General Service Administration
Authorized Federal Supply Schedule

Mission Oriented Business
Integrated Services (MOBIS)

Contract Number: GS-00F-018DA
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov. Contract Period: 10/16/2020 – 10/15/2025
Note: Pricing good Mod PFA812 May 5, 2020

611430 --- Professional and Management Development Training

Contact Information:
SNAP, Inc.
SBA Certified Small Disadvantaged business
www.snapinc.net

Corporate Office:
4080 Lafayette Center Drive, Suite 34
Chantilly, VA 20151

Administrative Office:
827 Diligence Drive, Suite 102
Newport News, VA 23606

Telephone: 757-375-8166
Email: WRay@SnapInc.Net
Contract Administrator: William Ray
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Company Overview:

SNAP, Inc. (SNAP) with its vision of “Moving Forward with Technology” provides professional services that empower Government and private industry clients to address tomorrow’s challenges through better alignment of technology with their mission and business objectives. Since its inception, SNAP has had an unrelenting focus on delivering quality, innovative, agile solutions to our customers. We have always believed that our success comes first and foremost through delivering on our commitments and ensuring our customers meet their business and mission objectives. We are passionate about what we do and have cultivated a team-oriented collaborative organization with a collegial atmosphere that encourages participation, innovation, and entrepreneurship. We possess an unremitting focus on customer satisfaction with a high-touch approach that is embodied, measured, and rewarded by our leadership. SNAP brings the agility and customer focus of a small business coupled with the experience and maturity of most large businesses. SNAP is headquartered in Chantilly, VA with locations in Newport News, VA, Rockville, MD and Oklahoma City, OK.

Training Services:

“The foundation of our growth is your success”

SNAP will help your organization develop and executing winning strategy in all aspects of training, ranging from platform instructors to high fidelity immersive multimedia instruction. Our business management services deliver multi-level support that ensures planned expectations and goals are achieved. We offer a comprehensive scope of services specifically designed to enhance the efficiency, effectiveness and adaptability of organizations and their complex training requirements.

SNAP helps address all spectrums within the training continuum, helping our customers grow and develop outstanding training products. Our strategic approach ensures a successful outcome that is within scope, budget, schedule, and compliant with all relevant regulations. Advanced Training capabilities include:

- Strategic long range training development
- Planning, reviewing and executing complex training events/materials
- Developing Electronic media to help support effective training
- Immersive Multimedia Instruction, covering complex topics
- Training subject matter experts focused on solutions
- Consultants who understand how to apply solutions to training requirements
Authorized Federal Supply Schedule Details:

*SIN 611430, Training Services: Instructor Led Training, Web Based Training Education Courses, Course Development, Test Administration Learning Management, and Internships.*

SNAP offers courses that are delivered via an instructor-led classroom setting or conference/workshop setting. Our classes are customized to meet the demands of adult learners with various learning styles. SNAP designs, develops and delivers courses and workshops to help executive management and other organizational leaders improve their critical thinking, management and communication skills, customer service abilities and a host of other important skills. Our trainers are adept at designing effective sessions, avoiding and managing dysfunction, maintaining high-energy sessions, keeping teams focused throughout sessions, bringing participants into consensus and garnering full buy-in on decisions to ensure high follow-through. SNAP also provides planning, implementation and post-implementation activities (documentation, debriefing and follow-up). We calibrate our courses and workshops to specific organizational objectives.
**Customer Information:**

<table>
<thead>
<tr>
<th>1a. Special Item Number (SIN)</th>
<th>SIN 611430: Training Services, Instructor Led Training, Web Based Training, Education Courses, Course Development, Test Administration Learning Management, and Internships.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1c. Hourly Rate and Descriptions</td>
<td>See Labor Rates/Descriptions Sections</td>
</tr>
<tr>
<td>2. Maximum Order</td>
<td>$1,000,000.00 (unless otherwise negotiated)</td>
</tr>
<tr>
<td>3. Minimum Order</td>
<td>$100.00 (unless otherwise negotiated)</td>
</tr>
<tr>
<td>4. Geographic Locations</td>
<td>48 continuous states, the District of Columbia, Alaska, Hawaii, the Commonwealth of Puerto Rico, Guam, and all U.S. Government Installations and/or Agencies abroad</td>
</tr>
<tr>
<td>5. Point(s) of Production</td>
<td>N/A</td>
</tr>
<tr>
<td>6. Discounts from List</td>
<td>All prices herein are net Government prices</td>
</tr>
<tr>
<td>7. Quantity Discount(s)</td>
<td>GSA is offered a Volume Dollar Discount of 1% for purchases of $500,000.00 and above</td>
</tr>
<tr>
<td>8. Prompt Payment Terms</td>
<td>1% Net 10 Days.</td>
</tr>
<tr>
<td>9. Government Purchase Cards at or below the Micro-Purchase Threshold</td>
<td>Government purchase cards will be accepted at or below the micro-purchase threshold</td>
</tr>
<tr>
<td>10. Foreign Items</td>
<td>N/A</td>
</tr>
<tr>
<td>11a. Time of Delivery</td>
<td>30 Days ARO</td>
</tr>
<tr>
<td>11b. Expedited Delivery</td>
<td>Agencies are encouraged to contact the contractor to request accelerated delivery</td>
</tr>
<tr>
<td>11c. Overnight and 2-Day Delivery</td>
<td>Contact Contractor</td>
</tr>
<tr>
<td>11d. Urgent Requirements</td>
<td>Agencies are encouraged to contact the contractor to request accelerated delivery</td>
</tr>
<tr>
<td>12. FOB Point</td>
<td>Destination</td>
</tr>
<tr>
<td>13a. Ordering Address</td>
<td>4080 Lafayette Center Drive, Suite 340 Chantilly, VA 20151</td>
</tr>
<tr>
<td>14. Payment Address</td>
<td>4080 Lafayette Center Drive, Suite 340 Chantilly, VA 20151</td>
</tr>
<tr>
<td>15. Warranty Provision</td>
<td>Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.</td>
</tr>
<tr>
<td>16. Exporting Packing Charges</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>17. Terms and Conditions of Government Purchase Card Acceptance</strong></td>
<td>Order over $10,000.00</td>
</tr>
<tr>
<td><strong>18. Terms and Conditions of Rental, Maintenance and Repair</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>19. Terms and Conditions of Installation</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>20. Terms and Conditions of Repair Parts Price Lists and Discounts from List Prices</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>21. List of Services and Distribution Points</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>22. List of Participating Dealers</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>23. Preventive Maintenance</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>24b. Section 508 Compliance</strong></td>
<td>SNAP will ensure all services provided under this contract will be in compliance with the Americans with Disabilities Act (ADA) by vigorously adhering to the accessibility checklist specified in Section 508.</td>
</tr>
<tr>
<td><strong>25. Duns Number</strong></td>
<td>007805067</td>
</tr>
<tr>
<td><strong>26. Notification Regarding Registration in System for Award Management (SAM)</strong></td>
<td>SNAP, Inc. has an active registration in SAM.</td>
</tr>
</tbody>
</table>
**ONSITE --- Schedule Rates: 611430 Training Services Prices**

<table>
<thead>
<tr>
<th>Schedule: 611430</th>
<th>Labor Category:</th>
<th>Hourly:</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430 Consultant I</td>
<td>$54.38</td>
<td></td>
</tr>
<tr>
<td>611430 Consultant II</td>
<td>$82.71</td>
<td></td>
</tr>
<tr>
<td>611430 Consultant III</td>
<td>$131.99</td>
<td></td>
</tr>
<tr>
<td>611430 Graphic Artist I</td>
<td>$51.03</td>
<td></td>
</tr>
<tr>
<td>611430 Graphic Artist II</td>
<td>$61.03</td>
<td></td>
</tr>
<tr>
<td>611430 Graphic Artist III</td>
<td>$79.94</td>
<td></td>
</tr>
<tr>
<td>611430 Instructional System Designer I</td>
<td>$62.31</td>
<td></td>
</tr>
<tr>
<td>611430 Instructional System Designer II</td>
<td>$77.04</td>
<td></td>
</tr>
<tr>
<td>611430 Instructional System Designer III</td>
<td>$77.67</td>
<td></td>
</tr>
<tr>
<td>611430 Instructor</td>
<td>$65.71</td>
<td></td>
</tr>
<tr>
<td>611430 Program Manager</td>
<td>$129.27</td>
<td></td>
</tr>
<tr>
<td>611430 Project Manager</td>
<td>$96.54</td>
<td></td>
</tr>
<tr>
<td>611430 Quality Control/ Assurance Specialist I</td>
<td>$61.03</td>
<td></td>
</tr>
<tr>
<td>611430 Quality Control/ Assurance Specialist II</td>
<td>$71.02</td>
<td></td>
</tr>
<tr>
<td>611430 Quality Control/ Assurance Manager</td>
<td>$93.21</td>
<td></td>
</tr>
<tr>
<td>611430 Technical Coordinator</td>
<td>$38.95</td>
<td></td>
</tr>
<tr>
<td>611430 Technical Writer/ Editor</td>
<td>$58.92</td>
<td></td>
</tr>
<tr>
<td>611430 Training Coordinator</td>
<td>$70.72</td>
<td></td>
</tr>
<tr>
<td>611430 Training Specialist</td>
<td>$122.57</td>
<td></td>
</tr>
<tr>
<td>611430 Web Designer</td>
<td>$94.86</td>
<td></td>
</tr>
</tbody>
</table>

*Note: SNAP's escalated customer-site rates for Option Years 5 – 10 are presented as an appendix to this schedule.*
**OFFSITE --- Schedule Rates: 611430 Training Services Prices**

<table>
<thead>
<tr>
<th>Schedule:</th>
<th>Labor Category:</th>
<th>Hourly:</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430</td>
<td>Consultant I</td>
<td>$55.50</td>
</tr>
<tr>
<td>611430</td>
<td>Consultant II</td>
<td>$84.41</td>
</tr>
<tr>
<td>611430</td>
<td>Consultant III</td>
<td>$134.72</td>
</tr>
<tr>
<td>611430</td>
<td>Graphic Artist I</td>
<td>$52.08</td>
</tr>
<tr>
<td>611430</td>
<td>Graphic Artist II</td>
<td>$62.31</td>
</tr>
<tr>
<td>611430</td>
<td>Graphic Artist III</td>
<td>$81.62</td>
</tr>
<tr>
<td>611430</td>
<td>Instructional System Designer I</td>
<td>$63.60</td>
</tr>
<tr>
<td>611430</td>
<td>Instructional System Designer II</td>
<td>$78.63</td>
</tr>
<tr>
<td>611430</td>
<td>Instructional System Designer III</td>
<td>$79.31</td>
</tr>
<tr>
<td>611430</td>
<td>Instructor</td>
<td>$67.07</td>
</tr>
<tr>
<td>611430</td>
<td>Program Manager</td>
<td>$131.99</td>
</tr>
<tr>
<td>611430</td>
<td>Project Manager</td>
<td>$98.57</td>
</tr>
<tr>
<td>611430</td>
<td>Quality Control/ Assurance Specialist I</td>
<td>$62.31</td>
</tr>
<tr>
<td>611430</td>
<td>Quality Control/ Assurance Specialist II</td>
<td>$72.51</td>
</tr>
<tr>
<td>611430</td>
<td>Quality Control/ Assurance Manager</td>
<td>$95.17</td>
</tr>
<tr>
<td>611430</td>
<td>Technical Coordinator</td>
<td>$39.76</td>
</tr>
<tr>
<td>611430</td>
<td>Technical Writer/ Editor</td>
<td>$60.13</td>
</tr>
<tr>
<td>611430</td>
<td>Training Coordinator</td>
<td>$72.18</td>
</tr>
<tr>
<td>611430</td>
<td>Training Specialist</td>
<td>$125.15</td>
</tr>
<tr>
<td>611430</td>
<td>Web Designer</td>
<td>$96.86</td>
</tr>
</tbody>
</table>

*Note: SNAP’s escalated contractor-site rates for Option Years 5 – 10 are presented as an appendix to this schedule.*

**Service Contract Act:**

The Service Contract Act (SCA) is not applicable to this contract. However, should there be modification that effect the SCA, SNAP will include SCA applicable labor categories.
**Labor Categories:**

A key component of our ability to assist our clients is maintaining highly-skilled professional personnel. We are pleased to offer associates that bring expertise and experience to the functional responsibility for each category.

**Consultant I**

*Minimum Training/Experience:*

- Requires a business-related undergraduate degree and at least 5 years of relevant experience or master’s degree and 2 years of relevant experience

*Functional Responsibility:*

- Trained in the analysis of business processes. Analyzes data and presents the data in sections of draft reports

*Minimum Education Level:*

- Bachelor’s degree

**Consultant II**

*Minimum Training/Experience:*

- Generally requires a business-related undergraduate degree and 7 years of relevant experience or Master’s degree and 4 years’ experience

*Functional Responsibility:*

- Analyzes business processes to determine most efficient methods of accomplishing work. Analyzes data and prepares draft reports that inform clients of specific results and trends which might affect their program planning. Monitors newly implemented systems to assure smooth functioning. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. May manage a simple project or a specific task of a large project

*Minimum Education Level:*

- Bachelor’s degree

**Consultant III**

*Minimum Training/Experience:*

- Generally requires a business-related master’s degree and 6 years of relevant experience or bachelor’s degree and 10 years of experience

*Functional Responsibility:*
• Analyzes business processes to determine most efficient methods of accomplishing work
• Analyzes data and prepares reports that inform clients of specific results and trends which might affect their program planning
• Studies work procedures, information flow, production methods, inventory controls, and cost analysis
• Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements
• Formulates recommendations, development of programs
• Monitors newly implemented systems to assure smooth functioning
• May install new systems and train operating staff
• May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended
• Develops and maintains operating systems documentation and procedures manuals
• Manages large complex projects, often more than one at a time

Minimum Education Level:
• Business related Master degree

Graphic Artist I

Minimum Training/Experience
• Generally requires and associates degree with 1 years of experience

Functional Responsibility
• Meeting clients or account managers to discuss the business objectives and requirements of the job
• Interpreting the client's business needs and developing a concept to suit their purpose
• Estimating the time required to complete the work and providing quotes for clients
• Developing design briefs by gathering information and data through research

Minimum Education Level
• Associates Degree in Graphic Art/Design

Graphic Artist II

Minimum Training/Experience
• Generally requires and Bachelor's Degree with 5 years of experience

Functional Responsibility
• Meeting clients or account managers to discuss the business objectives and requirements of the job
• Interpreting the client’s business needs and developing a concept to suit their purpose
• Estimating the time required to complete the work and providing quotes for clients
• Developing design briefs by gathering information and data through research
• Thinking creatively to produce new ideas and concepts
• Using innovation to redefine a design brief within the constraints of cost and time
• Presenting finalized ideas and concepts to clients or account managers
• Working with a wide range of media, including photography and computer-aided design (CAD)
• Proofreading to produce accurate and high-quality work

Minimum Education Level

• Bachelor’s Degree in Graphic Art/Design

Graphic Artist III

Minimum Training/Experience

• Generally requires and Bachelor’s Degree with 8 years of experience

Functional Responsibility

• Meeting clients or account managers to discuss the business objectives and requirements of the job
• Interpreting the client’s business needs and developing a concept to suit their purpose
• Estimating the time required to complete the work and providing quotes for clients
• Developing design briefs by gathering information and data through research
• Thinking creatively to produce new ideas and concepts
• Using innovation to redefine a design brief within the constraints of cost and time
• Presenting finalized ideas and concepts to clients or account managers
• Working with a wide range of media, including photography and computer-aided design (CAD)
• Proofreading to produce accurate and high-quality work
• Working on layouts and art working pages ready for print;
• Keeping abreast of emerging technologies in new media, particularly design programs such as InDesign, QuarkXPress, FreeHand, Illustrator, Photoshop, 3ds Max, Acrobat, Director, Dreamweaver and Flash;
• Developing interactive design;
• Commissioning illustrators and photographers;
• Working as part of a team with printers, copywriters, photographers, stylists, illustrators, other designers, account executives, web developers and marketing specialists.
Minimum Education Level

- Bachelor’s Degree in Graphic Art/Design
Instructional System Designer I

Minimum Training/Experience

- Generally requires and Bachelor’s Degree with 3 years of experience

Functional Responsibility

- Must have a basic understanding of design and a hierarchical process
- Should have experience in storyboarding and syllabus development
- Knowledge of the ADDIE process (Analyze, Design, Develop, Implement, Evaluate). The ISD should know what works for a target audience, how to introduce/organize the content, when to test the learner, how to engage a learner, etc.
- Coordinate with a Subject Matter Expert (SME) and help the SME. The SME may know how something works, but not the best way to teach it (as a SME is not always an instructor)
- Strong writing and research skills are critical – SME’s do not always provide all the materials required for an engaging course and so additional graphics and content will have to be researched to fill the gaps

Minimum Education Level

- A Bachelor’s degree in Education, Instructional Design or related topic and 3 to 5 years of experience

Instructional System Designer II

Minimum Training/Experience

- Generally requires and Bachelor’s Degree with 5 years of experience

Functional Responsibility

- Must have a basic understanding of design and a hierarchical process
- Should have experience in storyboarding and syllabus development
- Knowledge of the ADDIE process (Analyze, Design, Develop, Implement, Evaluate). The ISD should know what works for a target audience, how to introduce/organize the content, when to test the learner, how to engage a learner, etc.
- Coordinate with a Subject Matter Expert (SME) and help the SME. The SME may know how something works, but not the best way to teach it (as a SME is not always an instructor)
- Strong writing and research skills are critical – SME’s do not always provide all the materials required for an engaging course and so additional graphics and content will have to be researched to fill the gaps
Minimum Education Level

- A Bachelor's degree in Education, Instructional Design or related topic and 3 to 5 years of experience

Instructional System Designer III

Minimum Training/Experience

- Generally requires and Bachelor's Degree with 8 years of experience

Functional Responsibility

- Must have a basic understanding of design and a hierarchical process
- Should have experience in storyboarding and syllabus development
- Knowledge of the ADDIE process (Analyze, Design, Develop, Implement, Evaluate). The ISD should know what works for a target audience, how to introduce/organize the content, when to test the learner, how to engage a learner, etc.
- Coordinate with a Subject Mater Expert (SME) and help the SME. The SME may know how something works, but not the best way to teach it (as a SME is not always an instructor)
- Strong writing and research skills are critical – SME’s do not always provide all the materials required for an engaging course and so additional graphics and content will have to be researched to fill the gaps
- Adobe creative suite - you must know how to manipulate all the media required for Flash (photo manipulation, charts, tables, eps files, animated gifs, minor video format conversion, clipping videos, adjusting/formatting audio files, etc.). It really isn't enough to just use GIF and make PowerPoint slides
- Excellent follow-up and organizational skills
- Ability to work on a diverse team

Minimum Education Level

- A Bachelor's degree in Education, Instructional Design or related topic and 5 to 8 years of experience

Instructor

Minimum Training/Experience

- Generally requires Bachelor's Degree with 3 years of experience

Functional Responsibility

- Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs.
- Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms).
- Provides/Delivers training to end-users/students by conducting formal classroom courses, workshops and seminars, and/or online/web-based classroom settings.

Minimum Education Level

- Bachelor’s degree.
**Program Manager**

*Minimum Training/Experience*
- Generally requires and Bachelor’s Degree with 8 years of experience

*Functional Responsibility*
- Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs.
- Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms).
- Leadership responsibility for delivery of complex service or custom products/deliverable to customers.
- Supervises, manages and leads teams and project activities for multiple projects.
- Develops and directs project approach, schedules and budgets to ensure completion of services on schedule and within budget.
- Knowledgeable about contracting and procurement regulations.
- Serves as liaison between the company’s staff and customers and direct collaboration with outside organizations.
- Directs and approves overall project approaches and plans for projects and resolves emergency issues with customers.
- Responsible for personnel and resource allocation, contract compliance and project schedule.

*Minimum Education Level*
- Bachelor’s degree.

**Project Manager**

*Minimum Training/Experience*
- Generally requires and Bachelor’s Degree with 5 years of experience

*Functional Responsibility*
- Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project.
- Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work and review the quality of all work projects.
- Organizes, directs and coordinates the planning and production of all contract support activities.
- Responsible for staff, project planning, project financials, and staff direction and oversight.

*Minimum Education Level*
- Bachelor’s degree
Quality Control/Accurance Manager

Minimum Training/Experience

- Generally requires and Bachelor’s Degree with 8 years of experience

Functional Responsibility

- Gathers, analyzes, and composes technical information.
- Conducts research and ensures the use of proper technical terminology.
- Translates technical information into clear, readable documents to be used by technical and non-technical personnel.
- Must be able to determine the resources required for training program quality control.
- Must be able to maintain the level of quality throughout the training program lifecycle.
- Develops training quality assurance plans.
- Must be capable of maintaining and establishing a process for evaluating training module and associated documentation.
- Participates in formal and informal reviews at predetermined points throughout the development life cycle to determine quality.
- Examines and evaluates the QA process and recommends enhancements and modifications. Develops quality standards.

Minimum Education Level

- Bachelor’s degree

Quality Control/Accurance Specialist I

Minimum Training/Experience

- Generally requires and Bachelor's Degree with 3 years of experience

Functional Responsibility

- Gathers, analyzes, and composes technical information.
- Conducts research and ensures the use of proper technical terminology.
- Translates technical information into clear, readable documents to be used by technical and non-technical personnel.
- Must be able to maintain the level of quality throughout the training program lifecycle.
- Participates in formal and informal reviews at predetermined points throughout the development life cycle to determine quality.
- Supports development of quality standards.

Minimum Education Level

- Bachelor’s degree

Quality Control/Accurance Specialist II

Minimum Training/Experience

- Generally requires and Bachelor’s Degree with 5 years of experience

Functional Responsibility

- Gathers, analyzes, and composes technical information.
- Conducts research and ensures the use of proper technical terminology.
- Translates technical information into clear, readable documents to be used by technical and non-technical personnel.
Must be able to determine the resources required for training program quality control.
Must be able to maintain the level of quality throughout the training program lifecycle.
Develops training quality assurance plans.
Must be capable of maintaining and establishing a process for evaluating training module and associated documentation.
Participates in formal and informal reviews at predetermined points throughout the development life cycle to determine quality.
Examines and evaluates the QA process and recommends enhancements and modifications.
Develops quality standards.

Minimum Education Level
• Bachelor’s degree

Technical Coordinator

Minimum Training/Experience
• Generally requires and Bachelor’s Degree with 3 years of experience

Functional Responsibility
• Performs day-to-day management of task activities, possibly involving multiple tasks and groups of personnel on a single project.
• Demonstrates skills in the scope of work encompassed by the project; provides technical guidance to the project team in performance of the work and review the quality of all work projects.
• Organizes, directs and coordinates the planning and production of project support activities.

Minimum Education Level
• Bachelor’s degree

Technical Writer/Editor

Minimum Training/Experience
• Generally requires and Bachelor’s Degree with 3 years of experience

Functional Responsibility
• Collects and organizes information required to draft and finalize written documentation to include: preparation of user’s manuals, training materials, white papers, installation guides, proposals and reports.
• Edits functional descriptions, systems specifications, user’s manuals, special reports, or any other customer deliverables and documents.
• Ensures documents adhere to applicable standards.

Minimum Education Level
• Bachelor’s degree

Training Coordinator

Minimum Training/Experience
• Supports technical training and documentation for various subject matters in both a
classroom environment and a one-on-one/small group setup.

- Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs.
- May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms).

Minimum Education Level

- Bachelor’s degree

Training Specialist

Minimum Training/Experience

- Generally requires and Bachelor’s Degree with 5 years of experience

Functional Responsibility

- Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup.
- Organizes or conducts the necessary research to develop and revise training courses.
- Prepares appropriate training catalogs.
- May also prepare instructor materials (course outline, background material, and training aids).
- Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms).

Minimum Education Level

- Bachelor’s degree

Web Designer

Minimum Training/Experience

- Generally requires and Bachelor’s Degree with 3 years of experience

Functional Responsibility

- Designs and builds computer- and web-based training modules using a variety of graphics software applications, techniques, and tools.
- Designs and develops user interface features, site animation, and special-effects elements for computer- and web-based training modules.
- Contributes to the design group’s efforts to enhance the look and feel of the organization's online offerings for computer- and web-based training.
- Possesses knowledge and experience in the fundamentals of web-based training design including knowledge and experience in the use of the Sharable Content Object Reference Model (SCORM) specifications.

Minimum Education Level

- Bachelor’s degree
### Mission Oriented Business Integrated Services (MOBIS) Annual Escalation Rates Pricing

#### ONSITE

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