

**GSA Federal Supply Schedule**  
**Authorized Federal Supply Schedule Price List**  
**Professional Services Schedule (PSS)**  
**Contract Number: GS-02F-0109Y**  
**Contract Period: March 29, 2012 to March 29, 2017**  
**Supplement No. PA-0007 – Effective May 23, 2013**

**INSIGNIA TECHNOLOGY**  
**SERVICES** *pricelist*

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

<http://GSAAdvantage.gov>





## Introduction

Insignia Technology Services, LLC (Insignia) is a **Service Disabled Veteran Owned Small Business** that provides information technology and professional support services and solutions, specializing in project management, consulting, educational and information technology services. <http://www.insigniatechnology.com>

### Insignia Capability Summary

- Significant IT, Project Management and Consulting Experience
- Qualified, trained, experienced workforce
- Process Focused
- Program Management Office
- Best valued price solution
- Service Disabled Veteran Owned Small Business

## General Services Administration

### Federal Supply Service Authorized Federal Supply Schedule Price List

Professional Services Schedule (PSS)	
Contractor	<b>Insignia Technology Services, LLC</b> 610 Thimble Shoals Blvd, Bldg 6 Newport News, VA 23606 Phone: (757) 772-0701 x7044 Fax: (866) 809-1348 (fax)  Contractor(s) internet address/web site where schedule information can be found at; <a href="http://www.insigniatechnology.com">http://www.insigniatechnology.com</a>
Contract Number:	<b>GS-02F-0109Y</b>
Contract Period:	March 29, 2012 thru March 28, 2017
Supplement No.:	PA-0007, Effective May 23, 2013
Business Size:	Small Business (VOSB, SDVOSB)
Points of Contact:	<b>Insignia GSA Program Management Office</b> <a href="mailto:GSA00CORP@insigniatechnology.com">GSA00CORP@insigniatechnology.com</a>
Program Manager:	Fred O'Brien 610 Thimble Shoals Blvd, Bldg 6 Newport News, VA 23606 Phone: (757) 772-0701 x7044 Fax: (866) 809-1348 (fax) Email: <a href="mailto:fred.obrien@insigniatechnology.com">fred.obrien@insigniatechnology.com</a>
Authorized Contract Administrator and Negotiator:	Janet Moravek, Director of Contracts 610 Thimble Shoals Blvd, Bldg 6 Newport News, VA 23606 Phone: (757) 772-0701 x7042 Fax: (757) 591-93338 (fax) Email: <a href="mailto:janet.moravek@insigniatechnology.com">janet.moravek@insigniatechnology.com</a>

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## Table of Contents

Introduction.....	0
General Services Administration .....	1
Federal Supply Service Authorized Federal Supply Schedule Price List.....	1
1    Customer Information .....	3
2    Insignia Professional Services Schedule (PSS) Overview.....	5
2.1    Advantages of Using GSA Professional Services Schedule (PSS) Contract Include: .....	6
2.2    How to Use This Schedule .....	6
2.3    Blanket Purchase Agreements.....	7
2.4    Special Item Number Descriptions .....	8
3    Price List .....	9
4    Labor Categories and Qualifications .....	10
5    Points of Contact (Authorized Negotiators/ Administrators) .....	15



## 1 Customer Information

1a. **Special Item Numbers:**

874 1 - Consulting Services  
874 4 - Training Services  
874 7 - Program and Project Management

1b. **Price List and Rates:** See Paragraph 5: Price List Below

1c. **Labor Category Descriptions and Qualifications:** See Paragraph 6: Labor Category Descriptions and Qualifications Below

2. **Maximum Order:** \$1,000,000.00

3. **Minimum Order:** \$100

4. **Geographic Coverage:** Worldwide

5. **Points of Production:** Insignia CONUS sites.

6. **Discount from List Prices or Statement of Net Prices:** All prices herein are net

7. **Quantity Discounts:** Not Applicable

8. **Prompt Payment Terms:** Net 30 days

9a. **Government Commercial Credit Card at or Below Micro-Purchase Threshold:**

Government commercial credit cards are accepted for orders below the micro purchase threshold.

9b. **Government Commercial Credit Card Above Micro-Purchase Threshold:**

Contract Contractor's representative for credit card acceptance of orders above the micro purchase threshold.

10. **Foreign Items:** None

11a. **Time of Delivery:** Time of delivery is specified in negotiated delivery/task orders.

11b. **Expedited Delivery:** Items available for expedited delivery are noted in this price list.

11c. **Overnight and 2 day Delivery:** Not Applicable

11d. **Urgent Requirements:** Not Applicable.

Time of delivery is specified in negotiated delivery/task orders.

12. **F.O.B Point(s):** Destination



- 13a. **Ordering Address:**  
**Insignia Technology Services, LLC**  
 610 Thimble Shoals Blvd, Bldg 6  
 Newport News, VA 23606

ORDERING POINTS OF CONTACT (POC)	
<b>Main Ordering POC:</b> Fred O' Brien	<b>Alternate Ordering POC:</b> Janet Moravek
Phone: (757) 772.0701 X 7044	Phone: (757) 772.0701 X 7042
Fax: (866) 809.1348	Fax: (757) 591-9333
Email: <a href="mailto:GSA00CORP@insigniatechnology.com">GSA00CORP@insigniatechnology.com</a>	Email: <a href="mailto:Janet.Moravek@insigniatechnology.com">Janet.Moravek@insigniatechnology.com</a>

- 13b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule home page.

14. **Payment Address:**  
*Should Electronic Fund Transfer (EFT) payment be available, Insignia requests that EFT remittance be specified as follows:*

**Insignia Technology Services, LLC**  
 Bank of America  
 Account Number: 435009941104  
 ABA No. 051000017

*Should EFT not be available, the remittance address is as follows:*

**Insignia Technology Services, LLC**  
 Attn: Controller  
 610 Thimble Shoals Blvd, Bldg 6  
 Newport News, VA 23606

*Reference Information for all Checks:*

- The name of the customer making payment
- The contract number/delivery order number
- The invoice number
- If available, project number

15. **Warranty Provision:** Provisions for any appropriate and applicable warranties shall be specified in individual orders. Such warranties are subject to the negotiations between the ordering agencies and the contractor.
16. **Export Packaging Charges:** Not Applicable
17. **Terms and Conditions of Government Commercial Credit Card Acceptance:**  
 Insignia accepts government commercial credit cards in accordance with government commercial credit card program guidelines.
18. **Terms and Conditions of Rental, Maintenance and Repair:** Not Applicable



19. **Terms and Conditions of Installation:** Not Applicable
20. **Terms and conditions of Repair Parts Indicating Date of Parts Price Lists And Any Discounts From List Prices:** Not Applicable
- 20a. **Terms and Conditions For Any Other Services:** Not Applicable
21. **List of Service and Distribution Points:** Not Applicable
22. **List of Participating Dealers:** Not Applicable
23. **Preventive Maintenance:** Not Applicable
- 24a. **Special Attributes Such As Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
- 24b **Section 508 Compliance Information Is Available At:**  
· <http://www.insigniatechnology.com/section508.aspx>
25. **Data Universal Number System (DUNS) Number:** 781 22 9948
26. **Notification Regarding Registration in System for Award Management (SAM.gov):**  
Insignia is registered in the SAM.gov.

## 2 Insignia Professional Services Schedule (PSS) Overview

Under the General Services Administration (GSA) Federal Supply Schedule (FSS) contract *Professional Services Schedule (PSS)*, Solicitation Number FCO00CORP0000C, Insignia provides a broad spectrum of products and services focused on improving the performance of federal agencies and other organizations. Services range from the analysis and design of enterprise information and telecommunications systems to strategic and business planning, quality management and business process improvement.

The Professional Services Schedule (PSS) contract is an indefinite delivery, indefinite quantity multiple award schedule contract that provides for task orders as either firm fixed-price or time and material using the labor categories and ceiling rates defined in the contract. The order type is at the discretion of the ordering agency.

Under the FSS program, GSA enters into contracts with commercial firms to provide supplies and services at stated prices for given periods of time. Orders are placed directly with the schedule contractor and deliveries are made directly to the customer.

The FSS program mirrors commercial buying practices more than any other procurement process in the federal government today. It provides customers with literally millions of state-of-the-art, high-quality commercial products and services at volume discount pricing on a direct delivery basis. The federal supply schedule program also offers the benefits of shorter lead times, lower administrative costs, and reduced



inventories. Multiple award schedule contracts are awarded to contractors supplying comparable commercial supplies and services at government-negotiated, pre-approved prices.

They provide federal agencies with the variety and flexibility necessary to select the best-valued professional services to meet their requirements. Consistent with the Competition in Contracting Act, multiple award schedule contracts are competitive in that participation in the program is open to all responsible sources, and orders placed following the procedures in Federal Acquisition Regulation 8.4 result in the lowest overall cost alternative. Therefore, when placing orders under federal supply schedules, ordering offices need not 1) seek further competition; 2) synopsise the requirement; or 3) make a separate determination of fair and reasonable pricing. GSA has already determined the prices of items under schedule contracts to be fair and reasonable.

## 2.1 Advantages of Using GSA Professional Services Schedule (PSS) Contract Include:

- Five-year contract-ordering period with one five-year option
- Indefinite delivery / indefinite quantity contract with no ceiling and no maximum order limitations
- Available to all federal agencies and authorized organizations
- No synopsis (FedBizOpps posting) is required – all competitive requirements have been met
- Direct customer and contractor relationship – no transfer of funds to GSA required
- Reduced lead times – procurement cost savings
- Labor categories and rates for fixed price and time and materials task orders
- Provides for teaming and subcontracts
- Blanket purchase agreements may be established

## 2.2 How to Use This Schedule

In accordance with the Federal Acquisition Streamlining Act of 1994 and the Federal Acquisition Reform Act of 1996, GSA's streamlined ordering procedures have reduced the government procurement process to a few simple steps. While the federal supply schedule program has already determined these rates to be fair and reasonable, ordering offices must determine that the total price is reasonable for the specific tasks required by the agency. Based on quotes requested from three contractors that appear to offer the best value (considering scope of services offered, hourly rates, contractor's locations and other factors, as appropriate), the ordering agency selects the one that best meets its needs.

This contract is available to all federal agencies for domestic and overseas use. Executive agencies, other federal agencies, mixed-ownership government corporations, and the District of Columbia; government contractors authorized in writing by a federal agency pursuant to FAR Part 51; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the executive branch of the federal government. GSA Order ADM 4800.2E provides a complete list of authorized schedule users.

Total price for services are established at the time the task order is placed and are based on the rates offered in the Insignia Professional Services (PSS) Price List catalog. The resultant task order details the estimated



number of hours, the labor categories that will be provided, and any related items. If the ordering agency's contracting officer chooses to purchase services on a labor-hour time-and-material basis, the resultant task order will specify the not-to-exceed price, the proposed labor categories (with hourly rates for each), and any applicable travel and other direct costs.

Federal Acquisition Regulation 8.4 provides procedures for the acquisition of services using GSA schedule contracts.

**For orders of supplies and/or services below \$3,000:** Place the order with any schedule contractor that can meet the agency's needs. Though not required to solicit from a specific number of Schedule contractors, ordering activities should attempt to distribute orders among contractors (FAR 8.405).

**For Supplies and Services Not Requiring a SOW:** Survey at least three Schedule contractors through the GSA Advantage!® online shopping service or review the catalogs or pricelists of at least three Schedule contractors pricelists. The GSA Advantage!® online shopping service may be used to facilitate this review and seek additional price reductions where appropriate; evaluate and make a best value selection.

**For Services Requiring a Statement of Work:** To summarize the process for ordering services, the government agency:

1. Prepares a request for quotation that includes:
  - A performance-based statement of work that outlines the work to be performed.
  - Type of task order – time and material or firm fixed price.
  - Basis to be used for contractor selection (best value, etc.).
2. Transmits the request for quotations to contractors:
  - Selects at least three qualified contractors on the schedule. Note: Department of Defense agencies need to refer to DFAR 208.4 when ordering services over \$100,000 using the GSA schedules.
  - Sends requests for quotations to selected contractors. GSA's e-buy provides ordering agencies a streamlined, Web-based system for ordering services using the GSA schedules.
3. Evaluates quotes and selects the contractor to receive the order:
  - Evaluates responses based on the factors identified in the requests for quotations.
  - Places the order directly with the schedule contractor that represents the best value and results in the lowest overall cost alternative considering price, special qualifications, administrative costs, and so forth.

The requesting government agency's contracting office directly issues the task order to the selected contractor without GSA involvement in the procurement process. All task order reporting requirements and remission of fees to GSA are the responsibility of the contractor.

### 2.3 Blanket Purchase Agreements

Ordering activities may establish blanket purchase agreements under any GSA schedule contract. A GSA schedule blanket purchase agreement simplifies the filling of recurring needs for supplies or services; it leverages a customer's buying power by taking advantage of quantity discounts and saves administrative time by reducing paperwork.

Blanket purchase agreements are established in accordance with the procedures in Federal Acquisition Regulation Part 8.405-3. An ordering activity may request a price reduction based on the total estimated



volume of the blanket purchase agreement, regardless of the size of individual orders. Blanket purchase agreements may be established with one or more scheduled contractors at the discretion of the ordering activity. When establishing multiple blanket purchase agreements, the ordering activity must specify the procedures for placing orders under the blanket purchase agreements. A GSA schedule blanket purchase agreement should not exceed five years in length, but may do so to meet program requirements. A blanket purchase agreement may extend beyond the current term of its GSA schedule contract, so long as there are option periods in the GSA schedule contract that, if exercised, will cover the blanket purchase agreement's period of performance.

## 2.4 Special Item Number Descriptions

### 874-1 Consulting Services

Contractors shall provide providing expert advice, assistance, guidance or counseling in support of agencies' mission oriented business functions, as follows: Management or strategy consulting; program planning, audits and evaluations; studies, analyses, scenarios, and reports relating to mission-oriented business programs or initiatives, such as defense studies, tabletop exercises or scenario simulations; educational studies, regulatory studies, economic studies, and preparedness studies; executive/management coaching services; customized training as part of a consulting engagement; policy and regulatory development and review; expert witness services in support of litigation, claims, or other formal cases, and advisory and assistance services in accordance with FAR 37.203(b). Financial audits are covered under GSA Schedule 520, Financial and Business Services, and are not allowed under this SIN. The term "consulting" as defined herein does not include staff augmentation.

### 874-4 Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration

Proposed courses shall be commercially-available off-the-shelf training and/or educational courses that are delivered via an Instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Courses shall have a defined course title, length of time (i.e. hours, days, semesters, etc.), description of material to be taught (i.e. syllabi, table of contents, etc.), and whether materials are included (i.e. books, pamphlets, software, etc.). Support materials not included may be offered on SIN 874-5. Proposed professional services shall be in support of planning, creating, and/or executing test administration, learning management, customized subject matter specific training and/or educational courses that are delivered via an instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. At minimum, proposed professional services in support of planning, creating, and/or executing a customized course(s) shall include labor categories (i.e. Subject Matter Experts (SMEs), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), and methodology(ies) to be used.

### 874-7 Program and Project Management

Contractors shall provide services to assist agencies in planning, initiating, managing, executing, and closing out mission-oriented business programs and projects. Services included are: Project leadership and communications with stakeholders; project planning and scheduling; earned value management support; project management, including performance monitoring and measurement; reporting and documentation associated with project/program objectives; stakeholder briefings, participation in required meetings, and related project support services; program integration services; and project close-out services. All services must be provided and performed under the supervision/management of the contractor's Project Manager or



Program Manager. Orders for services under this SIN without an accompanying Program/Project Manager labor category are prohibited. The primary purpose and preponderance of work for any project awarded under this SIN must be for professional business services. Services covered by other GSA Schedules shall only be included in the project scope if they are directly related to the successful accomplishment of the project and are incidental to the overall effort. It is the responsibility of the Contracting Officer placing the order to make this determination.

### 3 Price List

- SIN 874-1 Consulting Services
- SIN 874-4 Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration
- SIN 874-7 Program and Project Management Services

Labor Category	Year 1 3/29/12 - 3/28/13		Year 2 3/29/13 - 3/28/14		Year 3 3/29/14 - 3/28/15		Year 4 3/29/15 - 3/28/16		Year 5 3/29/16 - 3/28/17	
	Client Site	Off Site								
Solution Architect	\$81.30	\$96.74	\$83.74	\$99.65	\$86.25	\$102.64	\$88.84	\$105.72	\$91.50	\$108.89
Business Systems Analyst - Senior	\$84.54	\$100.60	\$87.08	\$103.62	\$89.69	\$106.73	\$92.38	\$109.93	\$95.15	\$113.23
Business Analyst	\$65.09	\$77.46	\$67.04	\$79.78	\$69.05	\$82.17	\$71.12	\$84.64	\$73.26	\$87.18
Programmer - SME	\$112.33	\$133.67	\$115.70	\$137.68	\$119.17	\$141.81	\$122.74	\$146.07	\$126.43	\$150.45
Consultant - Sr	\$121.20	\$144.23	\$124.84	\$148.55	\$128.58	\$153.01	\$132.44	\$157.60	\$136.41	\$162.33
Consultant	\$115.03	\$136.89	\$118.49	\$141.00	\$122.04	\$145.23	\$125.70	\$149.58	\$129.47	\$154.07
Consultant - Jr	\$97.61	\$116.15	\$100.54	\$119.64	\$103.55	\$123.23	\$106.66	\$126.92	\$109.86	\$130.73
Engineer/Scientist - Sr	\$74.70	\$88.90	\$76.95	\$91.57	\$79.25	\$94.31	\$81.63	\$97.14	\$84.08	\$100.06
Technical Instructor/Trainer	\$87.28	\$103.87	\$89.90	\$106.98	\$92.60	\$110.19	\$95.38	\$113.50	\$98.24	\$116.90
Instructional Technologist	\$83.75	\$99.67	\$86.27	\$102.66	\$88.86	\$105.74	\$91.52	\$108.91	\$94.27	\$112.18
Instructional Developer	\$70.54	\$83.94	\$72.65	\$86.46	\$74.83	\$89.05	\$77.08	\$91.72	\$79.39	\$94.47
Trainer	\$62.35	\$74.19	\$64.22	\$76.42	\$66.14	\$78.71	\$68.13	\$81.07	\$70.17	\$83.50
Instructional Systems Specialists	\$53.57	\$63.75	\$55.18	\$65.66	\$56.83	\$67.63	\$58.54	\$69.66	\$60.29	\$71.75
Training Project Manager	\$76.22	\$90.70	\$78.51	\$93.42	\$80.86	\$96.23	\$83.29	\$99.11	\$85.79	\$102.09
Program Manager - Sr	\$130.25	\$154.99	\$134.15	\$159.64	\$138.18	\$164.43	\$142.32	\$169.37	\$146.59	\$174.45
Program Manager	\$104.74	\$124.64	\$107.88	\$128.38	\$111.12	\$132.23	\$114.45	\$136.20	\$117.89	\$140.28
Project Manager	\$88.91	\$105.80	\$91.58	\$108.98	\$94.32	\$112.25	\$97.15	\$115.61	\$100.07	\$119.08
Technical Lead	\$84.54	\$100.60	\$87.08	\$103.62	\$89.69	\$106.73	\$92.38	\$109.93	\$95.15	\$113.23

Table 1: Price List



#### 4 Labor Categories and Qualifications

LIN	Labor Category	Minimum Education/Experience Requirements	Position Duties/Responsibilities
1	Solution Architect	BS or Equivalent and 8 years general experience	Senior level technical expert responsible for design and development of a client/server or systems environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization. Advises of feasibility of potential future projects to management.
2	Business Systems Analyst - Senior	BS and 8 years general experience	Evaluates work flows, organizational processes and procedures and develops enterprise-wide or large-scale computer/information management system solutions. Designs architecture to include the software, hardware, and communications to support the total requirement. Provides present and future cross-functional requirements and interfaces. Ensures systems are compliant and compatible with open systems architecture standards. May provide daily supervision to project staff.
3	Business Analyst	BS and 5 years general experience	Reviews and analyzes system specifications. Prepares and documents programming specifications. Analyzes existing systems and subsystems for reusability benefits and needed changes. Prepares design plans and written analyses, unit and test scripts, and documentation. Supports business process reengineering initiatives.
4	Programmer - SME	BS and 5 years general experience	Under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. A design, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system's technical software.



LIN	Labor Category	Minimum Education/Experience Requirements	Position Duties/Responsibilities
5	Consultant - Sr	BS/BA or Equivalent and 7 years general experience	Provides Expert/Senior Executive level consulting support for specialized business and operations focusing on, but not limited to, the analyses, evaluation, audit, assessment, implementation or support of the specific subject matter area related to the specific customer objectives and supporting functions. Provides planning and consultation including program/project guidance, oversight and management. Requires highly specialized expertise and possess unique experience in a functional area related to the task. Directly engages with customers to assess, understand and resolve problems.
6	Consultant	BS/BA or Equivalent and 5 years general experience	Provides expert executive level support for specialized business and operations focusing on, but not limited to, the analyses, evaluation, audit, assessment, implementation or support of the specific subject matter area related to the specific customer objectives and supporting functions. Provides planning and consultation including program/project guidance, oversight and management. Requires highly specialized expertise and possess unique experience in a functional area related to the task. Directly coordinates with customers to understand and resolve problems.
7	Consultant - Jr	BS/BA or Equivalent and 3 years general experience	Provides expert specific functional support in specialized operational areas for specific subject matter. Supports planning and consultation to include technical inputs and unique experiences in support of customer objectives and project goals. Supports assessment and implement of subject matter. Traditionally supports customer site engagements or field support to include troubleshooting or problem resolution.
8	Engineer/Scientist - Sr	BS and 10 years general experience	Use theories, research and principles from the sciences to formulate viable solutions to complex problems. Analyzes engineering problem statements and uses principles from math, physics and sciences to determine the best approach for implementation. Is the authoritative source for engineering process, technical foundation and scientific discipline. Is considered a Subject Matter Expert in the required field of study. Can manage critical projects and coordinate the duties and assignments of other, less experienced staff engineers.



LIN	Labor Category	Minimum Education/Experience Requirements	Position Duties/Responsibilities
9	Technical Instructor/Trainer	BS or Equivalent and 3 years general experience	Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision of, and direction to, staff. Collects, organizes, and composes training materials. Conducts training courses and seminars. May provide one-on-one coaching and assistance, as well as assisting with automated training materials or computer-based training (CBT).
10	Instructional Technologist	BS or Equivalent and 3 years general experience	Manages, designs and develops state-of-the-art training and training support materials using the SAT and ISD processes. Selects intermediate and terminal training objectives and develops recommendations for the most appropriate methods to conduct the training. Conducts training analysis, designs and develops training curricula, designs and develops multimedia/web story boards and training, and measures and evaluates effectiveness of training. Possess advanced knowledge of the subject matter and/or technology to be utilized. Designs and develops instructional approaches and strategies to meet training requirements through analysis of learning objectives, media delivery requirements, test methodology and available doctrine and documentation. May supervise Computer Training Specialists in course design and development
11	Instructional Developer	BS or Equivalent and 6 years general experience	Supports specific tasks or projects related to the design, development and completion of training courses. Conducts training analysis, designs and develops training curricula, designs and develop multimedia/web story boards and training, and measures and evaluates effectiveness of training. Possesses advanced knowledge of the subject matter and/or technology to be utilized. Designs and develops instructional approaches and strategies to meet training requirements through analysis of learning objectives, media delivery requirements, test methodology and available doctrine and documentation. Defines test strategies, evaluation plans and validation of training. Ensures integrity of task analysis, training needs, instructional materials and hierarchies. Determines best approach to delivery of training including traditional and technology-based approaches. Interacts with customer, technologists, project managers and subject matter experts.



LIN	Labor Category	Minimum Education/Experience Requirements	Position Duties/Responsibilities
12	Trainer	BS or Equivalent and 4 years general experience	Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.
13	Instructional Systems Specialists	BS or Equivalent and 3 years general experience	Designs and develops instructional approaches and strategies in support of training requirements through analysis of learning objectives, media delivery requirements, test methodology and available doctrine and documentation. Follows the prescribed design process and model and defines test strategies, evaluation plans and validation of training. Ensures integrity of task analysis, training needs, instructional materials and hierarchies. Determines best approach to delivery of training including traditional and technology-based approaches.
14	Training Project Manager	BS or Equivalent and 5 years general experience	The Training Project Manager is responsible for all aspects of instructional, training or educational technology projects. Formulates and enforces work standards, assigns project schedules, reviews work, supervises project personnel and communicates policies and organizational goals and objectives to all project personnel. Provides verbal and written skills required at all management levels to maintain complete project control.
15	Program Manager - Sr	BS or Equivalent and 10 years general experience	The Sr. Program Manager provides executive Director level management to overall contract operations involving multiple programs and groups of personnel on multiple projects at multiple locations. The Sr PM serves as primary customer interface and maintains and manages relationships with all levels of the client organization. The Director is intimately aware of overall program and business area status to include all related projects and the potential impact or risks. The Sr PM is often considered a program level subject matter expert with unique technical knowledge. The Sr PM is responsible for managing multiple contract work efforts and ensures quality and work performance standards are achieved on all task/delivery orders, project operations and associated risk. The Sr PM plans and organizes the work effort and oversees the execution to include assigning resources, managing personnel, risk management, cost/schedule and overall contract Performance.



LIN	Labor Category	Minimum Education/Experience Requirements	Position Duties/Responsibilities
16	Program Manager	BS or Equivalent and 8 years general experience	The Program Manager provides leadership and overall program technical direction; formulates and enforces work standards; and solves complex technical, administrative, and management problems. Serves as the single authorized interface with Government management personnel. Provides verbal and written skills required at all management levels to maintain complete program control.
17	Project Manager	BS or Equivalent and 6 years general experience	The Project Manager is responsible for all aspects of project performance and provides overall direction to all project activities and personnel. Formulates and enforces work standards, assigns project schedules, reviews work, supervises project personnel and communicates policies and organizational goals and objectives to all project personnel. Provides verbal and written skills required at all management levels to maintain complete project control.
18	Technical Lead	BS or Equivalent and 5 years general experience	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Table 2: Labor Categories and Qualifications



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## 5 Points of Contact (Authorized Negotiators/ Administrators)

**Janet Moravek, Director of Contracts (Primary)**

610 Thimble Shoals Blvd, Bldg 6  
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For a complete listing of Insignia's contracts, visit <http://www.insigniatechnology.com/contracts.aspx>



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**Notes**



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