

## AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST

- Protocol Institute Inc. dba The Protocol School of Washington
- Professional Services Schedule (PSS) Contract
- PSS Training Services (SIN 874-4) | PSS Support Product (SIN 100-3)

## CONTRACT NUMBER: GS-10F-0357Y

- Contract Period: June 25, 2012 through June 24, 2022
- Business Size: **Small, woman-owned business**
- NAICS Codes: 511199, 541611, 611430, 611710, 611699, 611210
- Industrial Group: 00CORP, Class R499

## CONTRACT ADMINISTRATION

- Susan Landry | [susan.landry@psow.edu](mailto:susan.landry@psow.edu)
- 132 Stonemark Lane
- Columbia, SC 29210
- 803.407.4177 | 202.575.5600
- [www.psow.edu](http://www.psow.edu)

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 GSAAvantage.gov

For more information on ordering from Federal Supply Schedule, visit: [gsa.gov/schedules-ordering](http://gsa.gov/schedules-ordering)

Customer Information.....3  
874-4 Training Services: Protocol Officer Training™ On-Site 5 Day.....4  
874-4 Training Services: Outclass with eClass – Principals of Professionalism.....5  
100-3 Support Projects: Reference Book.....6  
Price List.....7

The Protocol School of Washington is the only nationally accredited educational institution providing international protocol, cross-cultural awareness, business etiquette and image training that prepares professionals with the critical behaviors necessary to build lasting business relationships.

**PARTIAL CLIENT LIST**

- Department of the Army
- Department of the Air Force
- Department of the Navy
- Department of Homeland Security
- US Department of Commerce
- Department of Justice, Attorney General’s Office
- US Department of Treasury
- Central Intelligence Agency
- Federal Bureau of Investigation
- Department of Education
- Department of Energy
- Environmental Protection Agency

- 1a.**  
**Awarded SINs:** 874-4 & 100-03  
**Awarded Disaster/Recovery SINs:** 874-4RC & 100-03RC
  
- 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 geographic 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 rates 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
- 3. Minimum Order:** \$100.00
- 4. Geographic Coverage:** Domestic only
- 5. Point(s) of production:** Same as company address
- 6. Discount from list prices or statement of net price:** Government net prices (discounts already deducted).
- 7. Quantity discounts:** None Offered
- 8. Prompt payment terms:** Net 30 days
- 9a. Government Credit Cards:** Accepted
- 9b. Discount for Payment by Credit Card:** will accept over \$3,000
- 10. Foreign items:** None

- 11a. Time of Delivery:** Specified on the Task Order
- 11b. Expedited Delivery:** Contact Contractor
- 11c. Overnight and 2-day delivery:** Contact Contractor
- 11d. Urgent Requirements:** Contact Contractor
- 12. F.O.B Points(s):** Destination
- 13a. Ordering Address(es):** Same as Contractor
- 13b. Ordering procedures:** see GSA/FSS Schedule
- 14. Payment address(es):** 132 Stonemark Lane | Columbia, South Carolina, 29210
- 15. Warranty provision:** Contractor's standard commercial warranty.
- 16. Export Packing Charges (if applicable):** N/A
- 17. Terms/conditions of Government purchase card acceptance:** Contact Contractor
- 18. Terms/conditions of rental, maintenance, and repair:** N/A
- 19. Terms/conditions of installation:** N/A
- 20. Terms/conditions of repairs:** N/A
- 20a. Terms/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:** [www.Section508.gov](http://www.Section508.gov)
- 25. DUNS number:** 83-7698513
- 26. Registration (CCR) database:** Registered

**Protocol Officer Training On-Site 5 Day**

On-Site Customer Facility

*Minimum 15 Students/ Maximum 30 Students*

\$6,090.68 per student with minimum of 15 students (\$4,872.56 per student for additional students, with maximum of 30 students) + travel expenses, meals and accommodations for 3 training facilitators and 1 training coordinator. (4.2 CEUs Awarded)

*Master the fundamentals of operational protocol.*

This five-day comprehensive training of expert instruction, guided exercises and coaching in the fundamentals of operational protocol planning V.I.P visits, meetings, ceremonies, and special events. With the evolution of globalization, protocol has become a highly sophisticated and strategic asset in today's business, military, and diplomatic world. Become a trusted advisor, an expert, and a recognized leader in planning and orchestrating V.I.P. visits, meetings, ceremonies, and special events. Leaders will count on you to advise and guide them in U.S. and foreign order of precedence, customs, and cultural differences. You will be a strategic asset, using your finely honed talents to enhance business relationships.

Our team of experts will train you in the essentials of:

Protocol History and Competencies | Precedence | Seating | Titles & Forms of Address | Flags and Logos | Gifts | Logistics | Military Protocol | Ceremonies | VIP Excellence | Dining Etiquette | Leadership | Legendary Service | Personal Diplomacy

## Outclass with eClass – Principles of Professionalism

### Online Learning

*Students will capitalize on the most convenient, cost-effective way to sharpen their professional image. The Protocol School of Washington has applied the latest scientific principles of Web-based learning to our curriculum, ensuring meaningful practice activities and the proper amount of learner guidance and interaction. A list of classes is provided below.*

#### Lesson 1 - Make a Good Impression with the Right Business Attire

Everyone is looking at you. Will it be for the right reasons, or the wrong ones? Professional business attire can yield an instant edge over the competition. State the importance of a good first impression | List the elements of a well-dressed professional | Identify basic pieces of a professional wardrobe | Learn the importance of selecting best colors, shapes, fits & proportions.

#### Lesson 2 - Making an Entrance and Mingling with Confidence

Students will learn how to navigate the accepted channels of small talk, while sharing professional business attributes and avoiding topic faux pas. Describe the elements and value of an effective entrance | List 3 purposes for making “small talk” | List 6 tips for improving one’s mingling proficiency | State & describe appropriate handshaking.

#### Lesson 3 - Project Professionalism Through Body Language

Eye contact and posture project professionalism if used appropriately. While these nuanced indicators may not show up on standardized tests, they introduce you to everyone you meet before you have had the chance to say word one. Make your first impression a positive one! Learn why eye contact is important | State the appropriate amount of eye contact time | Describe poor posture & the power of good posture | State differences in personal space

#### Lesson 4 - Electronic Communications

Technology has changed the world, and it has changed the rules as well. You'll learn how to use electronic communication devices effectively and not be seen as rude and annoying to potential clients and business associates. State components of a voice message & greeting | Identify time when it is inappropriate to use a cell phone | List the rules for sending effective e-mail messages

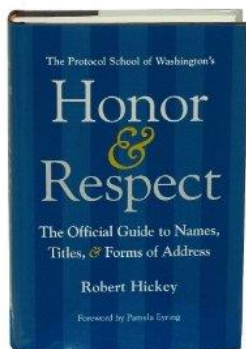
#### Set of all Four Lessons: Outclass with eClass Bundle



OUTCLASS<sup>®</sup> with eClass<sup>®</sup>

***Honor & Respect The Official Guide to Names, Titles, and Forms of Address***

(2nd Edition, 2013) by Robert Hickey, The Protocol School of Washington, South Carolina, 552 pp., ISBN: 978-0-615-19806-4.



SIN	Course Title	Course Length	Minimum Participants	Maximum Participants	Price per Course or Person	GSA Price (w/IFF)
874-4	<b>Protocol Officer Training</b> On-site at Customer Facility	5 Days	15	15	Per Person	\$6,090.68
	Students 16-30 for above course		16	30	Per Person	\$4,872.56

**Service Contract Act:** The Service Contract Act (SCA) is applicable to this contract as it applies to the entire PSS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

SIN	Online Learning Course Title	Course Length	Minimum Participants	Maximum Participants	Unit of Issue	GSA Price (w/IFF)
874-4	Outclass with eClass Principles of Professionalism: Bundle of 4 classes includes Lessons 1 thru 4	2.5 Hours	1	99	Per Person	\$301.26
874-4	Outclass with eClass Principles of Professionalism: Bundle of 4 classes includes Lessons 1 thru 4	2.5 Hours	100	999	Per Person	\$200.50
874-4	Outclass with eClass Principles of Professionalism: Bundle of 4 classes includes Lessons 1 thru 4	2.5 Hours	1000	+	Per Person	\$99.75

SIN	Online Learning Course Title	Course Length	Minimum Participants	Maximum Participants	Unit of Issue	GSA Price (w/IFF)
874-4	Lesson 1: Make a Good Impression with the Right Business Attire	35 min.	1	99	Per Person	\$99.75
874-4	Lesson 1: Make a Good Impression with the Right Business Attire	35 min.	100	999	Per Person	\$79.60
874-4	Lesson 1: Make a Good Impression with the Right Business Attire	35 min.	1000	+	Per Person	\$59.45
874-4	Lesson 2: Project Professionalism through Body Language	45 min.	1	99	Per Person	\$99.75
874-4	Lesson 2: Project Professionalism through Body Language	45 min.	100	999	Per Person	\$79.60
874-4	Lesson 2: Project Professionalism through Body Language	45 min.	1000	+	Per Person	\$59.45
874-4	Lesson 3: Making an Entrance and Mingling with Confidence	35 min.	1	99	Per Person	\$129.97
874-4	Lesson 3: Making an Entrance and Mingling with Confidence	35 min.	100	999	Per Person	\$79.60
874-4	Lesson 3: Making an Entrance and Mingling with Confidence	35 min.	1000	+	Per Person	\$59.45
874-4	Lesson 4: Electronic Communications	35 min.	1	99	Per Person	\$99.75
874-4	Lesson 4: Electronic Communications	35 min.	100	999	Per Person	\$79.60
874-4	Lesson 4: Electronic Communications	35 min.	1000	+	Per Person	\$59.45

SIN	Support Product Description	Unit of Issue	GSA Price (w/IFF)
100-03	<i>Honor &amp; Respect The Official Guide to Names, Titles, and Forms of Address</i> (2nd Edition, 2013) by Robert Hickey, The Protocol School of Washington, South Carolina, 552 pp., ISBN: 978-0-615-19806-4.	Each	\$58.44
Additional Quantity Discount of 10% for order of more than 100 books.			