ORDER FOR SUPPLIES OR SERVICES

1 0

PAGE 1 OF 3 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 10/01/2007

2. CONTRACT NO. (If any): GS10F0040S

3. ORDER NO.: NBCA08001

4. REQUISITION/REFERENCE NO.:

5. ISSUING OFFICE (Address correspondence to):
US Dept of the Interior - National Business Center
Acquisition Services Division, DC Branch
1849 C Street NW, MS 1324
Washington DC 20240

6. SHIP TO:
a. NAME OF CONSIGNEE: No Shipping Information
b. STREET ADDRESS:
c. CITY:
d. STATE:
e. ZIP CODE:
f. SHIP VIA:

7. TO:
a. NAME OF CONTRACTOR:
b. COMPANY NAME: CENTRE CONSULTING INC.
c. STREET ADDRESS: 1953 GALLOWS ROAD STE 650,
d. CITY: VIENNA
e. STATE: VA
f. ZIP CODE: 22182-3934

8. TYPE OF ORDER
[ ] a. PURCHASE
REFERENCE YOUR:
Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.
[X] b. DELIVERY - Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATION DATA:

10. REQUISITIONING OFFICE:

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[✓] a. SMALL [ ] b. OTHER THAN SMALL c. DISADVANTAGED [✓] d. WOMEN-OWNED

12. F.O.B. POINT: Destination

13. PLACE OF
a. INSPECTION: Destination
b. ACCEPTANCE: Destination

14. GOVERNMENT B/L NO.:

15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date):

16. DISCOUNT TERMS
10 days %
20 days %
30 days %
days %

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	SEE LINE ITEM DETAIL					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOT. (Cont. pages)
	21. MAIL INVOICE TO: a. NAME: No Invoice Information			
	b. STREET ADDRESS (or P.O. Box)			17(i) GRAND TOTAL
	c. CITY	d. STATE	e. ZIP CODE	

22. UNITED STATES OF AMERICA BY (Signature): Marc G. MacKeigan

23. NAME (Typed): Marc G. MacKeigan
TITLE: CONTRACTING/ORDERING OFFICER

NSN 7540-01-152-8083
Previous edition not usable

OPTIONAL FORM 347 (REV. 6/95)
Prescribed by GSA/FAR 48 CFR 53.213(f)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provided the following statement, (signed and dated) is on (or attached to) the order: "Payment is requested in the amount of $_____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or service, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL / FINAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOV'T REP.	DATE
TOTAL CONTAINERS	GROSS WEIGHT		RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OR SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

Terms and Conditions	Document Number	Description 2 3 1	Creation Date	Page
	NBCA08001	Centre Consulting	09/25/2007	3 of 3

Period of Performance

Start date: 10/01/2007 End date: 09/30/2012

Limits

Not to Exceed Call: 25,000.00

Authorized Limit: 250,000.00

Catalog

Name:

Number:

See Attached

BEST VALUE BLANKET PURCHASE AGREEMENT (BPA) FEDERAL SUPPLY SCHEDULE

BPA #: NBCA08001

U. S. Department of the Interior, CADR Mediation, Facilitation, and Related Services for Work Place Conflict Management and Collaborative Processes "COREPLUS"

In the spirit of the Federal Acquisition Streamlining Act, the U. S. Department of the Interior (DOI), National Business Center (NBC) and Centre Consulting, Inc and its wholly-owned subsidiary, Carole Houk International, hereby enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items/services from the General Services Administration (GSA) Federal Supply Schedule Contract GS-10F-0040S. Federal Supply Schedule contract BPA's eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.
This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less.

Signatures:

9-28-07
Contractor Date

9-27-2007
Government Date

BPA #: NBCA08001

Pursuant to GSA FSS Schedule Contract # GS-10F-0040S, regarding Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH the U. S. Department of the Interior, National Business Center:

(1) **Pricing**. Contract services as listed below, with associated pricing, can be ordered under this BPA. All Calls/Orders placed against this BPA are subject to the terms and conditions of the GSA Federal Supply Schedule Contract and this Agreement, except were noted below. Centre Consulting, Inc's proposal dated August 3, 2007, is hereby incorporated.

SIN:

LABOR CATEGORY	HOURLY RATE

The following hourly labor rates are in effect for the entire duration of the BPA. There is no increase in the rates after the base period of performance. The periods of Performance under this BPA are:

Base Year:	October 1, 2007 through September 30, 2008
Option 1:	October 1, 2008 through September 30, 2009
Option 2:	October 1, 2009 through September 30, 2010
Option 3:	October 1, 2010 through September 30, 2011
Option 4:	October 1, 2011 through September 30, 2012

Senior Consultant	$229.51/HR
Consultant	$183.21/HR
Partner	$298.46/HR
Paralegal	$ 87.67/HR
Administrative Assistant	$ 46.30/HR
Subject Matter Expert II	$231.48/HR
Senior Admin Assistant	$ 68.95/HR
Subject Matter Expert III	$280.73/HR
Senior Trainer	$182.23/HR
Trainer	$142.83/HR
Conference Assistant	$ 52.21/HR
Senior Attorney	$262.01/HR
Training Program Manager	$197.00/HR
Curriculum Development	$197.00/HR
Senior Researcher	$147.75/HR
Instructional Designer	$ 78.80/HR
Administrative Assistant (Task 5)	$ 64.03/HR
Junior Admin Assistant	$ 44.33/HR

(2) **Ordering Procedures.** A properly appointed U. S. Department of the Interior (DOI) Contracting Officer will request a quick quote from the vendor based upon the requirements of the individual calls/orders. The information provided to the vendor will include the place of performance, required period of performance, and other particular task requirements. Travel may be required. The vendor will reply by fax, e-mail, or electronic commerce within 2 business days with a firm, fixed price quote or a Time and Materials (NTE) quote depending on the details required by the Quick Quote request. DOI ordering offices may grant more than two business days to respond. Vendors must offer pricing based on the labor rates in this BPA. The vendor may offer spot discounts on any particular call/order only for that order. Any subcontractors have to be identified with each quote.

Any office within the United States Department of the Interior may use this BPA. These include:

Office of the Secretary
Office of Surface Mining
Bureau of Reclamation
Bureau of Indian Affairs
U.S. Fish and Wildlife Service
National Park Service
U.S. Geological Survey
Minerals Management Service
Bureau of Land Management

No Calls/Orders under this BPA may be issued by a DOI Contracting Officer on behalf of any US Government Agency other than the Department of the Interior.

This BPA is one of two BPAs awarded for these services. For tasks estimated at or under the micro-purchase level of $3,000.00, the requesting office may award directly to the BPA contractor of its choice. All services estimated to exceed the micro-purchase level must be competed between the two BPA Contractors.

US Department of the Interior Contracting Officers are hereby instructed to forward all Statements of Work or Statements of Objectives to BOTH BPA contractors for amounts exceeding the micro-purchase threshold.

(3) **Authorized Limits.** The Government estimates, but does not guarantee, that individual BPA calls placed against this Agreement may reach $25,000.00/per call. This Call Limit may be increased by mutual agreement of the parties as necessary, in whole or part. The Annual Authorized Limit of the Agreement is set at $250,000.00; this annual figure is also not a guarantee. The Annual Authorized Limit may also be raised in association with Call Limit increases or other conditions which, by mutual agreement of the parties, may be considered necessary. Authorization for individual calls above the stated Call and/or Annual Limits must be coordinated through the NBC Contracting Officer in Washington, DC before any larger valued calls/orders maybe placed with the BPA holder and prior to commencement of work. All unauthorized calls/orders, regardless of amount, will be processed through the ratification process.

(4) **Funding.** This BPA does not obligate any funds. Funds will be obligated by the individual calls/orders placed against the agreement.

(5) **Period of Performance.** This BPA expires five (5) years from October 1, 2007 (effective date of award) , or at the end of the vendor's GSA FSS contract period, whichever is earlier.

(6) **Requesting Offices.** Any office of the U.S. Department of the Interior (nationwide) may utilize the services of this BPA. Actual calls/orders must be placed by a duly appointed DOI Contracting Officer. Upon issuance of an award for a call/order under this BPA, the issuing Contracting Officer must immediately send a copy of the Call documentation to the BPA COR and NBC Contracting Officer, both of whom are listed below. Only the awarding contracting office (National Business Center,

Washington, DC Office) will be issuing actual "Calls" under this BPA. All other DOI contracting offices will be issuing Delivery/Task Orders against Centre Consulting's GSA Schedule contract GS-10F-0040S. DOI Contracting Officers must reference BPA NBCA08001 in the body of each Order.

DOI Contracting Officers are individually responsible for reporting their awards made under this BPA to FPDS-NG. Reporting to FPDS-NG must be associated with GSA contract GS-10F-0040S and not the BPA NBCA08001.

When T&M/Labor Hour orders are awarded, each Contracting Officer is responsible for his/her own issuance of a Determination & Findings. Program Offices and Contracting Officers are requested to issue firm fixed price calls/orders to the maximum extent possible.

(7) **Order Format**. Orders will be placed against this BPA via e-mail, Electronic Data Interchange (EDI), FAX, or in hardcopy format. Each individual BPA Call will describe the tasks, services and deliverables required as they relate to all on-going COREPLUS Services.

DOI Program Offices and Contracting Officers may direct inquiries, Statements of Work, etc to the following personnel at Centre Consulting:

(Contractor to fill-in)

Barbara Kinosky, 703-288-2800, BKinosky@centreconsult.com
Name, Phone Number, Email address

Carole Houk, 703.966.8302, CHouk@centreconsult.com
Name, Phone Number, Email address

Sabrina Evans, 703-288-2800, SEvans@centreconsult.com
Name, Phone Number, Email address

Centre Consulting employee to whom electronic notification of award is to be sent:

Sabrina Evans, 703-288-2800, SEvans@centreconsult.com
Name, telephone Number, Email address

(8) **Authorized Representatives.** The Contracting Officer (CO) for this project is:

Marc G. MacKeigan
Contracting Officer
Acquisition Services Directorate

National Business Center
Office of the Secretary
US Department of the Interior
1849 C Street, NW MIB (MS 1324)
Washington, DC 20240
202-208-3923
202-208-4956 fax
Marc_g_mackeigan@nbc.gov

The Contracting Officer's Representative (COR) for this project is:

David Emmerson
US Department of the Interior
1801 Pennsylvania Ave, NW
Suite 540
Washington, DC 20009
202-327-5318
202-327 -5390
David_emmerson@ios.doi.gov fax

(9) **Invoices.** The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Original invoices shall be submitted to the address specified within the Individual Call issued against this BPA. **In conjunction with a proper invoice, the Vendor must supply a "BPA Use Report." The report shall include, at a minimum the following information: Individual Call #, date of Call, amount of the Call, hours worked under the call, and the labor category; hourly rate; and the name & office of the person placing the call/order. There is no prescribed format for this report; the Government asks that the information be limited to the fields stated above and that a simple format is used (e.g.; Excel Spreadsheet or equivalent). The "BPA Use Report" should be submitted with the invoice and can be transmitted electronically, via fax, or by mail to the Contracting Officer and the COR listed in the Agreement.**

(10) **Precedence.** The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence. Travel may be required as described in individual orders/calls.

(11) **Statement of Work (SOW).** The following information is provided as the Statement of Work for this BPA.

Statement of Work:

COREPLUS BPA
6/26/2007

Statement of Objectives for CADR Mediation, Facilitation, and Related Services for Work Place Conflict Management and Collaborative Processes

Background on Conflict Management Contracting Opportunities

The United States Department of the Interior (DOI), with eight bureaus, is the nation's principal conservation agency, charged with the mission "to protect and provide access to our nation's natural and cultural heritage and honor our trust responsibilities to Indian Tribes and our commitments to island communities." Over 70,000 individuals work for DOI and its bureaus in 1,900 locations across the United States, Puerto Rico, Virgin Islands, U.S. Territories, and Freely Associated States.

The Office of Collaborative Action and Dispute Resolution (CADR), established in October 2001, is located within the Office of the Secretary under the Assistant Secretary for Policy, Management and Budget (PMB) of DOI. The CADR office promotes, coordinates and facilitates greater use of conflict management and consensus-building processes throughout the bureaus and offices of DOI. To fulfill this mission, the CADR office is seeking to develop contracting instruments that would enable DOI bureaus and the Office of the Secretary to efficiently procure the services of high quality facilitators, mediators, conflict coaches, trainers, strategic planners, organizational development professionals, ombuds professionals, conflict management professionals, and other professionals to better manage their respective conflicts and collaborative problem-solving activities. DOI is seeking contractor(s) that have the resources to provide Conflict Management Professionals (CMPs) in all of the geographic regions in which it operates.

The CADR office is seeking to develop Blanket Purchase Agreements (BPAs) for conflict management in the work place. Workplace conflict management in DOI will be addressed through the DOI CORE PLUS program (See Attachment A). CORE PLUS represents a DOI-wide effort to promote a culture where employees are able to recognize and respond to conflict in constructive ways that decrease tensions, increase understanding, improve problem-solving, and produce better results. The CORE PLUS program attempts to resolve informal workplace disputes, grievances, and Equal Employment Opportunity (EEO) matters.

The types of services and processes available under this BPA include, but are not limited to:

Task One. Management of CMPs: includes providing a pool of qualified CMPs, overseeing their performance, and managing and administering task orders.

Task Two. Coaching: includes working one-on-one with DOI employees to manage their conflicts. **Facilitation:** includes facilitating conversations between two or more DOI employees. **Mediation:** involves acting as a neutral third party to help DOI parties in conflict to reach agreement. **Ombuds Services:** includes helping DOI organizations to track problem areas, provide advice, and make recommendations for change. **Process Design:** includes assessing issues and conflict to design the best process for resolving the conflict.

Task Three. Organizational Development: involves helping DOI organizations to develop the internal capacity to maximize and sustain their effectiveness. **Change Management:** includes using a structured approach to promote change in DOI

individuals or organizations. **Strategic Planning:** includes helping DOI organizations to develop strategies for achieving their goals.

Task Four. Training: involves training DOI employees in the skills and methods of conflict management.

Task Five. Curriculum Design: involves designing curriculum for training courses.

Task Six. Direct Support and Technical Support: Involves providing administrative assistance, expert technical advice, systems design, and communications assistance with respect to CORE PLUS.

General Considerations: APPLICABLE TO ENTIRE CONTRACT

1. As used in this contract, the term CMP refers to mediators, facilitators, conflict coaches, trainers, ombuds, organizational development experts, change management experts, curriculum designers, and other individuals involved in the field of conflict management. The Department of the Interior Contract Officer Technical Representative (COTR) and DOI Bureau COTRs will be charged with overseeing and providing technical guidance on the day-to-day administration of the BPA and individual Task Orders.

2. Requirements for services will be developed by the COTR or designee through a Statement of Work (SOW). The contractor shall submit a proposal to satisfy these requirements no later than five (5) days after receiving the SOW.

3. When acting as a third-party neutral in performing any service under this contract the contractor shall not take a position on the merits of a case nor decide the appropriate resolution of the conflict for the parties.

4. If at any time the impartiality, credibility, practices, or effectiveness of a CMP becomes unacceptable to DOI or any of the parties involved in a service provided under this contract, upon notification from the DOI COTR or DOI Contracting Officer (CO), the contractor shall cease all work, and if deemed appropriate by the COTR or CO, reassign the service to another CMP.

5. The contractor may be requested to work collaboratively with DOI personnel in performing certain services. This could involve co-mediation, co-facilitation, co-coaching, and other activities.

6. Upon the issuance of a task order for the development of a written product such as a report, case study, fact sheet, minutes of a meeting, white paper, brochure, power point presentation, or similar product, the contractor shall first develop a draft product. The contractor shall submit the draft product to the appropriate DOI or Bureau Point of Contact (POC) and the parties to the process (if deemed an appropriate step by the POC) for comment. The contractor shall then incorporate the comments into the draft and submit the final product to the POC.

7. The contractor shall abide by the standards of ethical conduct relevant to the field in which it is providing service. These include the standards of the Association for Conflict

Resolution, the American Arbitration Association, the Dispute Resolution Section of the American Bar Association and the International Association for Public Participation or the equivalent professional associations.

TASK 1: CONTRACTORS MANAGEMENT SYSTEMS.

The contractor shall administer and maintain:

1. As part of the normal record keeping, cost tracking and invoicing process, a comprehensive status, deliverable, and cost tracking mechanism(s) or process(s) capable of tracking each Task Order and each project and subproject assigned to a Task Order. The tracking system(s) shall be available to the CO and COTR.

2. A comprehensive methodology that is consistent with the CORE PLUS program for expeditiously identifying, matching, selecting and managing CMPs to meet the needs of DOI. The process shall be responsive to the needs of DOI in identifying a recommended individual or a slate of potential individuals and assisting the parties in selecting a CMP(s) with adequate skills, knowledge and experience in the process and substantive issues described in a particular task order and for responding to such needs as geographic location, foreign language ability, and cultural sensitivities.

3. A methodology for contract administration/program administration, evaluation, oversight, and quality assurance for services performed under each task to ensure DOI receives the highest quality of service at all times, consistent with the CORE PLUS program.

4. In administering the contract, the contractor's primary responsibilities should include contact with DOI and/or Bureau contracting and program staff, selection and oversight of conflict management service providers for individual task orders, and oversight of tracking, invoicing and quality control evaluative aspects of this contract. The Contractor should have: 1) sufficient knowledge of conflict management so as to be able to identify, select, manage, and evaluate service providers; and 2) sufficient knowledge of Federal contracting regulations and practices so as to efficiently manage the contracting relationship.

TASK 2: PROVIDE CONFLICT MANAGEMENT PROGRAM SERVICES AND DESIGN AND CONDUCT OF WORKPLACE CONFLICT PREVENTION AND RESOLUTION PROCESSES.

The contractor shall provide expert conflict management services including mediation, facilitation, conflict coaching, ombuds services, or other conflict management services appropriate for the DOI CORE PLUS Program. Tasks performed by the contractor include but are not limited to:

A. Maintaining a pool of qualified, professional CMPs that can meet the diverse subject matter and geographic requirements of DOI. CMPs providing mediation, facilitation, coaching, or ombuds services should demonstrate:

1) A minimum of two (2) years of experience in mediation, facilitation, coaching, or ombuds services;
2) A minimum of 40 hours of training in the discipline in which they are to provide the service; and
3) An understanding and knowledge of administrative processes and time frames applicable to resolving conflict in matters involving issues relating to EEO, sexual orientation, administrative grievance, whistleblowing, and prohibited personnel practices, among others.

B. The contractor shall ensure that the selected CMP:

1. Contacts all participating parties to arrange a mutually acceptable time, place and design for the process, and if the parties are willing, to discuss with them the background of the case.

2. Arranges logistics of meetings, conference calls or electronic communications for participants upon request; this includes scheduling, arranging facilities and equipment, and notifying participants if necessary.

3. Provides the conflict management services agreed to by the parties, which may include mediation, facilitation, coaching or ombuds services. The services may entail individual phone calls, conference calls, joint session meetings, individual meetings or caucuses, group processes such as team building or training sessions, or any other process found acceptable by the parties.

4. Assists with drafting any agreement document and ensuring that any written agreement is appropriately reviewed pursuant to DOI policy and the CORE PLUS program requirements.

5. Provides a report on the process within 30 days of the completion of any conflict management or dispute resolution process. The CMP shall give each of the parties the appropriate evaluation form and instructions on how to complete the form.

6. The CMP shall complete the appropriate evaluation questionnaire and/or participate in interviews for evaluation purposes.

TASK 3: STRATEGIC PLANNING, CHANGE MANAGEMENT, AND ORGANIZATIONAL DEVELOPMENT SUPPORT.

The contractor shall provide expert Strategic Planning, Change Management, and Organizational Development Support appropriate for the DOI CORE PLUS Program. Tasks performed by the contractor include but are not limited to:

A. Maintaining a pool of qualified, professional CMPs that can meet the diverse subject matter and geographic requirements of DOI. CMPs providing strategic planning, change management, or organizational development services should demonstrate:

1) A minimum of two years of experience in strategic planning, change management, or organizational development; and

2) A minimum of 40 hours of training in the discipline in which they are to provide the service.

B. The contractor shall ensure that the selected CMP:

1) Consults on collaborative change management initiatives, organizational development needs, strategic planning and evaluation of program performance.

2) Assists DOI program staff in developing a list of potential participants, identifying a tentative set of issues to be addressed, preparing background information, interviewing participants, and designing appropriate process.

3) Serves as Chairman in facilitating all plenary sessions of the process.

4) Arranges logistics of training sessions, workshops, conferences, meetings for participants, including scheduling, arranging facilities, notifying participants, and providing advance materials.

5) Prepares summaries or minutes of each meeting/event and distributes them to the participants.

6) Communicates (orally and in writing) with parties before, during, and after meetings as appropriate.

7) Conducts a process debriefing with DOI officials to identify lessons learned.

8) Conducts an evaluation of the process and makes recommendations for continuous improvement.

9) Writes final report on process including follow up recommendations or plans for future activities.

TASK 4:TRAINING

The contractor shall provide training in a variety of areas, including but not limited to: effective conflict management, conflict prevention and conflict resolution processes, negotiation skills, consensus building processes, collaborative leadership, communication skills, team building, and other subject matter courses that increase the effectiveness of interactions and negotiations with the goal of building organizational capacity to constructively manage conflicts and resolve disputes in the workplace. To promote efficiency, training shall be designed so that it can be replicated by other service providers. The contractor may be requested to train DOI personnel so that they may become trainers of the particular subject matter.

Tasks may include, but are not limited to:

A. Maintaining a pool of qualified, professional CMPs that can meet the diverse subject matter and geographic requirements of DOI. CMPs providing training services should demonstrate:

1) A minimum of two years of experience as a trainer in the particular area(s) in which the CMP will provide training; and
2) A minimum of 40 hours of training (as a student) in subjects related to conflict management.

B. The contractor shall ensure that the selected CMP:

1) Conducts a needs assessment with DOI staff that identifies training needs, training objectives, and sources of materials to meet those needs.

2) Designs and/or conducts training seminars or workshops.

3) Produces training materials (manuals, videos, computer-assisted text, etc.).

4) Provides expertise on training delivery and training content.

5) Prepares and presents educational information such as fact sheets, handouts, and other materials in support of training.

6) Handles all logistics of arranging meetings for participants, including scheduling, arranging facilities, notifying participants, and providing advance materials.

7) Prepares summaries for each training session.

8) Conducts a debriefing after each event to discuss lessons learned with DOI officials.

9) Conducts an evaluation of the training or other educational event and makes recommendations for improvement of the training process.

10) Writes report summarizing the training.

TASK 5: CURRICULUM DEVELOPMENT

Tasks performed by the contractor may include, but are not limited to:

A. Maintaining a pool of qualified, professional CMPs that can meet the diverse subject matter and geographic requirements of DOI. CMPs providing curriculum design services should demonstrate:

1) A minimum of two years of experience in curriculum design; and
2) A minimum of 40 hours of training in subjects related to conflict management.

B. The contractor shall ensure that the selected CMP develops and designs curriculum (including, among other things, training manuals, train-the-trainer sessions, and visual aids), for training on conflict management.

TASK 6: DIRECT SUPPORT AND TECHNICAL SUPPORT

Tasks performed by the contractor may include, but are not limited to:

A. Administrative Assistance

1. Ancillary to a service provided under this contract, with approval of the DOI COTR or designee, obtaining meeting room facilities and the use of appropriate equipment for the meeting.

2. Ancillary to a service provided under this contract, arranging the travel of CMPs or other experts or consultants, as appropriate and when necessary, and in accordance with Federal Travel Regulations.

B. Expert Technical Assistance

Ancillary to a service provided under this contract, providing assistance in locating, retaining, and managing subject matter experts from other fields. Such support shall require the advance approval of the DOI COTR. The contractor may need to consult with parties involved in the matter in identifying the experience, education and skills required of the expert and to further define the scope of the expert's work. The contractor will be responsible for reimbursing travel and other related direct expenses of such consultants and experts when necessary and appropriate.

C. Systems Design

The contractor shall provide expert assistance to DOI in designing, implementing, and evaluating the CORE PLUS system.

D. Communications Assistance

Tasks performed by the contractor may include but are not limited to:

Ancillary to a service provided under this contract, assisting DOI in implementing efficient and effective communications, information exchange and education processes through teleconference calls, electronic communications, fact sheets, brochures, white papers, and other means of communication.

E. Document Creation, Editing and Assistance

Tasks Performed by the contractor may include, but are not limited to:

1. Designing, writing and editing educational materials, including fact sheets, brochures, talking points, checklists, analyses, web site content, and other forms of communication necessary to educate parties about tools for addressing potential or actual conflict situations.

2. Researching technical or process information necessary for the project; including but not limited to: collecting information, conducting analyses, and performing data surveys.

Conflict Competency at DOI: CORE PLUS

Departmental leaders recognize that there is a critical link between the internal culture of an organization and its success in achieving its overall mission. When an organization's internal culture is out of alignment with its mission and core values or with its external services, the need for an effective way to manage conflict becomes critically important. Problems arise when front line employees discern that the internal dispute resolution processes do not treat them, when in conflict, in the same way that they are expected to treat their external customers, clients, stakeholders, or business partners.

Successful cooperative conservation requires alignment of the Department's internal approach to managing workplace conflict with its external collaborative approach to dealing with the public, customers, and other third parties. Internal systems are then transferable to external conflict because they emphasize skills and accountability and support risk management.

The Department of the Interior is fulfilling its commitment to institute an ***integrated workplace conflict management system*** that creates an environment throughout the organization for raising all kinds of concerns, listening and being heard respectfully, and solving problems effectively. An ***integrated conflict management system*** helps to develop a workplace where issues and concerns can be raised at the appropriate level, with confidence that they will be respectfully heard and responsibly dealt with, and creates a system for raising and resolving concerns that is fair, friendly, flexible and fast, and provides support and structures that ensures that this becomes routine daily practice

CORE PLUS

CORE PLUS is a coordinated, department-wide ***integrated conflict management system*** within DOI. It provides a network of resources and assistance to all employees for any type of concern, problem or disagreement that occurs at work. The goal is to help every employee become effective at conflict management and to spread the skill of conflict competence throughout the Department.

CORE PLUS uses cooperative approaches to address problems and concerns at the earliest opportunity and at the lowest level possible.

CORE PLUS uses the full spectrum of conflict resolution tools including effective communication and conflict management skills training, informal discussions with a conflict management specialist, process and conflict coaching, conciliation, facilitation, and mediation. The option for more formal litigation and adversarial conflict resolution (such as formal EEO or grievance filing) always remains available.

The purpose of **CORE PLUS** is to provide DOI employees with processes, tools, and skills that will allow them to prevent the escalation of differences and collaboratively solve problems as close to the origin as possible. It includes the adoption of corporate wide practices and structures that assist the organization in preventing and managing conflict.

CORE PLUS is a shared responsibility of management, employees and the organization. It depends on everyone supporting the implementation and adoption of **CORE PLUS** throughout the DOI. It starts with you!