Visual Bridge, LLC
13240 White Marsh Lane
Lovettsville, VA 20180
(P) 571-251-4578 (F) 540-668-5920
www.visualbridge.net
Contract Administrator: Stephanie Markey,
stephanie.markey@visualbridge.net

Contract Number: 47QQCA19D00FD
Period Covered by Contract: July 16, 2019 through July 15, 2024

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology


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

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

1. **Awarded Special Item Number(s):**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S &amp; 54151SRC</td>
<td>Professional Information Technology Services</td>
</tr>
<tr>
<td>OLM &amp; OLMRC</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 4.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 5.

2. **Maximum Order:**
   - SIN 54151S - $500,000
   - SIN OLM - $250,000

3. **Minimum Order:** $100

4. **Geographic Coverage:** Domestic

5. **Point of Production:** N/A

6. **Prices Shown Herein are Net** (discount deducted)

7. **Quantity Discount:** None

8. **Prompt Payment Terms:** 1%; 10 Days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. **Foreign Items:** None

10a. **Time of Delivery:** Visual Bridge, LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

10b. **Expedited Delivery:** Consult with Contractor

10c. **Overnight/2-Day Delivery:** Consult with Contractor

10d. **Urgent Requirements:** Consult with Contractor

11. **FOB Point:** Destination

12a. **Ordering Address:**
    ATTN: Stephanie Markey
    13240 White Marsh Lane
    Lovettsville, VA 20180
12b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment Address: Accounts Payable
ATTN: Stephanie Markey
13240 White Marsh Lane
Lovettsville, VA 20180

14. Warranty Provisions: Not applicable

15. Export Packing charges: Not applicable

16. Terms and conditions of rental, maintenance, and repair: Not applicable

17. Terms and conditions of installation: Not applicable

18a. Terms and conditions of repair parts: Not applicable

18b. Terms and conditions for any other services: Not applicable

19. List of service and distribution points: Not applicable

20. List of participating dealers: Not applicable

21. Preventive maintenance: Not applicable

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

22b. Contact Visual Bridge, LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov. www.visualbridge.net

23. Unique Entity Identifier (UEI) Number: 046424137

24. Visual Bridge, LLC is registered in the System for Award Management (SAM) database.
<table>
<thead>
<tr>
<th>Labor Category</th>
<th>07/16/19 – 07/15/20</th>
<th>07/16/20 – 07/15/21</th>
<th>07/16/21 – 07/15/22</th>
<th>07/16/22 – 07/15/23</th>
<th>07/16/23 – 07/15/24</th>
</tr>
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<tbody>
<tr>
<td>Communications System SME</td>
<td>$175.76</td>
<td>$179.80</td>
<td>$183.94</td>
<td>$188.17</td>
<td>$192.49</td>
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<tr>
<td>Senior IT Process Specialist</td>
<td>$157.98</td>
<td>$161.62</td>
<td>$165.34</td>
<td>$169.14</td>
<td>$173.03</td>
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<tr>
<td>Senior IT Product Specialist</td>
<td>$157.98</td>
<td>$161.62</td>
<td>$165.34</td>
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<tr>
<td>Senior IT Program Manager</td>
<td>$123.43</td>
<td>$126.26</td>
<td>$129.17</td>
<td>$132.14</td>
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<tr>
<td>Senior IT Project Manager</td>
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<td>$112.37</td>
<td>$114.95</td>
<td>$117.59</td>
<td>$120.30</td>
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<tr>
<td>Senior Operations Manager</td>
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<td>$131.32</td>
<td>$134.34</td>
<td>$137.43</td>
<td>$140.59</td>
</tr>
<tr>
<td>Senior UX Architect</td>
<td>$123.43</td>
<td>$126.26</td>
<td>$129.17</td>
<td>$132.14</td>
<td>$135.18</td>
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<tr>
<td>UX Designer</td>
<td>$118.49</td>
<td>$121.21</td>
<td>$124.00</td>
<td>$126.85</td>
<td>$129.77</td>
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<td>UX Developer</td>
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<td>$92.93</td>
<td>$95.07</td>
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<td>UX Subject Matter Expert</td>
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<td>$140.41</td>
<td>$143.64</td>
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<td>UX Quality Assurance Expert</td>
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<td>$131.32</td>
<td>$134.34</td>
<td>$137.43</td>
<td>$140.59</td>
</tr>
</tbody>
</table>
Communications System SME

**Functional Responsibilities:** Highly experienced and in demand IT consultant that has depth and breadth of experience with transforming organization to utilize digital communications. Experienced in technical solution development, business process and change management, and system integrations and operations. Can provide a full 360-degree approach to digital communications that includes program initiation and discovery, investigation and solution approach, technical and business requirement evaluation, market research and solution recommendations, business case and ROI deliverables, procurement activities assistance, and vendor management assistance. This category also covers approach to marketing and awareness, digital communication techniques and best practices, and provides leadership on metrics, measurements, and optimization. Provides leadership and direction to technical, business, and operational teams. Experience with National Institute of Standards and Technology (NIST) policies, Federal Information Security Management (FISMA) and Federal Risk and Authorization Management Program (FedRAMP), and cloud hosting and management strategies.

**Minimum Education:** Bachelor's in IT, Telecommunications, or related field

**Minimum Experience:** 20 years

Senior IT Process Specialist

**Functional Responsibilities:** Serves as the subject matter expert in multiple disciplines of IT process design, including but not limited to project management (PMP), change management (ADKAR and Kotter), Six Sigma (DMAIC and DMADV), ITILv3, and CMMI. Tasks may include creating IT Project Charters, IT Management Plans, Technology Tailoring Plans, IT Security Documents, IT Transition Management Plans, System Architecture and Design documents, Isometric and flat process diagrams, change management communications, and value stream maps.

**Minimum Education:** Master’s in IT, Telecommunications, or related field

**Minimum Experience:** 15 years
Senior IT Product Specialist

**Functional Responsibilities:** Highly experienced and in demand consultant that has depth and breadth of experience with transforming organization to use new forms of IT, communications, or online services. Experienced in technical solution development, business process and IT change management, system integrations and operations, and User Experience and Design. Provides a full 360-degree approach to digital product management. Also covers digital communication techniques and best practices, and provides leadership on metrics, measurements, and optimization. Provides leadership and direction to technical, business, and operational teams. Experience with National Institute of Standards and Technology (NIST) policies, Federal Information Security Management (FISMA) and Federal Risk and Authorization Management Program (FedRAMP), and cloud hosting and management strategies.

**Minimum Education:** Bachelor’s in IT, Telecommunications, or related field

**Minimum Experience:** 15 years

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Senior IT Program Manager

**Functional Responsibilities:** Manages and oversees all aspects of a program to ensure it is completed on time and within budget. Has overall responsibility for managing scope, cost, schedule, staffing, integration coordination, risks, and contractual deliverables. Prepares reports for management regarding status of project. Contributes to complex aspects of a project. Work is generally independent and collaborative in nature. Experienced with both Agile and traditional project management principles and able to blend both methodologies to deliver high value projects on time, within scope, on budget, and with high quality. Builds and maintains strong relationships with cross functional teams to work effectively with technical and non-technical business partners.

**Minimum Education:** Bachelor’s in IT, Telecommunications, or related field

**Minimum Experience:** 10 years

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Senior IT Project Manager

**Functional Responsibilities:** Works with all project stakeholders to ensure timely delivery of each task within resource constraints. Updates and maintains MS Project plans within their scope, and documents, tracks, and drives closure to issues. Tracks changes against baseline and escalates as necessary. Drafts, maintains, and gains approval for items such as: Project Charter, Project Management Plan, Configuration Management Package, Security Package, Privacy Package/PIA, 508 Accessibility & Mitigation Package, Lessons Learned Report, Business Systems Report, System Deployment Plan, Transition Management Package, Customer Technical Review, and Life Cycle Status Review.

**Minimum Education:** Bachelor’s in IT, Telecommunications, or related field

**Minimum Experience:** 10 years
Senior Operations Manager

**Functional Responsibilities:** Expertise in technologies such as SaaS cloud-based customer interaction hubs or digital communications platform. Oversees, performs, and manages all duties of the platforms. This includes coordinating software upgrades, ensuring backups are being performed regularly, overseeing platform performance, and addressing any issues that arise. Develops and maintains configuration and process logs, documentation, process metrics, process schedules, security, and capacity trending. Applies knowledge of ITIL, NIST SP-800-63-2, and OMB M-04-04 methodologies and requirements. Ensures platforms are current on the marketplace and makes recommendations for improvement. Provides tier 1 and/or tier 2 support of platforms and processes. Provides leadership and technical direction to support teams, vendor personnel, and other contractors. Provides technical direction for complete systems architecture, configuration, operations, and support. May serve as a technical authority for a design area. Coordinates and supports full cycle implementation, application configuration, ongoing optimization and stabilization of platform and associated applications. Collaborates to define production PaaS Service deployment standards and drive standardization across operations. Performs the development, delivery, and support of platform training for super users, analysts, agents, and administrators. Performs routine training and job aid updates related to fixes, major product upgrades, patches, enhancements, customizations, and new version releases.

**Minimum Education:** Master’s in IT, Telecommunications, or related field

**Minimum Experience:** 15 years

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Senior UX Architect

**Functional Responsibilities:** Analyzes and interprets website customer behavior related to an interactive digital experience. The role spans analyzing consumer usability, developing information architecture, creating an interaction design, and building design interfaces that focus on usability. The Senior UX Architect’s job is to responsibly test the architecture of a website, taking it from concept to launch. Conceptualizing, designing and beta testing website interactions are key to this position.

**Minimum Education:** Bachelor’s in IT, Telecommunications, or related field

**Minimum Experience:** 10 years

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UX Designer

**Functional Responsibilities:** Delivers UX/UI website layouts and designs. Implements designs, provides feedback, monitors status and escalates issues as necessary. Collaborates with clients, customers, and other stakeholders to understand their needs and to define communication templates for each specific use case, utilizing relevant UI website controls and text.

**Minimum Education:** Bachelor’s in IT, Telecommunications, or related field

**Minimum Experience:** 8 years
UX Developer

**Functional Responsibilities:** Plans, designs, and develops web applications and web pages using code and visual design tools. Collaborates with clients and customers to find out what they want from their web applications and online projects, especially regarding user interface and experience. Presents ideas via prototypes, mock ups, and web design plans to lay out ideas to clients. Creates various web applications using code and visual design skills aimed at maximizing user experience. Tests and analyzes results to gauge consumers' experience when using web applications and online programs. Analyzes data to evaluate user interfaces for existing applications and web pages and to identify areas needing improvement.

**Minimum Education:** Bachelor’s in IT, Telecommunications, or related field

**Minimum Experience:** 7 years

UX Subject Matter Expert

**Functional Responsibilities:** Understands, articulates, and implements best practices related to the overall user experience of a website project. May lead or be an active participant of a workgroup dealing with user experience for a website. Provides guidance on how a website can resolve an organizational need and actively participates in all phases of the website development life cycle. Responsible for defining business requirements and recommending a technical approach to meet those needs. Generates design specifications for website development, which typically involves translating business requirements into detailed UX specs for development and coding. Oversees development, testing, and implementation of technical solution and validates that the final product satisfies defined requirements. Reviews technical documentation, such as user guides, training manuals, and system specifications prior to distribution to end-users and ensures the website solution is accurately represented.

**Minimum Education:** Bachelor’s in IT, Telecommunications, or related field

**Minimum Experience:** 12 years

UX Quality Assurance Expert

**Functional Responsibilities:** Focuses primarily on customers’ experience as they interact with software or a website, machinery, or other products and services. Experienced with Section 508 of the Rehabilitation Act and its requirements to eliminate barriers in information technology, to make available new opportunities for people with disabilities, and to encourage the development of technologies that will help achieve these goals. The UX Quality Assurance Expert interacts with and evaluates what makes a website or other product work well and what can improve the experience of the end user. This resource is also instrumental in finding any UX deficiencies, managing issues, and solution resolutions.

**Minimum Education:** Bachelor’s in IT, Telecommunications, or related field

**Minimum Experience:** 10 years
**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>1 year of relevant experience</td>
</tr>
<tr>
<td>Associate’s</td>
<td>High School or equivalent + 2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s + 2 years relevant experience, or Associate’s degree + 4 years relevant experience, or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience, or Associate’s + 6 years relevant experience, or 8 years relevant experience</td>
</tr>
</tbody>
</table>