a comprehensive written summary at the conclusion which captures group's ideas and decisions for future reflection and implementation

<b>SIN(s)</b>	<b>SERVICE(s)</b>	<b>PRICE (Hourly)</b>
874-2	<b>Senior Facilitator</b>	\$394.96
874-2	<b>Associate Facilitator</b>	\$246.85

Each Senior Facilitator possesses an advanced degree (Juris Doctorate, Masters in Psychology, Masters in Social Work or Masters or Doctorate in a Conflict Management related field), has practiced facilitation for a minimum of 15 years and has conducted a minimum of 50 facilitations. In addition, Senior Facilitators have attended at least 300 hours of conflict resolution training and 500 hours of leading and attending presentations, lectures, and conferences in the facilitation and/or conflict transformation field.

Each Associate Facilitator has completed at least a year of facilitation experience and 100 hours of conflict resolution and/or facilitation training, has observed at least 5 facilitations, has co-facilitated with an experienced facilitator, and has an advanced degree (Juris Doctorate, Masters in Psychology, Masters in Social Work or Masters or Doctorate in a Conflict Management related field). The work of the Associate Facilitators at Baltimore Mediation is reviewed regularly by Senior Facilitators to ensure our facilitators are continually developing their skills and advancing in the field.

## TERMS AND CONDITIONS

All terms and conditions agreed upon between General Services Administration and Baltimore Mediation Center.

### Schedule for –MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)

**Federal Supply Group: 874**

**Class: R499**

**Contract Numbers: GS-10F-0141V**

For more information on ordering from  
Federal Supply Schedules click on the FSS Schedules  
button at <http://www.fss.gsa.gov>

**Contract Period: Contractor Period: April 10, 2009 - April 09, 2014**

- 1a. **Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:** 874-1, 874-1RC, 874-2, 874-2RC
- 1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographical location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.**
- 1c. **If the Contractor is proposing hourly services a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.**
2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$300.00
4. **Geographic Coverage (delivery area):** Domestic Only
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). List at the end of this pricelist
7. **Quantity discounts:** List at end of this pricelist
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold:**  
Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Will accept over \$3,000
10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (contractor insert number of days):** Specified on the Task Order

- 11b. Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 11c. Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 11d. Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor
- 12. F.O.B Points(s):** Destination
- 13a. Ordering Address(es):** Same as company address
- 13b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
- 14. Payment address(es):** Same as company address
- 15. Warranty provision:** Contractor’s standard commercial warranty
- 16. Export Packing Charges (if applicable):** N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
- 18. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 19. Terms and conditions of installation (if applicable):** N/A
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. Terms and conditions for any other services (if applicable):** N/A
- 21. List of service and distribution points (if applicable):** N/A
- 22. List of participating dealers (if applicable):** N/A
- 23. Preventive maintenance (if applicable):** N/A
- 24a. Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor’s website or other location.) The EIT standards can be found at: [www.Section508.gov](http://www.Section508.gov).**

25. **Data Universal Number System (DUNS) number:** 93-8556560

26. **Notification regarding registration in Central Contractor Registration (CCR) database:** Registered

Contractor will accept LH and FFP

Government Awarded Prices (Net Prices)

<b>LABOR CATEGORY NAME</b>	<b>Unit:</b>	<b>HOURLY</b>
<b>SIN NUMBER 874-1</b>		
Senior Conflict Management Consultant	N/A	\$394.96
Conflict Management Consultant	N/A	\$246.85
<b>SIN NUMBER 874-2</b>		
Senior Facilitator	N/A	\$394.96
Associate Facilitator	N/A	\$246.85

Prices above include the required .75% Industrial Funding Fee (IFF)

The government receives a two percent (2%) discount off Baltimore Mediation's Most Favored Customer rates (discount reflected in prices above)

The government also receives a Quantity Discount of an additional three percent (3%) discount for orders, on one purchase order, that are greater than or equal to \$10,000 (5% total discount)