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: GSAAAdvantage.gov

Schedule Title: Multiple Award Schedule (MAS)

FSC Group: Professional Services

FSC Class: U006

Contract Number: 47QRAA20D0021

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov


Contractor's Name: Impact Training Systems, Inc.

Contractors Address: 9920 Shady Cove Drive Fairfax Station, VA 22039

Contractors Phone: 703-978-0850

Contractors Fax: 703-978-4735

Contractors Web Site: www.haveimpact.com

Contract Administrator: Diane Rhodes, d-rhodes@haveimpact.com

Business Size and Status: Women Owned Small Business (WOSB)

This price list is effective through Mod PA-0002, effective 07/21/2020
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CUSTOMER INFORMATION

1a. Awarded Special Items (SINs):

541611 - Management and Financial Consulting, Acquisition and Grants Management

611430 – Professional and Management Development Training

OLM – Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price:
Does not apply

1c. Hourly Rates:  A description of titles, minimum experience, functional responsibility, education and rates are provided elsewhere in this Price List

2. Maximum Order $1,000,000

3. Minimum Order $100.

4. Geographic Coverage (delivery area)  The delivery area for this contract is the 48 contiguous states and the District of Columbia.

5 Points of Production  Impact Training Systems, Inc

9920 Shady Cove Drive

Fairfax Station, VA 22039

703-978-0850

6. Statement of net price: Prices shown in our price list are "net prices." Basic discounts have been deducted.

7. Quantity Discounts: None offered

8. Prompt Payment Terms: Net 30 days. Information for Ordering Offices: Prompt Payment terms cannot be negotiated out of the contract agreement in exchange for other concessions.
9. **Foreign Items:** None

10a. **Time of Delivery:** To be determined at Task Order level

10b. ** Expedited Delivery:** Contact Impact Training Systems

10c. ** Overnight and 2-Day Delivery:** Contact Impact Training Systems

10d. **Urgent Requirements:** Contact Impact Training Systems

11. **FOB Point(s):** Destination

12a. **Ordering Address**
Impact Training Systems, Inc  
9920 Shady Cove Drive  
Fairfax Station, VA 22039  
703-978-0850

12b. **Ordering Procedures:**
For Supplies and Services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulations (FAR) 8.405-3.

13. **Payment Address**
Impact Training Systems, Inc  
9920 Shady Cove Drive  
Fairfax Station, VA 22039  
703-978-0850

14. **Warranty Provision**
Impact Training Systems, Inc. warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. In addition, in the event a client is not satisfied with any Impact training materials, they may return them within 30 days (assuming they have not been altered or marked up) for a full refund of the purchase price.

15. **Export Packing Charges** – Not applicable

16. **Terms and conditions—Rental, Maintenance, and Repair:** N/A

17. **Terms and Conditions—Installation:** N/A

18a **Terms and Conditions—Repair Parts:** N/A
18b Terms and Conditions—Other Services: N/A

19. List of Service and Distribution points: N/A

20. List of Participating Dealers: N/A

21. Preventive Maintenance: N/A

22a Environmental Attributes: N/A

22b Section 508 Compliance Information: Can be found on contractors web site

23. Data Universal Number System (DUNS) number: 03-040-6198

24. System for Award Management (SAM): Impact Training Systems, Inc. is registered in the SAM Database.

Note: For labor category descriptions and rates see page 6. For training course descriptions and rates see page 8. For SCLS Statement see page 24.
Impact Training Systems will provide expert advice, assistance, guidance or counseling in support of agencies’ management, organizational and business improvement efforts. This support includes but is not limited to studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts in the following areas:

- Leadership development
- Results-oriented management
- Organization development
- High performance strategies
- Strategic, business and action planning
- Organizational alignment
- Team building
- Customer relations management
- Customer satisfaction
- Human resource strategy
- Mentoring program design and implementation

The Labor Categories and associated rates that will provide this support are provided in the table below. Descriptions of these categories are provided immediately thereafter. The following charges apply to purchases of contracted professional services during normal business hours (Monday - Friday, 8:00 am - 5:00 pm, exclusive of holidays observed by the Government) and to the local service area (50 miles radius). In those instances where an ordered service cannot be supported from within a 50 mile radius, Impact Training Systems, Inc. will, upon receipt of an order for services, provide the procurement office with a not-to-exceed estimate of travel time, travel expenses and per diem costs.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Hourly Rate*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal</td>
<td>$224.44</td>
</tr>
<tr>
<td>Senior Associate</td>
<td>$194.51</td>
</tr>
<tr>
<td>Researcher</td>
<td>$94.76</td>
</tr>
</tbody>
</table>

*Hourly rates for work on-site at the client’s location require a minimum charge of four hours.*
### Labor Category Descriptions

<table>
<thead>
<tr>
<th>Labor Category Name: Principal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Labor Category Description:</strong> Consult with clients to determine the needs of their organization. Conduct and consolidate research, information and best practices from a variety of sources including books, magazines, research studies, focus groups, annual reports, organizational literature and the Internet. Suggest potential solutions to organizational challenges including new ideas, new programs, training and action plans. Implement the strategy in accordance with an agreed upon Program Plan. Deliver customized training approaches and/or existing Impact training courses, all with expert facilitation. Support these strategies with consultation, including follow-up and continuous improvement. Create customized documents and guide books to support organizational initiatives. Minimum Education: BS /BA Minimum Experience: 10 years’ experience in training and development or in senior management in business</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Labor Category Name: Senior Associate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Labor Category Description:</strong> Deliver customized training approaches and/or existing Impact training courses, all with expert facilitation. Provide subject matter expertise and conduct research on a diversity of topics. Minimum Education: BS /BA Minimum Experience: 5 years in training and development or in business.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Labor Category Name: Researcher</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Labor Category Description:</strong> Conduct research projects as assigned by Impact principals. Ability to understand the clients’ objectives and work independently to deliver relevant, well-organized information for review and consolidation by Impact principals. Includes gathering information and best practices from a variety of sources including books, magazines, research studies, annual reports, organizational literature and the Internet. Minimum Education: BS /BA Minimum Experience: 5 years in research, teaching, training and development or business.</td>
</tr>
</tbody>
</table>
TRAINING COURSE DESCRIPTIONS & PRICES

SIN 611430 – Professional and Management Development Training

Impact Training Systems, Inc. will provide off-the-shelf, or customized off-the-shelf training packages to meet specific agency needs related to management, organizational and business improvement services, such as, but not limited to:

- Leadership and management development
- Team building
- Communication
- Customer satisfaction
- SES candidate development
- Individual development plans
- Mentoring programs
- Team strategy
- Customer relations management
- Training and development plans
- 360-degree feedback
- Presentation skills

Training Course Prices

Courses provided by Impact Training Systems, Inc. are listed in the table below. Detailed course descriptions follow.

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Title</th>
<th>Length of Course</th>
<th>Minimum Participants</th>
<th>Maximum Participants</th>
<th>Tuition</th>
<th>Materials*1</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Leadership in a Time of Change</td>
<td>3 days</td>
<td>15</td>
<td>25</td>
<td>$8,678.25</td>
<td>$59.50</td>
</tr>
<tr>
<td>2</td>
<td>Leadership: Ideas into Action</td>
<td>2 days</td>
<td>15</td>
<td>25</td>
<td>$5,785.50</td>
<td>$49.50</td>
</tr>
<tr>
<td>3</td>
<td>Leadership: Ideas into Action</td>
<td>4 half days</td>
<td>15</td>
<td>25</td>
<td>$8,379.00</td>
<td>$49.50</td>
</tr>
<tr>
<td>4</td>
<td>Understand Your Leadership Style</td>
<td>1 day</td>
<td>15</td>
<td>25</td>
<td>$2,892.75</td>
<td>$29.50</td>
</tr>
<tr>
<td>Course Number</td>
<td>Title</td>
<td>Length of Course</td>
<td>Minimum Participants</td>
<td>Maximum Participants</td>
<td>Tuition</td>
<td>Materials*1</td>
</tr>
<tr>
<td>---------------</td>
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</tr>
<tr>
<td>5</td>
<td>Foundations of Leadership</td>
<td>1 day</td>
<td>15</td>
<td>25</td>
<td>$2,892.75</td>
<td>$0.00</td>
</tr>
<tr>
<td>6</td>
<td>Mentoring Best Practices</td>
<td>3 days</td>
<td>80</td>
<td>250</td>
<td>$8,678.25</td>
<td>$44.50</td>
</tr>
<tr>
<td>7</td>
<td>Mentoring Best Practices</td>
<td>2 days</td>
<td>14</td>
<td>50</td>
<td>$4,887.75</td>
<td>$49.50</td>
</tr>
<tr>
<td>8</td>
<td>Mentoring: The Winning Combination</td>
<td>1 day</td>
<td>14</td>
<td>50</td>
<td>$2,443.88</td>
<td>$29.50</td>
</tr>
<tr>
<td>9</td>
<td>Best Practices for Mentors</td>
<td>1 day</td>
<td>14</td>
<td>50</td>
<td>$2,443.88</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Title</th>
<th>Length of Course</th>
<th>Minimum Participants</th>
<th>Maximum Participants</th>
<th>Tuition</th>
<th>Materials*1</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Team Strategy and Communication</td>
<td>3 days</td>
<td>10</td>
<td>35</td>
<td>$7,331.63</td>
<td>$44.50</td>
</tr>
<tr>
<td>12</td>
<td>Team Strategy and Communication</td>
<td>2 days</td>
<td>10</td>
<td>35</td>
<td>$4,887.75</td>
<td>$39.50</td>
</tr>
<tr>
<td>13</td>
<td>Team Strategy and Communication</td>
<td>1 days</td>
<td>10</td>
<td>35</td>
<td>$2,443.88</td>
<td>$34.50</td>
</tr>
<tr>
<td>14</td>
<td>Successful Communication</td>
<td>1 day</td>
<td>10</td>
<td>35</td>
<td>$2,244.38</td>
<td>$29.50</td>
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<tr>
<td>15</td>
<td>Successful Communication</td>
<td>½ day</td>
<td>10</td>
<td>35</td>
<td>$1,795.50</td>
<td>$29.50</td>
</tr>
</tbody>
</table>

*1/ Price per participant
Training Course Descriptions

Title: 1. Leadership in a Time of Change

Length: 3 days
Minimum Participants: 15
Maximum Participants: 25
Location: Continental US
Prerequisites: None
Class Schedules: TBD

Description:

One of the strongest influencing factors for an organization’s success is the effectiveness of its leaders – managers and supervisors. They face unprecedented demands to enable an increasingly diverse workforce to achieve measurable results, accomplish high profile initiatives and respond to changing customer needs. Today’s leaders and managers must develop and demonstrate new capabilities to be effective in demanding times.

Based on extensive research on effective leadership, Leadership in a Time of Change allows participants to explore and develop their leadership capabilities in five critical areas:

- Building leadership credibility
- Establishing vision and positive direction
- Demonstrating interpersonal (emotional) intelligence
- Developing organizational savvy
- Taking action, getting results

Throughout the interactive three-day course, participants will assess their leadership skills and capabilities, explore best practices in each leadership component and apply new ideas and strategies to current situations.
<table>
<thead>
<tr>
<th>Title:</th>
<th>2. Leadership: Ideas into Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length:</td>
<td>2 days</td>
</tr>
<tr>
<td>Minimum Participants:</td>
<td>15</td>
</tr>
<tr>
<td>Maximum Participants:</td>
<td>25</td>
</tr>
<tr>
<td>Location:</td>
<td>Continental US</td>
</tr>
<tr>
<td>Prerequisites:</td>
<td>None</td>
</tr>
<tr>
<td>Class Schedules:</td>
<td>TBD</td>
</tr>
<tr>
<td>Description:</td>
<td></td>
</tr>
</tbody>
</table>

For long term success in today’s fast paced and rapidly changing environment, managers must demonstrate leadership that motivates, develops and retains organizational talent so that mission critical work gets done. Effective leadership must be demonstrated in day-to-day interactions with staff and can no longer be viewed as separate from the “substantive work.” An increasingly diverse workforce also demands greater skill in managing and leading people of different ages, styles, cultures, backgrounds and values.

Leadership: Ideas into Action is an interactive course that will help participants:

- **Assess** their leadership skills and identify what they may want to approach differently in a changing world.
- **Explore** best practices within government and business.
- **Apply** ideas and strategies to current situations.
Title: 3. Leadership: Ideas into Action

Length: 4 half days
Minimum Participants: 15
Maximum Participants: 25
Location: Continental US
Prerequisites: None
Class Schedules: TBD

Description:

For long term success in today’s fast paced and rapidly changing environment, managers must demonstrate leadership that motivates, develops and retains organizational talent so that mission critical work gets done. Effective leadership must be demonstrated in day-to-day interactions with staff and can no longer be viewed as separate from the “substantive work.” An increasingly diverse workforce also demands greater skill in managing and leading people of different ages, styles, cultures, backgrounds and values.

Leadership: Ideas into Action is an interactive course that will help participants:

• Assess their leadership skills and identify what they may want to approach differently in a changing world.
• Explore best practices within government and business.
• Apply ideas and strategies to current situations.

.................................
Title: 4. Understanding Your Leadership Style

Length: 1 day
Minimum Participants: 15
Maximum Participants: 25
Location: Continental US
Prerequisites: None
Class Schedules: TBD

Description:

Self-awareness is at the core of effective leadership. To effectively motivate, influence and lead others you must first know yourself – your strengths, potential limitations and their impact on others. This interactive one-day course will provide participants with insights into their leadership styles as well as strategies and best practices for bringing out the best in others.
Title: 5. Foundations of Leadership

Length: 1 day
Minimum Participants: 15
Maximum Participants: 25
Location: Continental US
Prerequisites: None
Class Schedules: TBD

Description:

This interactive one-day course will provide participants with the opportunity to explore the critical components of effective leadership and identify strategies for strengthening their leadership capacity.

Focus on leadership

Explore critical leadership qualities
Differentiate leadership from management
Inspire vision and positive direction
Build leadership credibility
Demonstrate interpersonal (emotional) intelligence

- Keys to motivation
- Effective coaching and feedback
Build organizational savvy
Take action, get results
Continuous learning and improvement have become essential elements for success in today’s rapidly changing and often chaotic environment. Mentoring utilizes existing resources and supports a “learning organization” by providing greater opportunities for employees to share ideas, perspectives and organizational knowledge.

This highly interactive three-day course will help the participants establish a strong foundation for their mentoring partnership. The workshop will help mentors and mentees:

- Build rapport and open communication
- Understand the roles and responsibilities of the mentor and mentees
- Develop skills critical to their roles as mentors or mentees
- Establish clear goals and objectives for their mentoring relationship
- Clarify timeframes and “ground rules” for a successful partnership
- Manage time to maximize the mentoring opportunity
7. Mentoring Best Practices

Title: 7. Mentoring Best Practices

Length: 2 days
Minimum Participants: 14
Maximum Participants: 50
Location: Continental US
Prerequisites: None
Class Schedules: TBD

Description:

Continuous learning and improvement have become essential elements for success in today’s rapidly changing and often chaotic environment. Mentoring utilizes existing resources and supports a “learning organization” by providing greater opportunities for employees to share ideas, perspectives and organizational knowledge.

This highly interactive two-day course will help the participants establish a strong foundation for their mentoring partnership. The workshop will help mentors and mentees:

- Build rapport and open communication
- Understand the roles and responsibilities of the mentor and mentee
- Establish clear goals and objectives for their mentoring relationship
- Clarify timeframes and “ground rules” for a successful
Title: 8. Mentoring; The Winning Combination

Length: 1 day
Minimum Participants: 14
Maximum Participants: 50
Location: Continental US
Prerequisites: None
Class Schedules: TBD

Description:

Continuous learning and improvement have become essential elements for success in today’s rapidly changing and often chaotic environment. Mentoring utilizes existing resources and supports a “learning organization” by providing greater opportunities for employees to share ideas, perspectives and organizational knowledge.

This highly interactive one-day course will help the participants establish a foundation for their mentoring partnership. The workshop will help mentors and mentees:

- Build rapport and open communication
- Understand the roles and responsibilities of the mentor and mentee
- Establish clear goals and objectives for their mentoring relationship
- Clarify timeframes and “ground rules” for a successful partnership
Title: 9. Best Practices for Mentors

Length: 1 day
Minimum Participants: 14
Maximum Participants: 50
Location: Continental US
Prerequisites: None
Class Schedules: TBD

Description:

This interactive workshop will provide participants with the opportunity to develop the skills, knowledge and tools to successfully mentor others. Course Components include:

The types and benefits of mentoring
The critical success factors for successful mentoring partnerships
How to build open communication for successful mentoring
The roles and characteristics of effective mentors
Key skills for mentors
How to create an effective mentoring plan
How to keep mentoring partnerships on track
Title: 11. Team Strategy and Communication

Length: 3 days
Minimum Participants: 10
Maximum Participants: 35
Location: Continental US
Prerequisites: None
Class Schedules: TBD

Description:

How do organizations create a sustainable, competitive advantage in today’s intense and rapidly changing environment? While cutting edge products, processes and IT are all necessary to remain competitive, the extra edge for an organization comes from a critical resource that cannot be copied: its people and the knowledge they carry. Long term success is dependent on the organization’s ability to build communication and teamwork to maximize every individual’s contribution, share knowledge and build responsiveness.

This interactive workshop will help individuals and teams to explore and identify:

Effective teamwork in a fast-paced world

Individual communication styles of self and team members

How to best interact with one another to capitalize on strengths and work together as a cohesive team

Critical outcomes and success factors for the group

Strategies and action steps for achieving the defined outcomes
**Title:** 12. Team Strategy and Communication

<table>
<thead>
<tr>
<th><strong>Length:</strong></th>
<th>2 days</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum Participants:</strong></td>
<td>10</td>
</tr>
<tr>
<td><strong>Maximum Participants:</strong></td>
<td>35</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>Continental US</td>
</tr>
<tr>
<td><strong>Prerequisites:</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Class Schedules:</strong></td>
<td>TBD</td>
</tr>
</tbody>
</table>

**Description:**

*How do organizations create a sustainable, competitive advantage in today’s intense and rapidly changing environment? While cutting edge products, processes and IT are all necessary to remain competitive, the extra edge for an organization comes from a critical resource that cannot be copied: its people and the knowledge they carry. Long term success is dependent on the organization’s ability to build communication and teamwork to maximize every individual’s contribution, share knowledge and build responsiveness.*

*This interactive workshop will help individuals and teams to explore and identify:*

- Effective teamwork in a fast-paced world
- Individual communication styles of self and team members
- How to best interact with one another to capitalize on strengths and work together as a cohesive team
- Critical outcomes and success factors for the group
- Strategies and action steps for achieving the defined outcomes
Title: 13. Team Strategy and Communication

Length: 1 day  
Minimum Participants: 10  
Maximum Participants: 35  
Location: Continental US  
Prerequisites: None  
Class Schedules: TBD

Description:

How do organizations create a sustainable, competitive advantage in today's intense and rapidly changing environment? While cutting edge products, processes and IT are all necessary to remain competitive, the extra edge for an organization comes from a critical resource that cannot be copied: its people and the knowledge they carry. Long term success is dependent on the organization’s ability to build communication and teamwork to maximize every individual’s contribution, share knowledge and build responsiveness.

This interactive workshop will help individuals and teams to explore and identify:
- Effective teamwork in a fast-paced world
- Individual communication styles of self and team members
- How to best interact with one another to capitalize on strengths and work together as a cohesive team
- Critical outcomes and success factors for the group
- Strategies and action steps for achieving the defined outcomes
Title: 14. Successful Communication

Length: 1 day
Minimum Participants: 10
Maximum Participants: 35
Location: Continental US
Prerequisites: None
Class Schedules: TBD

Description:

In today's diverse, intense and rapidly changing environment, the ability to build strong workplace relationships is more important than ever. This workshop will help participants build more successful communication skills and strategies. Fast paced and interactive, the session will provide participants with an understanding of DISC behavioral styles with an emphasis on enhancing communication with others.

Course Components include:
Effective communication in a fast-paced world
Overview of DISC
Understand your communication styles: Strengths and limitations
DISC behavioral style exercise
Learn to recognize differences in the communication and work styles of others
Develop strategies for successful communication with others
Utilize strengths to build teamwork, communication and collaboration
Reduce conflict and mistakes due to ineffective communication
Description:

*In today’s diverse, intense and rapidly changing environment, the ability to build strong workplace relationships is more important than ever. This workshop will help participants build more successful communication skills and strategies. Fast paced and interactive, the session will provide participants with an understanding of DISC behavioral styles with an emphasis on enhancing communication with others.*

**Course Components**

- Effective communication in a fast-paced world
- Overview of DISC
- Understand your communication styles: Strengths and limitations
- DISC behavioral style exercise
- Develop strategies for successful communication with others
The Service Contract Labor Standards (SCLS) formerly known as the Service Contract Act (SCA) is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to the SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA labor categories. If and/or when the contractor adds labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational codes, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancelation of the contract.