



*In God We Trust*

**CONTRACT ADMINISTRATION SOURCE:**

**Robert Arnold**

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**BUSINESS SIZE:**

**Veteran  
Owned  
Small  
Business**



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: <http://www.gsaadvantage.gov>

# Vigilant Services Corporation

A Veteran-Owned Small Business

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Toll Free Number: (866) 339-4278  
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Website: www.vigilant-services.com



**U.S. General Services Administration**

**Federal Supply Service**

**Authorized Federal Supply Schedule Price List**

## **Professional Services Schedule**

**Industrial Group:**

**00CORP**

**CONTRACT NUMBER:**

**GS-00F-0005X**

**CONTRACT PERIOD:**

**January 21, 2016 - January 20, 2021**

For more information on ordering from Federal Supply Schedules, go to:  
<http://www.gsa.gov/schedules>





# Vigilant Services Corporation

In God We Trust

A Veteran-Owned Small Business

## **INTRODUCTION:**

**Vigilant Services Corporation (Vigilant)** is a VA verified Veteran-Owned Small Business. Incorporated in 1995, we currently operate across the United States. We offer an array of innovative technical and marketing client-centered services.

We have earned a reputation for providing quality services; our responsive, high-quality and advanced services are frequently called upon to solve complex issues.

Our customers find themselves repeat customers because of our well-managed cost, completion schedules, and the quality of our deliverables.

Our Information Technology and Advertising and Integrated Marketing Services include but are not limited to:

- **Software Engineering**
- **Database Development and Administration**
- **Network and Systems Engineering/Administration**
- **Biometric Installation and Administration and Services**
- **Information Assurance and Cyber Security**
- **Web Application Design and Development**
- **E-Learning**
- **Game Development**
- **Custom Photography**
- **Audio and Video Production**
- **Instructional Design**
- **Tier 1, 2, & 3 Technical Support**
- **Public Relations**
- **Logistics Services**
- **Outreach**
- **Market Research**
- **Advertising**
- **Writing**

**CUSTOMER INFORMATION:**

**1a. Special Item Number (SINS):**

The tables below provide listings of awarded Special Item No. (SINs) cross referenced to the Schedule No., SIN, NAICS Codes, and description. If a particular sub-discipline or specialty is not listed, please contact Vigilant Services Corporation, as these capabilities are continuously expanded and updated.

**GSA PROFESSIONAL SERVICES SCHEDULE  
 SCHEDULE 70  
 INFORMATION TECHNOLOGY– SPECIAL ITEM NUMBERS**

SCHEDULE NUMBER	SIN	NAICS	DESCRIPTION
70	132 51	541511 541512 541513 541519	Information Technology Professional Services

**SCHEDULE 541  
 (AIMS) ADVERTISING & INTEGRATED MARKETING SOLUTIONS – SPECIAL ITEM NUMBERS**

SCHEDULE NUMBER	SIN	NAICS	DESCRIPTION
541	541 1	541810	Advertising Services
541	541 2	541820	Public Relations Services
541	541 3	541511	Web Based Marketing Services
541	541 4A	541910	Market Research & Public Opinion Services
541	541 4B	512110	Film-Video Tape Production
541	541 4C	541850	Advertising Services-Exhibit Design and Implementation Services
541	541 4D	561920	Public Relations Services- Conference, Events, and Tradeshow Services
541	541 4E	541922	Commercial Photography Services
541	541 4F	541430	Commercial Art and Graphic Design Services
541	541 5	541613	Integrated Marketing Services

**1b. See Attachment 2 for Pricing Information**

- 2. Maximum order**  
The maximum order is \$ 1,000,000. Orders that exceed the maximum order may qualify for additional discounts or concessions.
- 3. Minimum order**  
The minimum order is \$100.
- 4. Geographic coverage (delivery area)**  
48 contiguous states, the District of Columbia, Alaska, Hawaii, Puerto Rico, and any country which trade is not prohibited by the United States Government. Coverage is subject to negotiation on an individual task order basis.
- 5. Points of production (city, county, and state)**  
Lorton, Fairfax County, Virginia
- 6. Discount from list, prices or statements of net price**  
Prices contained on the attached Price List are discounted from our normal list price. The pricing on the Price List is net price.
- 7. Quantity discounts**  
Not Applicable
- 8. Prompt payment terms**  
Prompt payment terms are 0%, Net 30.
- 9a. Government purchase cards**  
None
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold**  
None
- 10. Foreign items (list items by country of origin)**  
None
- 11a. Time of delivery**  
To be negotiated at the Task Order level
- 11b. Expedited delivery**  
To be negotiated at the Task Order level
- 11c. Overnight and 2-day delivery**  
To be negotiated at the Task Order level
- 11d. Urgent Requirements**  
To be negotiated at the Task Order level
- 12. F.O.B. point(s)**  
F.O.B. Destination
- 13. Ordering Address**  
Vigilant Services Corporation,  
7110-A Rainwater Place  
Lorton, VA 22079

- 14. Payment Address (EFT Address)**  
Will be coordinated at the Task Order level  
  
**(Postal Box)**  
Vigilant Services Corporation  
BOX 986  
Lorton, VA 22199-0986
- 15. Labor Categories and Qualifications**  
The labor categories and qualifications are listed in Attachment 2
- 16. Other Direct Costs (ODCs)**  
In accordance with the applicable accounting policies any ODCs incurred would be billed to include applicable indirect costs such as General & Administrative (G&A) and/or Material-Handling costs as negotiated on individual task orders.
- 17. Warranty Provision**  
No commercial warranty is offered.
- 18. Data Universal Number System (DUNS):**  
02 237 5609
- 19. CAGE Code No.:**  
08AW9
- 20. Notification Regarding Central Contractor Register (CCR)**  
Vigilant Services Corporation is registered in the CCR.

**ATTACHMENT 1****SPECIAL ITEM NUMBER DESCRIPTIONS**

**SCHEDULE 70**  
**INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**  
**SPECIAL ITEM NUMBER DESCRIPTIONS - SCOPE OF WORK**

SIN	DESCRIPTION
<b>132 51</b>	<p><b>Information Technology Professional Services</b></p> <p>Includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, subscriptions/publications (electronic media), and other services relevant to 29 CFR 541.400 such as:</p> <ul style="list-style-type: none"> <li>• IT Systems Development Services</li> <li>• IT Systems Analysis Services</li> <li>• IT Systems Design and Integration Services</li> <li>• Programming Services</li> <li>• IT Backup and Security Services</li> <li>• IT Data Conversion Services</li> <li>• Telecommunications Network Management Services</li> <li>• Other IT and Telecommunications Services (including data storage on tapes, compact disks, etc.)</li> </ul>

**SCHEDULE 541**  
**(AIMS) ADVERTISING & INTEGRATED MARKETING SOLUTIONS**  
**SPECIAL ITEM NUMBER DESCRIPTIONS - SCOPE OF WORK**

SIN	DESCRIPTION
<b>541 1</b>	<p><b>Advertising Services</b></p> <p>Services provided under this SIN will promote public awareness of an agency's mission and initiatives, enable public understanding of complex technical and social issues, disseminate information to industry and consumer advocacy groups and engage in recruitment campaigns. Services include, but are not limited to the following components:</p> <ul style="list-style-type: none"> <li>• Advertising objective determination</li> <li>• Message decision/creation</li> <li>• Media selection</li> <li>• Outdoor marketing and media services</li> <li>• Broadcast media (Radio, TV and Public Service Announcements)</li> <li>• Direct mail services</li> <li>• Media planning</li> <li>• Media placement services</li> <li>• Advertising evaluation</li> <li>• Related activities to advertising services</li> </ul>

SIN	DESCRIPTION
<b>541 2</b>	<p data-bbox="358 327 716 352"><b>Public Relations Services</b></p> <p data-bbox="358 365 1422 516">Services include, but are not limited to providing customized media and public relation services such as the development of media messages and strategies; providing recommendations of media sources for placement of campaigns; preparing media materials such as: background materials, press releases, speeches and presentations and press kits. Other related services may fall under the following categories:</p> <ul data-bbox="370 529 1422 785" style="list-style-type: none"> <li>• Executing media programs</li> <li>• Conducting press conferences</li> <li>• Scheduling broadcast and/or print interviews</li> <li>• Press, public relations and crisis communications</li> <li>• Media training - training of agency personnel to deal with media and media responses</li> <li>• Media alerts</li> <li>• Press clipping services</li> <li>• Related activities to public relations services</li> </ul>
<b>541 3</b>	<p data-bbox="358 840 792 865"><b>Web Based Marketing Services</b></p> <p data-bbox="358 877 1422 1024">Includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, subscriptions/publications (electronic media), and other services relevant to 29 CFR 541.400 such as:</p> <ul data-bbox="370 1037 1422 1327" style="list-style-type: none"> <li>• IT Systems Development Services</li> <li>• IT Systems Analysis Services</li> <li>• IT Systems Design and Integration Services</li> <li>• Programming Services</li> <li>• IT Backup and Security Services</li> <li>• IT Data Conversion Services</li> <li>• Telecommunications Network Management Service</li> <li>• Other IT and Telecommunications Services (including data storage on tapes, compact disks, etc.)</li> </ul>
<b>541 4A</b>	<p data-bbox="358 1373 781 1398"><b>Market Research and Analysis</b></p> <p data-bbox="358 1411 813 1436">Services include, but are not limited to:</p> <ul data-bbox="370 1449 1422 1881" style="list-style-type: none"> <li>• Customizing strategic marketing plans</li> <li>• Branding initiatives</li> <li>• Creating public awareness of products, services, and issue</li> <li>• Targeting market identification and analysis</li> <li>• Establishing measurable marketing objectives</li> <li>• Determining market trends and conditions</li> <li>• Identifying and implementing appropriate strategies</li> <li>• Conducting focus groups</li> <li>• Telemarketing</li> <li>• Individual interviews</li> <li>• Preparing / distributing surveys</li> <li>• Compiling / analyzing results</li> <li>• Establishing call centers (in relation to services provided under this schedule)</li> </ul>

SIN	DESCRIPTION
<b>541 4B</b>	<b>Video / Film Production</b> <p>Videotape and film production services will be provided to inform the public and Government agencies about the latest products, services, and/or issues in various outputs such as: industry standard formats, CD-ROM, DVD and video streaming development. Filming in studios, on location, live shows, or events may also be required. Examples of services include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Writing</li><li>• Directing</li><li>• Shooting</li><li>• Arranging for talent/animation</li><li>• Narration</li><li>• Music and sound effects</li><li>• Duplication</li><li>• Distribution</li><li>• Video scoring</li><li>• Editing</li></ul>
<b>541 4C</b>	<b>Exhibit Design and Implementation Services</b> <p>Exhibit Design and Implementation Services making all necessary arrangements for exhibits in various venues (museums, malls, tradeshows, etc.) may be required. The key components within the category include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Conceptualizing, designing and producing exhibits and their accompanying materials</li><li>• Providing and/or making recommendations for carpet and padding installation for exhibit property</li><li>• Preview set-up and dismantling of exhibit property</li><li>• Cleaning, prepping, and storing exhibit property for future use</li><li>• Shipping exhibit property to and from designated site(s)</li><li>• Media illumination services</li></ul>
<b>541 4D</b>	<b>Conference, Events and Tradeshow Planning Services</b> <p>Services include the making of all necessary arrangements for conferences, seminars and trade shows. Event-marketing services may include but are not limited to the following services for a show, event and/or booth:</p> <ul style="list-style-type: none"><li>• Project Management</li><li>• Coordination and implementation of third party participation</li><li>• Collection management of third party payment for participation</li><li>• Liaison support with venue</li><li>• Audiovisual and information technology support</li><li>• Topic and speaker identification</li><li>• Site location research</li><li>• Reservation of facilities</li><li>• On-site meeting and registration support</li><li>• Editorial services</li><li>• Automation and telecommunications support</li><li>• Design and editing productions</li><li>• Mailing and other communication with attendees including pre-post meeting mailings/travel support and computer database creation</li></ul>



SIN	DESCRIPTION
541 4E	<p data-bbox="363 321 846 359"><b>Commercial Photography Services</b></p> <p data-bbox="363 363 1438 453">Photography services under this SIN may be used for commercial advertisements and/or illustrations that will appear in books, magazines, and/or other media. Services may include but are not limited to:</p> <ul data-bbox="363 468 1179 695" style="list-style-type: none"> <li>• Black and white, color photography</li> <li>• Digital photography</li> <li>• Aerial photography</li> <li>• Architectural photography</li> <li>• Still photographs</li> <li>• Field and studio photography</li> <li>• Related services such as photo editing and high-resolution scans</li> </ul>
541 4F	<p data-bbox="363 741 987 779"><b>Commercial Art and Graphic Design Services</b></p> <p data-bbox="363 783 1398 873">Commercial art, graphic design, and special effects that educate the consumer market about a product or service, may be required along with updating, rewriting, and/or editing materials. Types of services may include, but are not limited to:</p> <ul data-bbox="363 888 1279 1010" style="list-style-type: none"> <li>• Developing conceptual design and layouts</li> <li>• Providing copywriting and technical writing services</li> <li>• Creating sketches, drawings, publication designs, and typographic layouts</li> <li>• Furnishing custom or stock artwork (including electronic artwork)</li> </ul>
541 5	<p data-bbox="363 1056 1276 1119"><b>Advertising Services, Public Relations Services, Market Research &amp; Public Opinion Services – Integrated Marketing Services</b></p> <p data-bbox="363 1123 1435 1213">Services provided under this SIN may provide comprehensive solutions using strategically targeted marketing tactics that include full service execution of media planning and creative multimedia campaigns.</p> <p data-bbox="363 1228 1256 1262">These comprehensive solutions include services available separately under:</p> <ul data-bbox="363 1266 756 1388" style="list-style-type: none"> <li>• 541-1 Advertising</li> <li>• 541-2 Public Relations</li> <li>• 541-3 Web Based Marketing</li> <li>• 541-4 Specialized Marketing</li> </ul> <p data-bbox="363 1423 1312 1545">Introduction of New Services: Services under this SIN include a new or improved marketing, advertising or PR service that has the potential to provide a more economical or efficient means for Federal Agencies to accomplish their mission within the scope of the schedule.</p> <p data-bbox="363 1581 1344 1698">NOTE: SIN 541-5 may not be used to fulfill individual requirements that are covered separately by other SINs in this schedule. SIN 541-5 may only be used to fulfill comprehensive agency requirements that span multiple service offerings from the schedule.</p>

**ATTACHMENT 2****LABOR CATEGORY DESCRIPTIONS – SERVICES****SCHEDULE 70 – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

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**1. Program/Project Managers**

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**Functional Responsibility:**

The Program/Project Manager serves as the Contractor counterpart to the Government program/technical manager. They manage substantial program/technical support operations involving multiple projects/task orders and personnel at diverse locations. Program managers organize, direct, and coordinate planning and execution of all program/technical support activities. They possess demonstrated expertise and communication skills, which allow them to interface with all levels of management. A Program/Project Manager simultaneously plans and manages several projects, and establishes and alters management structure to effectively direct program support activities. They confer with Government or other contractor management regarding the status of specific program/technical activities and problems, issues or conflicts regarding resolution. These individuals represent senior level management whose competency concerning effectiveness and efficiency is paramount to contract success. Lower level Program/Project Managers provide leadership and program direction. They direct completion of tasks within estimated time frames and budget constraints, schedule and assign duties to subordinates and subcontractors/teammates and ensure assignments are completed as directed. Project Managers enforce work standards and review/resolve work discrepancies to ensure compliance with contract requirements and report to senior company management and Government representatives.

**Education and Experience:**

- 1.1 Program/Project Manager – Level 1:** The PM-1 will normally have a bachelor's degree and five years of experience. Incumbents without a bachelor's degree must have at least ten years of experience in managing related system operations, at least seven of which must have been in a supervisory capacity.

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**2. Information Assurance Analysts/Engineers**

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**Functional Responsibility:**

Information Assurance Analysts/Engineers apply a set of disciplines for planning, analyzing, and designing information systems enterprise-wide or across a major sector of the enterprise. They apply analytical and computational techniques and methodologies in support of client certification and accreditation requirements and in the engineering of security solutions. They possess the ability to develop and recommend technical solutions to support client requirements in solving all levels of network, platform and systems security operations; and apply analytical and engineering solutions based on federal and industry security policies, doctrine and regulations. They conduct secure system engineering and development, including system/security requirements analysis and secure system definition and specification development of security policies and procedures utilizing technical and analytical skills. Experience with the DoD Information Technology Security Certification and Accreditation Process (DISCAP and/or DOD Information Assurance C&A Process (DIACAP) is typical for an IA Analyst. More senior analysts/engineers may direct and integrate the work of lower level analysts/engineers.

**Education and Experience:**

- 2.1 Information Assurance Analyst/Engineer – Level 3:** The IA-3 will normally have a bachelor's degree, typically in computer science, security engineering or related fields, and ten or more years of related experience. National certification, such as CISSP, CISA or CISM is required at this level. Employees with a related master's degree and five or more years of experience will also meet the requirements.
- 2.2 Information Assurance Analyst/Engineer – Level 2:** The IA-2 will normally have a bachelor's degree and five to ten years of related experience. Employees with significant experience in information assurance may be substituted for a degree. Nationally recognized certification or training can be substituted for a degree.
- 2.3 Information Assurance Analyst/Engineer – Level 1:** The IA-1 will have experience in IA operations, and some specialized training. No degree is required at this level. Analysts at this level are expected to be actively working on national certification, and have experience in supporting staff who have conducted information assurance operations and agency policy production.

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**3. System/Software Integration Engineers**

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**Functional Responsibility:**

System/Software Integration Engineers combine system hardware and software packages to support customer information technology or communications requirements. They assess architecture and hardware limitations, define and design system specifications and identify input/output processes and parameters for hardware/software compatibility. They are able to implement computer systems in phased approach requirements analysis and conceptual designs, site surveys, system design reviews, installation, integration and testing or systems support. They may also provide support such as network engineering and administration and help desk or over-the-shoulder support to customer employees. They perform requirements analysis for a wide range of users. They present design review results to customers for approval. As part of the total life cycle system support, they coordinate design of subsystems and integration of total system and life cycle support and maintenance, administration and management support functions. More senior engineers may provide leadership functions for lower level employees.

**Education and Experience:**

- 3.1 System/Software Integration Engineer - Level 3:** SSIE-3 will normally possess a bachelor's degree in computer science or information operations, or related degree, and seven years or more experience in a variety of hardware systems or software languages. Employees with a master's degree in related fields are qualified with three or more years of experience. Employees without a degree may qualify for this labor category provided they have at least 10 years related experience.
- 3.2 System/Software Integration Engineer - Level 2:** SSIE-2 will normally possess a bachelor's degree in computer science, information operations, or a related degree, and three to seven years of experience in a variety of hardware systems or software languages. Employees without a degree qualify for this category with between five and ten years of directly related experience.
- 3.3 System/Software Integration Engineer - Level 1:** SSIE-1 will have two or more years of experience in hardware or software systems and operations. Formal technical training or an Associate's degree in information technology or a related field may be substituted experience, provided that training is related to client requirements.

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## 4. Intranet/Extranet/Internet Site Developers/Engineers

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### Functional Responsibility:

These engineers develop the site concept, interface design and architecture of websites. They develop successful web strategies, using demonstrated abilities to design, develop, troubleshoot, debug and implement software code (such as HTML, CGI, XML, SQL, .Net, Actionscript, C++ and JavaScript programming languages) in the design and programming of internet/intranet web applications. Other tools include, but are not limited to, Macromedia Dreamweaver, MX, Flash, and Adobe GoLive, Illustrator, Photoshop and Image Ready. They work with customers to identify requirements and translate those into applications requirements into the design of web sites, web pages and applications to serve as either standalone sites or as front ends to web-based applications. They apply new and emerging technologies to the desired development processes.

### Education and Experience:

- 4.1 Intranet/Extranet/Internet Site Developer/Engineer - Level 3:** SD/E-3 will normally possess a bachelor's degree in computer science or information operations, or related degree, and seven or more years of experience in a variety of hardware systems or software languages. Employees with a master's degree in related fields are qualified with three to five years of experience. Employees without bachelor's degrees may qualify provided they have ten or more years of related experience.
- 4.2 Intranet/Extranet/Internet Site Developer/Engineer - Level 2:** SD/E-2 will normally possess a bachelor's degree in computer science or information operations, or related degree, and three to seven years of experience in a variety of hardware systems or software languages. Employees without a degree may qualify for this category with between five and ten years of directly related experience.
- 4.3 Intranet/Extranet/Internet Site Developer/Engineer - Level 1:** SD/E-1 will have two or more years of experience in hardware or software systems and operations. Formal technical training or an associate's degree in information technology or a related field may be substituted experience.

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## 5. Subject Matter Experts

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### Functional Responsibility:

Subject Matter Experts possess specific technical or administrative knowledge in their field of experience. They provide critical information related to those subjects or experience to associates and customers, allowing projects to advance based upon that understanding or providing additional credibility upon which to base future programs, plans, activities and systems. They may hold certifications or licenses in their area of expertise. Depending upon the project and its requirements, they may be full time staff members, or people brought into projects for only short periods where their expertise may be required. They participate in the technical review of provided services and post-project evaluations and advise Program and Project Managers in technical matters to ensure user satisfaction with end products.

### Education and Experience:

- 5.1 Subject Matter Expert – Level 2:** The SME-2 will normally have a bachelor's degree and ten or more years of experience. Candidates without a bachelor's degree must have at least fifteen years of experience.

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## 6. Database Management Specialists

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### Functional Responsibility:

Database Management Specialists plan, design, construct, develop, manage, maintain, improve, troubleshoot, refine, evaluate, test and implement databases technologies, applications, products, and systems for collecting, compiling, storing, analyses and managing data. They develop storage procedures and information storage and retrieval schemes, including web-enabled databases. Types of data include but are not limited to organizations, events, user data, outreach materials, calendars, archives, exhibits, artifacts, photographs, graphics, publications, bibliographies, catalogs, libraries, fulfillment statistics, financial information, bar-coded and non-bar-coded inventories, Government Furnished Information and cost-recovery information. Database Management Specialists also provide database maintenance support. They must be familiar with one or more of the major database packages (Oracle, Sybase, and SQL Server) and the administration of that package and its interface to the underlying operation system. They provide system monitoring for performance as well as troubleshooting; database backup and recovery; transaction role backup; and support database clients and/or developers interfacing with the database through ODBC or other methods. They coordinate physical changes to computer databases, applying knowledge of database management systems. They also define and implement security procedures when the stored material warrants these procedures. Senior level Database Management Specialists may direct and integrate the work of lower Specialists. They also assist clients with the requirements definition, database tables, data dictionaries, and principal design requirements of databases and related tools.

### Education and Experience:

- 6.1 Database Management Specialist – Level 3:** The DMS-3 normally have a bachelor's degree in Information Science, Information Systems, Computer Science, or other Technical/Scientific discipline and five or more years of directly related experience. Candidates without a bachelor's degree must have seven or more years of related experience.
- 6.2 Database Management Specialist – Level 2:** The DMS-2 candidate will have three to seven years of related experience.
- 6.3 Database Management Specialist – Level 1:** The DMS-1 candidate will have one to three years of experience in database operations.

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## 7. Programmers/Software Experts

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### Functional Responsibility:

Programmer/Software Experts provide computer-programming support to clients. Into this category are grouped experts in several programming languages (C++, Python, Perl, C, Java, PHP database design and implementation (e.g., ORACLE) coding in HOL (e.g., UNIX, DOS, WINDOWS 95, NT) and so on. Senior level experts may direct and integrate the work of lower level programmers.

**Education and Experience:**

- 7.1 Programmer/Software Expert – Level 4:** The P/SE-4 must have a bachelor's degree and fifteen or more years of related experience. Eighteen years of experience is required if candidate does not possess a bachelor's degree. To provide a better service to clients, and due to the inherent nature of software projects (e.g., the client may require a true expert in a little utilized language), some adjustment in required levels may be made with prior concurrence of the client.
- 7.2 Programmer/Software Expert – Level 3:** The P/SE-3 must have a bachelor's degree and ten or more years of related experience. Fifteen years of experience is required if candidate does not possess a bachelor's degree. To provide a better service to clients, and due to the inherent nature of software projects (e.g., the client may require a true expert in a little utilized language), some adjustment in required levels may be made with prior concurrence of the client.
- 7.3 Programmer/Software Expert – Level 2:** The P/SE-2 must have a bachelor's degree and five or more years of related experience. Ten years of experience is required if candidate does not possess a bachelor's degree. To provide a better service to clients, and due to the inherent nature of software projects (e.g., the client may require a true expert in a little utilized language), some adjustment in required levels may be made with prior concurrence of the client.
- 7.4 Programmer/Software Expert – Level 1:** The P/SE-1 must have a bachelor's degree; however there is no minimum experience requirement at this level. Six years of experience is required if candidate does not possess a bachelor's degree. To provide a better service to our clients, and due to the inherent nature of software projects (e.g., the client may require a true expert in a little utilized language), some adjustment in required levels may be made with prior concurrence of the client.

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**8. Functional Analysts**

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**Functional Responsibility:**

Functional Analysts are technical analysts for specialized projects or activities. They perform studies or provide technical support and analyses to determine functional requirements, analyze processes to identify required tasks and the interrelationships among tasks, identify resource requirements and develop recommendations for functional process improvement. This labor category includes functional analysts who are responsible for knowing and applying methods, techniques and materials used to conduct meetings, events and exhibits, along with associated market plans and exhibits. They participate in the technical review of provided services and post-project evaluations and advise Program and Project Managers in technical matters to ensure user satisfaction with end products. Analysts supervise and participate in functional system design, development, maintenance and testing; identify and describe user requirements; perform finance, resources and contract management activities; determine and generate data requirements; prepare models/designs; and perform input/output design; or provide management reports and tools used by other team or customer counterparts. They also analyze functional descriptions, user documentation and/or training materials. Functional analysts responsible for exhibits and events develop plans and agendas; locate facilities; negotiate costs and schedules; develop websites and other methods for on-line planning and registration; and participate and lead planning reviews. Senior level analysts may direct and integrate the work of lower level Analysts and may lead or manage certain tasks related to their expertise.



**Education and Experience:**

- 8.1 Functional Analyst – Level 3:** The FA-3 will normally have a master's degree and five or more years of related experience in management/operations, or a bachelor's degree and ten or more years of experience. Candidates without a degree must have fifteen or more years of related experience.
- 8.2 Functional Analyst – Level 2:** The FA-2 will normally have a bachelor's degree and five or more years of experience in management/operations. Candidates without a bachelor's degree must have ten or more years of related experience.
- 8.3 Functional Analyst – Level 1:** The FA-1 with a bachelor's degree need have no experience. Candidates without a bachelor's degree must have a high school diploma or GED equivalent and at least six years of experience in the management and operations in which they are assigned.

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**9. Technical Editors/Writers**

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**Functional Responsibility:**

Technical Editors/Writers provide overall documentation support to both management and technical staffs. This includes document preparation by applying the highest levels of industrial and client standards, establishing proper formats in accordance with client requirements, reviewing and correcting draft materials as appropriate, supporting decisions as to appropriate text and graphic software to use for given jobs, etc. They also create, implement and track production of designed documents. As a minimum, they are adept at using computer-based word processing and office applications programs. These individuals have specialized training in areas specific to their professional experience.

**Education and Experience:**

- 9.1 Technical Editor/Writer – Level 3:** The TE/W-3 will normally have a bachelor's degree and a minimum of five years of experience. Ten years of experience is required if a candidate does not possess a bachelor's degree.
- 9.2 Technical Editor/Writer – Level 2:** The TE/W-2 will normally have a bachelor's degree, however there is no experience required at this level. Three years of experience is required if a candidate does not possess a bachelor's degree.

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**10. Training Specialists/Instructional Designers**

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**Functional Responsibility:**

Works with Subject Matter Experts to identify critical knowledge, skills, and behaviors and develops training and content scenarios for both soft-and hard-skill training materials. Responsible for developing interactive, storyboards including Web and computer based training with Level 2 and 3 interactivity. Reviews design documents, storyboards, instructor/participant guides, and other instructional materials for technical accuracy and instructional soundness and provide feedback. Collaborates with graphic artists, designers, programmers, and multimedia specialist in the production of computer based course materials. Reviews programmed courses for technical accuracy, functionality, Section 508 compliance, and SCORM conformance. Uses data collection tools to collect metrics to track learning and development activities, analyze trends, identify risks, and recommend and implement solutions.

**Education and Experience:**

- 10.1 Training Specialist/Instructional Designer – Level 2:** The TS/ISD-2 will normally have a bachelor's degree and ten or more years of experience. Fifteen or more years of experience is required if the candidate does not possess a bachelor's degree. The TS-2 may be certified by various agencies as trainers, in which case no degree is required. Candidates without a degree must possess twelve years of experience.
- 10.2 Training Specialist/Instructional Designer – Level 1:** The TS/ISD-1 will normally have a bachelor's degree. Six years or more years of experience is required if the candidate does not possess a bachelor's degree. The TS-1 may be certified by various agencies as trainers, in which case no degree is required.

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**11. Web Masters**

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**Functional Responsibility:**

Webmasters provide support for the design and installation, configuration, content management and maintenance of web servers and websites. They ensure and emphasize clarity of organization, ease of navigation, aesthetic appeal, and compliance with customer usability and accessibility standards. They are experienced in hyperlinks, animation and sound to enhance information appeal and dissemination. They are responsible for website upgrades, create new web pages and interactive features, and maintain and expand associated on online databases, bulletin boards and chat rooms. They possess skills in a wide variety of computer languages, platforms and applications, including installation and administration of Windows NT server, Microsoft Internet Information Server, Netscape Enterprise Server and the creation of dynamic content using JavaScript, CGI, and MS Access databases.

**Education and Experience:**

- 11.1 Web Master – Level 2:** The WM-2 will normally have a bachelor's degree, with five or more years of related experience. Ten or more years of experience is required if the candidate does not possess a bachelor's degree. Web Master certified by platform or application vendors with less than five years of experience are qualified as WM-2.
- 11.2 Web Master – Level 1:** The WM-1 will have a bachelor's degree and one or more year of experience, or five or more years of related experience without a bachelor's degree.

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**12. Video/Audio/Photo Media Engineers/Specialists**

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**Functional Responsibility:**

Webmasters provide support for the design and installation, configuration, content management and maintenance of web servers and websites. They ensure and emphasize clarity of organization, ease of navigation, aesthetic appeal, and compliance with customer usability and accessibility standards. They are experienced in hyperlinks, animation and sound to enhance information appeal and dissemination. They are responsible for website upgrades, create new web pages and interactive features, and maintain and expand associated on online databases, bulletin boards and chat rooms. They possess skills in a wide variety of computer languages, platforms and applications, including installation and administration of Windows NT server, Microsoft Internet Information Server, Netscape Enterprise Server and the creation of dynamic content using JavaScript, CGI, and MS Access databases.



**Education and Experience:**

- 12.1 Video/Audio/Photo Engineer/Specialist – Level 3:** The V/A/P E/S-3 will normally have a bachelor's degree and ten or more years of related experience. Fifteen or more years of experience is required if the candidate does not possess a bachelor's degree. The WM-3 may possess certification by platform or application vendors and five years experienced without a degree.
- 12.2 Video/Audio/Photo Engineer/Specialist – Level 2:** The V/A/P E/S-2 will normally have a bachelor's degree with five or more years of related experience. Ten or more experience is required without a bachelor's degree. Web Master certified by platform or application vendors with less than five years of experience are qualified as WM-2.
- 12.3 Video/Audio/Photo Engineer/Specialist – Level 1:** The V/A/P E/S-1 will normally have bachelor's degree and one or more year of experience, or five or more year's related expertise in their media area without a bachelor's degree.

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**13. Technical Aids**

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**Functional Responsibility:**

The Technical Aid provides wide ranging assistance to technical personnel in all labor categories, undertaking tasks under their direction that free them for other, more critical tasks. Personnel in this labor position may assist in the preparation of management plans and reports, coordinate schedules and contract deliverables, assist in the preparation of briefings and progress reviews, as well as perform duties as data entry clerks.

**Education and Experience:**

- 13.1 Technical Aid:** The Technical Aid must have a high school diploma or GED. There are no minimum experience requirements.

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**14. Local Area Network (LAN) Specialists**

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**Functional Responsibility:**

The LAN specialist performs support services involving specific activities related to providing computer, telecommunications, and videoconferencing support. They install and configure hardware, install local area networks and communications systems, de-install and/or configure hardware and software, and provide troubleshooting/problem resolution related to hardware and peripheral interfaces. They may also provide help desk staffing or "over the shoulder" support for client systems and staff.

**Education and Experience:**

- 14.1 Local Area Network Specialist – Level 3:** The ES/LAN S-3 will normally have a bachelor's degree and seven or more years of related experience. Ten or more years of experience is required if the candidate does not possess a bachelor's degree. The ES/LAN S-3 may possess certification by platform or application vendors and five or more years of experience without a degree.
- 14.2 Local Area Network Specialist – Level 2:** The ES/LAN S-2 will normally have a bachelor's degree, and three or more years of experience. Eight or more years of experience is required without a bachelor's degree. Specialists with certification by platform or application vendors with less than five years of experience are qualified as ES/LAN S-2.
- 14.3 Local Area Network Specialist – Level 1:** The ES/LAN S-1 will normally have bachelor's degree and one or more years of related experience. Five or more years' experience is required without a bachelor's degree.

## **SCHEDULE 541 – (AIMS) ADVERTISING & INTEGRATED MARKETING SOLUTIONS**

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### **1. Program/Project Managers**

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#### **Functional Responsibility:**

The Program/Project Manager serves as the Contractor counterpart to the Government program/technical manager. They manage substantial program/technical support operations involving multiple projects/task orders and personnel at diverse locations. Program managers organize, direct, and coordinate planning and execution of all program/technical support activities. They possess demonstrated expertise and communication skills, which allow them to interface with all levels of management. A Program/Project Manager simultaneously plans and manages several projects, and establishes and alters management structure to effectively direct program support activities. They confer with Government or other contractor management regarding the status of specific program/technical activities and problems, issues or conflicts regarding resolution. These individuals represent senior level management whose competency concerning effectiveness and efficiency is paramount to contract success. Lower level Program/Project Managers provide leadership and program direction. They direct completion of tasks within estimated time frames and budget constraints, schedule and assign duties to subordinates and subcontractors/teammates and ensure assignments are completed as directed. Project Managers enforce work standards and review/resolve work discrepancies to ensure compliance with contract requirements and report to senior company management and Government representatives.

#### **Education and Experience:**

- 1.1 Program/Project Manager – Level 1:** The PM-1 will normally have a bachelor's degree and five years of experience. Incumbents without a bachelor's degree must have at least ten years of experience in managing related system operations, at least seven of which must have been in a supervisory capacity.

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### **2. Information Assurance Analysts/Engineers**

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#### **Functional Responsibility:**

Information Assurance Analysts/Engineers apply a set of disciplines for planning, analyzing, and designing information systems enterprise-wide or across a major sector of the enterprise. They apply analytical and computational techniques and methodologies in support of client certification and accreditation requirements and in the engineering of security solutions. They possess the ability to develop and recommend technical solutions to support client requirements in solving all levels of network, platform and systems security operations; and apply analytical and engineering solutions based on federal and industry security policies, doctrine and regulations. They conduct secure system engineering and development, including system/security requirements analysis and secure system definition and specification development of security policies and procedures utilizing technical and analytical skills. Experience with the DoD Information Technology Security Certification and Accreditation Process (DISCAP and/or DOD Information Assurance C&A Process (DIACAP) is typical for an IA Analyst. More senior analysts/engineers may direct and integrate the work of lower level analysts/engineers.

**Education and Experience:**

- 2.1 Information Assurance Analyst/Engineer – Level 3:** The IA-3 will normally have a bachelor's degree, typically in computer science, security engineering or related fields, and ten or more years of related experience. National certification, such as CISSP, CISA or CISM is required at this level. Employees with a related master's degree and five or more years of experience will also meet the requirements.
- 2.2 Information Assurance Analyst/Engineer – Level 2:** The IA-2 will normally have a bachelor's degree and five to ten years of related experience. Employees with significant experience in information assurance may be substituted for a degree. Nationally recognized certification or training can be substituted for a degree.
- 2.3 Information Assurance Analyst/Engineer – Level 1:** The IA-1 will have experience in IA operations, and some specialized training. No degree is required at this level. Analysts at this level are expected to be actively working on national certification, and have experience in supporting staff who have conducted information assurance operations and agency policy production.

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**3. Intranet/Extranet/Internet Site Developers/Engineers**

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**Functional Responsibility:**

These engineers develop the site concept, interface design and architecture of websites. They develop successful web strategies, using demonstrated abilities to design, develop, troubleshoot, debug and implement software code (such as HTML, CGI, XML, SQL, .Net, Actionscript, C++ and JavaScript programming languages) in the design and programming of internet/intranet web applications. Other tools include, but are not limited to, Macromedia Dreamweaver, MX, Flash, and Adobe GoLive, Illustrator, Photoshop and Image Ready. They work with customers to identify requirements and translate those into applications requirements into the design of web sites, web pages and applications to serve as either standalone sites or as front ends to web-based applications. They apply new and emerging technologies to the desired development processes.

**Education and Experience:**

- 3.1 Intranet/Extranet/Internet Site Developer/Engineer - Level 3:** SD/E-3 will normally possess a bachelor's degree in computer science or information operations, or related degree, and seven or more years of experience in a variety of hardware systems or software languages. Employees with a master's degree in related fields are qualified with three to five years of experience. Employees without bachelor's degrees may qualify provided they have ten or more years of related experience.
- 3.2 Intranet/Extranet/Internet Site Developer/Engineer - Level 2:** SD/E-2 will normally possess a bachelor's degree in computer science or information operations, or related degree, and three to seven years of experience in a variety of hardware systems or software languages. Employees without a degree may qualify for this category with between five and ten years of directly related experience.
- 3.3 Intranet/Extranet/Internet Site Developer/Engineer - Level 1:** SD/E-1 will have two or more years of experience in hardware or software systems and operations. Formal technical training or an associate's degree in information technology or a related field may be substituted experience.

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## 4. Subject Matter Experts

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### Functional Responsibility:

Subject Matter Experts possess specific technical or administrative knowledge in their field of experience. They provide critical information related to those subjects or experience to associates and customers, allowing projects to advance based upon that understanding or providing additional credibility upon which to base future programs, plans, activities and systems. They may hold certifications or licenses in their area of expertise. Depending upon the project and its requirements, they may be full time staff members, or people brought into projects for only short periods where their expertise may be required. They participate in the technical review of provided services and post-project evaluations and advise Program and Project Managers in technical matters to ensure user satisfaction with end products.

### Education and Experience:

- 4.1 Subject Matter Expert – Level 2:** The SME-2 will normally have a bachelor's degree and ten or more years of experience. Candidates without a bachelor's degree must have at least fifteen years of experience.

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## 5. Database Management Specialists

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### Functional Responsibility:

Database Management Specialists plan, design, construct, develop, manage, maintain, improve, troubleshoot, refine, evaluate, test and implement databases technologies, applications, products, and systems for collecting, compiling, storing, analyses and managing data. They develop storage procedures and information storage and retrieval schemes, including web-enabled databases. Types of data include but are not limited to organizations, events, user data, outreach materials, calendars, archives, exhibits, artifacts, photographs, graphics, publications, bibliographies, catalogs, libraries, fulfillment statistics, financial information, bar-coded and non-bar-coded inventories, Government Furnished Information and cost-recovery information. Database Management Specialists also provide database maintenance support. They must be familiar with one or more of the major database packages (Oracle, Sybase, and SQL Server) and the administration of that package and its interface to the underlying operation system. They provide system monitoring for performance as well as troubleshooting; database backup and recovery; transaction role backup; and support database clients and/or developers interfacing with the database through ODBC or other methods. They coordinate physical changes to computer databases, applying knowledge of database management systems. They also define and implement security procedures when the stored material warrants these procedures. Senior level Database Management Specialists may direct and integrate the work of lower Specialists. They also assist clients with the requirements definition, database tables, data dictionaries, and principal design requirements of databases and related tools.

### Education and Experience:

- 5.1 Database Management Specialist – Level 3:** The DMS-3 normally have a bachelor's degree in Information Science, Information Systems, Computer Science, or other Technical/Scientific discipline and five or more years of directly related experience. Candidates without a bachelor's degree must have seven or more years of related experience.
- 5.2 Database Management Specialist – Level 2:** The DMS-2 candidate will have three to seven years of related experience.
- 5.3 Database Management Specialist – Level 1:** The DMS-1 candidate will have one to three years of experience in database operations.

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## 6. Functional Analysts

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### Functional Responsibility:

Functional Analysts are technical analysts for specialized projects or activities. They perform studies or provide technical support and analyses to determine functional requirements, analyze processes to identify required tasks and the interrelationships among tasks, identify resource requirements and develop recommendations for functional process improvement. This labor category includes functional analysts who are responsible for knowing and applying methods, techniques and materials used to conduct meetings, events and exhibits, along with associated market plans and exhibits. They participate in the technical review of provided services and post-project evaluations and advise Program and Project Managers in technical matters to ensure user satisfaction with end products. Analysts supervise and participate in functional system design, development, maintenance and testing; identify and describe user requirements; perform finance, resources and contract management activities; determine and generate data requirements; prepare models/designs; and perform input/output design; or provide management reports and tools used by other team or customer counterparts. They also analyze functional descriptions, user documentation and/or training materials. Functional analysts responsible for exhibits and events develop plans and agendas; locate facilities; negotiate costs and schedules; develop websites and other methods for on-line planning and registration; and participate and lead planning reviews. Senior level analysts may direct and integrate the work of lower level Analysts and may lead or manage certain tasks related to their expertise.

### Education and Experience:

- 6.1 Functional Analyst – Level 3:** The FA-3 will normally have a master's degree and five or more years of related experience in management/operations, or a bachelor's degree and ten or more years of experience. Candidates without a degree must have fifteen or more years of related experience.
- 6.2 Functional Analyst – Level 2:** The FA-2 will normally have a bachelor's degree and five or more years of experience in management/operations. Candidates without a bachelor's degree must have ten or more years of related experience.
- 6.3 Functional Analyst – Level 1:** The FA-1 with a bachelor's degree need have no experience. Candidates without a bachelor's degree must have a high school diploma or GED equivalent and at least six years of experience in the management and operations in which they are assigned.

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## 7. Graphics Specialists/Artists

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### Functional Responsibility:

Graphics Specialist/Artists support projects by preparing presentation graphics and artistic designs and supporting the development of contract deliverables. They envision, design and develop everything from simple drawings or graphic renditions, to completing highly sophisticated designs using automated tools and resources, to developing and updating graphic presentations to improve their quality and enhance their usability. They may perform other duties such as laying out designs for publications or brochures, art packages or exhibit materials; illustrate concepts; develop set designs and provide design for web sites. The Graphics Specialist/Artist is responsible for integrating the graphics generated with automated tools and the deliverable documents.

**Education and Experience:**

- 7.1 Graphic Specialist/Artist – Level 3:** The GSA-3 will normally possess a bachelor's degree or other technical training-based accreditation and five or more years of experience resulting in a capability to produce sophisticated design products.
- 7.2 Graphics Specialist/Artist – Level 2:** The GSA-2 will have a high school diploma or GED and six or more years of related experience, or will have technical training providing them the capabilities to complete sophisticated technical graphic requirements, such as Computer Aided Design/Computer Aided Manufacturing.
- 7.3 Graphics Specialist/Artist – Level 1:** The GSA-1 will have a high school diploma or GED and one or more year of related experience using automated graphics tools.

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**8. Technical Editors/Writers**

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**Functional Responsibility:**

Technical Editors/Writers provide overall documentation support to both management and technical staffs. This includes document preparation by applying the highest levels of industrial and client standards, establishing proper formats in accordance with client requirements, reviewing and correcting draft materials as appropriate, supporting decisions as to appropriate text and graphic software to use for given jobs, etc. They also create, implement and track production of designed documents. As a minimum, they are adept at using computer-based word processing and office applications programs. These individuals have specialized training in areas specific to their professional experience.

**Education and Experience:**

- 8.1 Technical Editor/Writer – Level 3:** The TE/W-3 will normally have a bachelor's degree and a minimum of five years of experience. Ten years of experience is required if a candidate does not possess a bachelor's degree.
- 8.2 Technical Editor/Writer – Level 2:** The TE/W-2 will normally have a bachelor's degree, however there is no experience required at this level. Three years of experience is required if a candidate does not possess a bachelor's degree.

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**9. Training Specialists/Instructional Designers**

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**Functional Responsibility:**

Works with Subject Matter Experts to identify critical knowledge, skills, and behaviors and develops training and content scenarios for both soft-and hard-skill training materials. Responsible for developing interactive, storyboards including Web and computer based training with Level 2 and 3 interactivity. Reviews design documents, storyboards, instructor/participant guides, and other instructional materials for technical accuracy and instructional soundness and provide feedback. Collaborates with graphic artists, designers, programmers, and multimedia specialist in the production of computer based course materials. Reviews programmed courses for technical accuracy, functionality, Section 508 compliance, and SCORM conformance. Uses data collection tools to collect metrics to track learning and development activities, analyze trends, identify risks, and recommend and implement solutions.

**Education and Experience:**



- 9.1 Training Specialist/Instructional Designer – Level 2:** The TS/ISD-2 will normally have a bachelor's degree and ten or more years of experience. Fifteen or more years of experience is required if the candidate does not possess a bachelor's degree. The TS-2 may be certified by various agencies as trainers, in which case no degree is required. Candidates without a degree must possess twelve years of experience.
- 9.2 Training Specialist/Instructional Designer – Level 1:** The TS/ISD-1 will normally have a bachelor's degree. Six years or more years of experience is required if the candidate does not possess a bachelor's degree. The TS-1 may be certified by various agencies as trainers, in which case no degree is required.

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## **10. Web Masters**

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### **Functional Responsibility:**

Webmasters provide support for the design and installation, configuration, content management and maintenance of web servers and websites. They ensure and emphasize clarity of organization, ease of navigation, aesthetic appeal, and compliance with customer usability and accessibility standards. They are experienced in hyperlinks, animation and sound to enhance information appeal and dissemination. They are responsible for website upgrades, create new web pages and interactive features, and maintain and expand associated on online databases, bulletin boards and chat rooms. They possess skills in a wide variety of computer languages, platforms and applications, including installation and administration of Windows NT server, Microsoft Internet Information Server, Netscape Enterprise Server and the creation of dynamic content using JavaScript, CGI, and MS Access databases.

### **Education and Experience:**

- 10.1 Web Master – Level 2:** The WM-2 will normally have a bachelor's degree, with five or more years of related experience. Ten or more years of experience is required if the candidate does not possess a bachelor's degree. Web Master certified by platform or application vendors with less than five years of experience are qualified as WM-2.
- 10.2 Web Master – Level 1:** The WM-1 will have a bachelor's degree and one or more year of experience, or five or more years of related experience without a bachelor's degree.

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## **11. Exhibit Specialists/Fabricators**

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### **Functional Responsibility:**

Exhibit Specialist/Fabricators duties include, but are not limited to, day-to-day support of event and exhibit operations, especially set up and tear down, fabrication activities and on-site technical support. They support fabricating items for trade shows and other exhibits, including ordering and cataloging materials and supplies from vendors and ensuring material are provide at competitive costs. They maintain knowledgeable of new techniques, procedures and materials used in the exhibit support and fabrication field.

### **Education and Experience:**

- 11.1 Exhibit Specialist/Fabricator – Level 2:** The ES/F-2 will normally have a high school degree, with five or more years of related experience. Trade certifications may be substituted for up to two years of experience.
- 11.2 Exhibit Specialist/Fabricator – Level 1:** The ES/F-1 must have a high school degree, with some higher levels of education with one or more year's related experience.

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## 12. Video/Audio/Photo Media Engineers/Specialists

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### Functional Responsibility:

Webmasters provide support for the design and installation, configuration, content management and maintenance of web servers and websites. They ensure and emphasize clarity of organization, ease of navigation, aesthetic appeal, and compliance with customer usability and accessibility standards. They are experienced in hyperlinks, animation and sound to enhance information appeal and dissemination. They are responsible for website upgrades, create new web pages and interactive features, and maintain and expand associated on online databases, bulletin boards and chat rooms. They possess skills in a wide variety of computer languages, platforms and applications, including installation and administration of Windows NT server, Microsoft Internet Information Server, Netscape Enterprise Server and the creation of dynamic content using JavaScript, CGI, and MS Access databases.

### Education and Experience:

- 12.1 Video/Audio/Photo Media Engineer/Specialist – Level 3:** The V/A/P E/S-3 will normally have a bachelor's degree and ten or more years of related experience. Fifteen or more years of experience is required if the candidate does not possess a bachelor's degree. The WM-3 may possess certification by platform or application vendors and five years experienced without a degree.
- 12.2 Video/Audio/Photo Media Engineer/Specialist – Level 2:** The V/A/P E/S-2 will normally have a bachelor's degree with five or more years of related experience. Ten or more experience is required without a bachelor's degree. Web Master certified by platform or application vendors with less than five years of experience are qualified as WM-2.
- 12.3 Video/Audio/Photo Media Engineer/Specialist – Level 1:** The V/A/P E/S-1 will normally have bachelor's degree and one or more year of experience, or five or more year's related expertise in their media area without a bachelor's degree.

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## 13. Technical Aids

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### Functional Responsibility:

The Technical Aid provides wide ranging assistance to technical personnel in all labor categories, undertaking tasks under their direction that free them for other, more critical tasks. Personnel in this labor position may assist in the preparation of management plans and reports, coordinate schedules and contract deliverables, assist in the preparation of briefings and progress reviews, as well as perform duties as data entry clerks.

### Education and Experience:

- 13.1 Technical Aid:** The Technical Aid must have a high school diploma or GED. There are no minimum experience requirements.

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## 14. Exhibits Systems Specialists

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### Functional Responsibility:

The Exhibits Systems Specialist performs support services involving specific activities related to providing computer, telecommunications, and videoconferencing support. They are responsible for installation, operation and maintenance of all exhibit hardware and software or client information technology/communications systems. They install and configure hardware, install local area networks and communications systems, de-install and/or configure hardware and software, and provide troubleshooting/problem resolution related to hardware and peripheral interfaces. They may also provide help desk staffing "over the shoulder" support for client systems and staff.



**Education and Experience:**

- 14.1 Exhibits Systems Specialist – Level 3:** The ESS-3 will normally have a bachelor's degree and seven or more years of related experience. Ten or more years of experience is required if the candidate does not possess a bachelor's degree. The ESS-3 may possess certification by platform or application vendors and five or more years of experience without a degree.
- 14.2 Exhibits Systems Specialist – Level 2:** The ESS-2 will normally have a bachelor's degree, and three or more years of experience. Eight or more years of experience is required without a bachelor's degree. Specialists with certification by platform or application vendors with less than five years of experience are qualified as ESS-2.
- 14.3 Exhibits Systems Specialist – Level 3:** The ESS-1 will normally have bachelor's degree and one or more years of related experience. Five or more years of experience is required without a bachelor's degree.

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**15. Market Research Analysts**

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**Functional Responsibility:**

The Market Research Analyst collects, analyzes and presents marketing-related data from focused structure research and evaluation activities. They describe the results of research in textual reports, process flow diagrams, and charts or graphs. They are adept at using analytical tools to support these research activities. Sources of the research may include academia, private sector associations and organizations, state and national organizations, and the internet. The results of this research is used to direct marketing campaigns or support activities, including, but not limited to, advertisements, brochures, catalogs and direct mail pieces. Other support activities may include exhibits, tradeshow, marketing and media campaigns to promote client activities, services and products.

**Education and Experience:**

- 15.1 Market Research Analyst – Level 3:** The MRA-3 will normally have a bachelor's degree and five or more years' experience. Ten or more years of experience is required without a bachelor's degree.
- 15.2 Market Research Analyst – Level 2:** The MRA-2 will normally have a bachelor's degree, and three or more years' experience. Eight or more years of experience is required without a bachelor's degree.
- 15.3 Market Research Analyst – Level 1:** The MRA-1 will normally have a bachelor's degree, and one or more years' experience. Five or more years of experience is required without a bachelor's degree.

**ATTACHMENT 3  
PRICE LIST****SCHEDULE 70  
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

<b>VIGILANT SERVICES CORPORATION CONTRACTOR OFF-SITE HOURLY RATES</b>							
<b>Item No</b>	<b>Labor Category</b>	<b>Level</b>	<b>Year 1 2016-2017</b>	<b>Year 2 2017-2018</b>	<b>Year 3 2018-2019</b>	<b>Year 4 2019-2020</b>	<b>Year 5 2020-2021</b>
<b>1</b>	<b>Program/Project Manager</b>	1	\$135.78	\$138.63	\$141.55	\$144.52	\$147.55
<b>2</b>	<b>Information Assurance Analyst/Engineer</b>	3	\$191.50	\$195.52	\$199.62	\$203.82	\$208.10
	Information Assurance Analyst/Engineer	2	\$177.27	\$180.99	\$184.79	\$188.67	\$192.63
	Information Assurance Analyst/Engineer	1	\$132.06	\$134.84	\$137.67	\$140.56	\$143.51
<b>3</b>	<b>System/Software Integration Engineer</b>	3	\$148.34	\$151.46	\$154.64	\$157.89	\$161.20
	System/Software Integration Engineer	2	\$116.52	\$118.97	\$121.47	\$124.02	\$126.62
	System/Software Integration Engineer	1	\$109.11	\$111.40	\$113.74	\$116.13	\$118.57
<b>4</b>	<b>Intranet/Extranet/Internet Site Developer/Eng.</b>	3	\$129.11	\$131.82	\$134.59	\$137.41	\$140.30
	Intranet/Extranet/Internet Site Developer/Eng.	2	\$100.99	\$103.11	\$105.27	\$107.48	\$109.74
	Intranet/Extranet/Internet Site Developer/Eng.	1	\$79.73	\$81.40	\$83.11	\$84.86	\$86.64
<b>5</b>	<b>Subject Matter Expert</b>	2	\$206.85	\$211.19	\$215.62	\$220.15	\$224.78
<b>6</b>	<b>Database Management Specialist</b>	3	\$134.45	\$137.27	\$140.16	\$143.10	\$146.10
	Database Management Specialist	2	\$117.91	\$120.38	\$122.91	\$125.49	\$128.13
	Database Management Specialist	1	\$89.17	\$91.05	\$92.96	\$94.91	\$96.90
<b>7</b>	<b>Programmer/Software Expert</b>	4	\$206.85	\$211.19	\$215.62	\$220.15	\$224.78
	Programmer/Software Expert	3	\$134.45	\$137.27	\$140.16	\$143.10	\$146.10
	Programmer/Software Expert	2	\$106.36	\$108.60	\$110.88	\$113.21	\$115.58
	Programmer/Software Expert	1	\$85.71	\$87.51	\$89.35	\$91.23	\$93.14
<b>8</b>	<b>Functional Analyst</b>	3	\$141.38	\$144.35	\$147.38	\$150.47	\$153.63
	Functional Analyst	2	\$112.78	\$115.15	\$117.56	\$120.03	\$122.55
	Functional Analyst	1	\$68.62	\$70.06	\$71.53	\$73.03	\$74.56
<b>9</b>	<b>Technical Editors/Writer</b>	3	\$120.50	\$123.03	\$125.61	\$128.25	\$130.94
	Technical Editors/Writer	2	\$79.47	\$81.14	\$82.85	\$84.59	\$86.36
<b>10</b>	<b>Training Specialist/Instructional Designer</b>	2	\$79.60	\$81.27	\$82.98	\$84.72	\$86.50
	Training Specialist/Instructional Designer	1	\$59.70	\$60.95	\$62.23	\$63.54	\$64.87
<b>11</b>	<b>Web Master</b>	2	\$85.85	\$87.66	\$89.50	\$91.38	\$93.29
	Web Master	1	\$74.93	\$76.51	\$78.11	\$79.76	\$81.43
<b>12</b>	<b>Video/Audio Photo Media Engineer/Specialist</b>	3	\$115.36	\$117.79	\$120.26	\$122.78	\$125.36
	Video/Audio Photo Media Engineer/Specialist	2	\$94.20	\$96.17	\$98.19	\$100.26	\$102.36
	Video/Audio Photo Media Engineer/Specialist	1	\$82.43	\$84.16	\$85.93	\$87.73	\$89.57
<b>13</b>	<b>Technical Aid</b>	1	\$53.56	\$54.69	\$55.83	\$57.01	\$58.20
<b>14</b>	<b>Local Area Network Specialist</b>	3	\$132.06	\$134.83	\$137.66	\$140.56	\$143.51
	Local Area Network Specialist	2	\$103.88	\$106.06	\$108.29	\$110.57	\$112.89
	Local Area Network Specialist	1	\$84.39	\$86.17	\$87.97	\$89.82	\$91.71

VIGILANT SERVICES CORPORATION GOVERNMENT ON-SITE HOURLY RATES							
Item No	Labor Category	Level	Year 1 2016-2017	Year 2 2017-2018	Year 3 2018-2019	Year 4 2019-2020	Year 5 2020-2021
1	<b>Program/Project Manager</b>	1	\$112.53	\$114.89	\$117.30	\$119.77	\$122.28
2	<b>Information Assurance Analyst/Engineer</b>	3	\$158.70	\$162.03	\$165.43	\$168.91	\$172.45
	Information Assurance Analyst/Engineer	2	\$146.91	\$149.99	\$153.14	\$156.36	\$159.64
	Information Assurance Analyst/Engineer	1	\$109.44	\$111.74	\$114.09	\$116.49	\$118.93
3	<b>System/Software Integration Engineer</b>	3	\$122.94	\$125.52	\$128.15	\$130.84	\$133.59
	System/Software Integration Engineer	2	\$96.57	\$98.59	\$100.66	\$102.78	\$104.94
	System/Software Integration Engineer	1	\$90.42	\$92.32	\$94.26	\$96.24	\$98.26
4	<b>Intranet/Extranet/Internet Site Developer/Eng.</b>	3	\$106.99	\$109.24	\$111.53	\$113.88	\$116.27
	Intranet/Extranet/Internet Site Developer/Eng.	2	\$83.69	\$85.45	\$87.24	\$89.07	\$90.94
	Intranet/Extranet/Internet Site Developer/Eng.	1	\$66.07	\$67.46	\$68.88	\$70.32	\$71.80
5	<b>Subject Matter Expert</b>	2	\$171.42	\$175.02	\$178.69	\$182.45	\$186.28
6	<b>Database Management Specialist</b>	3	\$111.42	\$113.76	\$116.15	\$118.59	\$121.08
	Database Management Specialist	2	\$97.71	\$99.76	\$101.86	\$104.00	\$106.18
	Database Management Specialist	1	\$73.90	\$75.45	\$77.04	\$78.65	\$80.31
7	<b>Programmer/Software Expert</b>	4	\$171.42	\$175.02	\$178.69	\$182.45	\$186.28
	Programmer/Software Expert	3	\$111.42	\$113.76	\$116.15	\$118.59	\$121.08
	Programmer/Software Expert	2	\$88.15	\$90.00	\$91.89	\$93.82	\$95.79
	Programmer/Software Expert	1	\$71.03	\$72.53	\$74.05	\$75.60	\$77.19
8	<b>Functional Analyst</b>	3	\$117.16	\$119.62	\$122.14	\$124.70	\$127.32
	Functional Analyst	2	\$93.46	\$95.42	\$97.43	\$99.47	\$101.56
	Functional Analyst	1	\$56.86	\$58.06	\$59.28	\$60.52	\$61.79
9	<b>Technical Editors/Writer</b>	3	\$99.86	\$101.96	\$104.10	\$106.28	\$108.52
	Technical Editors/Writer	2	\$65.86	\$67.25	\$68.66	\$70.10	\$71.57
10	<b>Training Specialist/Instructional Designer</b>	2	\$65.97	\$67.35	\$68.77	\$70.21	\$71.69
	Training Specialist/Instructional Designer	1	\$49.47	\$50.51	\$51.57	\$52.66	\$53.76
11	<b>Web Master</b>	2	\$71.15	\$72.64	\$74.17	\$75.73	\$77.32
	Web Master	1	\$62.10	\$63.40	\$64.74	\$66.09	\$67.48
12	<b>Video/Audio Photo Media Engineer/Specialist</b>	3	\$95.60	\$97.61	\$99.66	\$101.75	\$103.89
	Video/Audio Photo Media Engineer/Specialist	2	\$78.06	\$79.70	\$81.37	\$83.08	\$84.83
	Video/Audio Photo Media Engineer/Specialist	1	\$68.31	\$69.74	\$71.21	\$72.70	\$74.23
13	<b>Technical Aid</b>	1	\$44.39	\$45.32	\$46.27	\$47.24	\$48.24
14	<b>Local Area Network Specialist</b>	3	\$109.44	\$111.74	\$114.09	\$116.49	\$118.93
	Local Area Network Specialist	2	\$86.09	\$87.90	\$89.75	\$91.63	\$93.56
	Local Area Network Specialist	1	\$69.94	\$71.41	\$72.91	\$74.44	\$76.00

**SCHEDULE 541  
(AIMS) ADVERTISING & INTEGRATED MARKETING SOLUTIONS**

VIGILANT SERVICES CORPORATION CONTRACTOR OFF-SITE HOURLY RATES							
Item No	Labor Category	Level	Year 1 2016-2017	Year 2 2017-2018	Year 3 2018-2019	Year 4 2019-2020	Year 5 2020-2021
1	<b>Program/Project Manager</b>	1	\$135.78	\$138.63	\$141.55	\$144.52	\$147.55
2	<b>Information Assurance Analyst/Engineer</b>	3	\$191.50	\$195.52	\$199.62	\$203.82	\$208.10
	Information Assurance Analyst/Engineer	2	\$177.27	\$180.99	\$184.79	\$188.67	\$192.63
	Information Assurance Analyst/Engineer	1	\$132.06	\$134.84	\$137.67	\$140.56	\$143.51
3	<b>Intranet/Extranet/Internet Site Developer/Eng.</b>	3	\$129.11	\$131.82	\$134.59	\$137.41	\$140.30
	Intranet/Extranet/Internet Site Developer/Eng.	2	\$100.99	\$103.11	\$105.27	\$107.48	\$109.74
	Intranet/Extranet/Internet Site Developer/Eng.	1	\$79.73	\$81.40	\$83.11	\$84.86	\$86.64
4	<b>Subject Matter Expert</b>	2	\$206.85	\$211.19	\$215.62	\$220.15	\$224.78
5	<b>Database Management Specialist</b>	3	\$134.45	\$137.27	\$140.16	\$143.10	\$146.10
	Database Management Specialist	2	\$117.91	\$120.38	\$122.91	\$125.49	\$128.13
	Database Management Specialist	1	\$89.17	\$91.05	\$92.96	\$94.91	\$96.90
6	<b>Functional Analyst</b>	3	\$141.38	\$144.35	\$147.38	\$150.47	\$153.63
	Functional Analyst	2	\$112.78	\$115.15	\$117.56	\$120.03	\$122.55
	Functional Analyst	1	\$68.62	\$70.06	\$71.53	\$73.03	\$74.56
7	<b>Graphics Specialist/Artist</b>	3	\$104.25	\$106.44	\$108.67	\$110.96	\$113.29
	Graphics Specialist Artist	2	\$93.85	\$95.82	\$97.83	\$99.89	\$101.99
	Graphics Specialist Artist	1	\$75.98	\$77.58	\$79.21	\$80.87	\$82.57
8	<b>Technical Editors/Writer</b>	3	\$120.50	\$123.03	\$125.61	\$128.25	\$130.94
	Technical Editors/Writer	2	\$79.47	\$81.14	\$82.85	\$84.59	\$86.36
9	<b>Training Specialist/Instructional Designer</b>	2	\$79.60	\$81.27	\$82.98	\$84.72	\$86.50
	Training Specialist/Instructional Designer	1	\$59.70	\$60.95	\$62.23	\$63.54	\$64.87
10	<b>Web Master</b>	2	\$85.85	\$87.66	\$89.50	\$91.38	\$93.29
	Web Master	1	\$74.93	\$76.51	\$78.11	\$79.76	\$81.43
11	<b>Exhibit Specialist/Fabricator</b>	2	\$81.18	\$82.88	\$84.62	\$86.40	\$88.21
	Exhibit Specialist/Fabricator	1	\$60.90	\$62.18	\$63.49	\$64.82	\$66.18
12	<b>Video/Audio Photo Media Engineer/Specialist</b>	3	\$115.36	\$117.79	\$120.26	\$122.78	\$125.36
	Video/Audio Photo Media Engineer/Specialist	2	\$94.20	\$96.17	\$98.19	\$100.26	\$102.36
	Video/Audio Photo Media Engineer/Specialist	1	\$82.43	\$84.16	\$85.93	\$87.73	\$89.57
13	<b>Technical Aid</b>	1	\$53.56	\$54.69	\$55.83	\$57.01	\$58.20
14	<b>Exhibits Systems Specialist</b>	3	\$132.06	\$134.83	\$137.66	\$140.56	\$143.51
	Exhibits Systems Specialist	2	\$103.88	\$106.06	\$108.29	\$110.57	\$112.89
	Exhibits Systems Specialist	1	\$84.39	\$86.17	\$87.97	\$89.82	\$91.71
15	<b>Market Research Analyst</b>	3	\$108.32	\$110.59	\$112.92	\$115.29	\$117.71
	Market Research Analyst	2	\$79.25	\$80.91	\$82.61	\$84.34	\$86.11
	Market Research Analyst	1	\$49.98	\$51.03	\$52.10	\$53.19	\$54.31

VIGILANT SERVICES CORPORATION GOVERNMENT ON-SITE HOURLY RATES							
Item No	Labor Category	Level	Year 1 2016-2017	Year 2 2017-2018	Year 3 2018-2019	Year 4 2019-2020	Year 5 2020-2021
1	<b>Program/Project Manager</b>	1	\$112.53	\$114.89	\$117.30	\$119.77	\$122.28
2	<b>Information Assurance Analyst/Engineer</b>	3	\$158.70	\$162.03	\$165.43	\$168.91	\$172.45
	Information Assurance Analyst/Engineer	2	\$146.91	\$149.99	\$153.14	\$156.36	\$159.64
	Information Assurance Analyst/Engineer	1	\$109.44	\$111.74	\$114.09	\$116.49	\$118.93
3	<b>Intranet/Extranet/Internet Site Developer/Eng.</b>	3	\$106.99	\$109.24	\$111.53	\$113.88	\$116.27
	Intranet/Extranet/Internet Site Developer/Eng.	2	\$83.69	\$85.45	\$87.24	\$89.07	\$90.94
	Intranet/Extranet/Internet Site Developer/Eng.	1	\$66.07	\$67.46	\$68.88	\$70.32	\$71.80
4	<b>Subject Matter Expert</b>	2	\$171.42	\$175.02	\$178.69	\$182.45	\$186.28
5	<b>Database Management Specialist</b>	3	\$111.42	\$113.76	\$116.15	\$118.59	\$121.08
	Database Management Specialist	2	\$97.71	\$99.76	\$101.86	\$104.00	\$106.18
	Database Management Specialist	1	\$73.90	\$75.45	\$77.04	\$78.65	\$80.31
6	<b>Functional Analyst</b>	3	\$117.16	\$119.62	\$122.14	\$124.70	\$127.32
	Functional Analyst	2	\$93.46	\$95.42	\$97.43	\$99.47	\$101.56
	Functional Analyst	1	\$56.86	\$58.06	\$59.28	\$60.52	\$61.79
7	<b>Graphics Specialist/Artist</b>	3	\$86.39	\$88.21	\$90.06	\$91.95	\$93.88
	Graphics Specialist Artist	2	\$77.78	\$79.41	\$81.08	\$82.78	\$84.52
	Graphics Specialist Artist	1	\$62.97	\$64.29	\$65.64	\$67.02	\$68.43
8	<b>Technical Editors/Writer</b>	3	\$99.86	\$101.96	\$104.10	\$106.28	\$108.52
	Technical Editors/Writer	2	\$65.86	\$67.25	\$68.66	\$70.10	\$71.57
9	<b>Training Specialist/Instructional Designer</b>	2	\$65.97	\$67.35	\$68.77	\$70.21	\$71.69
	Training Specialist/Instructional Designer	1	\$49.47	\$50.51	\$51.57	\$52.66	\$53.76
10	<b>Web Master</b>	2	\$71.15	\$72.64	\$74.17	\$75.73	\$77.32
	Web Master	1	\$62.10	\$63.40	\$64.74	\$66.09	\$67.48
11	<b>Exhibit Specialist/Fabricator</b>	2	\$67.27	\$68.68	\$70.13	\$71.60	\$73.10
	Exhibit Specialist/Fabricator	1	\$50.47	\$51.53	\$52.62	\$53.72	\$54.85
12	<b>Video/Audio Photo Media Engineer/Specialist</b>	3	\$95.60	\$97.61	\$99.66	\$101.75	\$103.89
	Video/Audio Photo Media Engineer/Specialist	2	\$78.06	\$79.70	\$81.37	\$83.08	\$84.83
	Video/Audio Photo Media Engineer/Specialist	1	\$68.31	\$69.74	\$71.21	\$72.70	\$74.23
13	<b>Technical Aid</b>	1	\$44.39	\$45.32	\$46.27	\$47.24	\$48.24
14	<b>Exhibits Systems Specialist</b>	3	\$109.44	\$111.74	\$114.09	\$116.49	\$118.93
	Exhibits Systems Specialist	2	\$86.09	\$87.90	\$89.75	\$91.63	\$93.56
	Exhibits Systems Specialist	1	\$69.94	\$71.41	\$72.91	\$74.44	\$76.00
15	<b>Market Research Analyst</b>	3	\$89.77	\$91.65	\$93.58	\$95.54	\$97.55
	Market Research Analyst	2	\$65.67	\$67.05	\$68.46	\$69.90	\$71.36
	Market Research Analyst	1	\$41.42	\$42.29	\$43.17	\$44.08	\$45.01