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 GSA Advantage® is: GSAAdvantage.gov.

Schedule for – Multiple Award Schedule (MAS)
   Federal Supply Group: MAS
   Contract Number: GS-00F-053CA
   For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

Contractor: Information Experts, Inc.
           22978 Lois Lane
           Ashburn, VA 20148-5651

Business Size: Small Business

Telephone: (703) 929-8863
FAX Number: (703) 787-0162
Web Site: www.informationexperts.com
E-mail: alevin@informationexperts.com
Contract Administration: Adam Levin

Pricelist current as of Modification #A812, effective March 11, 2020.
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541430</td>
<td>541430RC</td>
<td>Graphic Design Services</td>
</tr>
<tr>
<td>541511</td>
<td>541511RC</td>
<td>Web Based Marketing</td>
</tr>
<tr>
<td>541611</td>
<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program</td>
</tr>
<tr>
<td></td>
<td></td>
<td>and Project Management Services</td>
</tr>
<tr>
<td>541850</td>
<td>541850RC</td>
<td>Exhibit Design and Advertising Services</td>
</tr>
<tr>
<td>611430</td>
<td>611430RC</td>
<td>Professional and Management Development Training</td>
</tr>
<tr>
<td>611512</td>
<td>611512RC</td>
<td>Flight Training</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic only

5. Point(s) of production (city, county, and state or foreign country): Same as company address


7. Quantity discounts: None Offered

8. Prompt payment terms: Net 30 days Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Yes

10. Foreign items (list items by country of origin): None
11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

12. F.O.B Points(s): Destination

13a. Ordering Address(es): Same as Contractor

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), are found in Federal Acquisition Regulation (FAR) 8.405-3 in Customer Information Item 13b per I-FSS-600.

14. Payment address(es): Same as company address

15. Warranty provision.: Contractor’s standard commercial warranty.

16. Export Packing Charges (if applicable): N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A

23. Preventive maintenance (if applicable): N/A

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/

25. Data Universal Numbering System (DUNS) number: 076104350
26. Notification regarding registration in System for Award Management (SAM) database: Registered

27. Final Pricing:
The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

Service Contract Act (SCA) Matrix

<table>
<thead>
<tr>
<th>SCA Eligible Labor Category</th>
<th>SCA Equivalent Code Title</th>
<th>Wage Determination No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerical</td>
<td>01111 - General Clerk</td>
<td>2015-4281</td>
</tr>
</tbody>
</table>

*The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA
<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Labor Category</th>
<th>Year 6</th>
<th>Year 7</th>
<th>Year 8</th>
<th>Year 9</th>
<th>Year 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611, 611430, 541511, 541910, 541850, 541430</td>
<td>Creative Director</td>
<td>$ 263.48</td>
<td>$ 268.75</td>
<td>$ 274.13</td>
<td>$ 279.61</td>
<td>$ 285.20</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Strategic Advisor</td>
<td>$ 339.44</td>
<td>$ 346.23</td>
<td>$ 353.15</td>
<td>$ 360.21</td>
<td>$ 367.42</td>
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<tr>
<td>541611, 611430, 541511, 541910, 541850, 541430</td>
<td>Program Manager</td>
<td>$ 195.44</td>
<td>$ 199.35</td>
<td>$ 203.34</td>
<td>$ 207.40</td>
<td>$ 211.55</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Clerical I**</td>
<td>$ 34.90</td>
<td>$ 35.60</td>
<td>$ 36.31</td>
<td>$ 37.03</td>
<td>$ 37.77</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Q &amp; A Editor</td>
<td>$ 83.76</td>
<td>$ 85.44</td>
<td>$ 87.14</td>
<td>$ 88.89</td>
<td>$ 90.66</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Senior Instructional Designer</td>
<td>$ 165.79</td>
<td>$ 169.11</td>
<td>$ 172.49</td>
<td>$ 175.94</td>
<td>$ 179.46</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Senior Consultant</td>
<td>$ 241.98</td>
<td>$ 246.82</td>
<td>$ 251.75</td>
<td>$ 256.79</td>
<td>$ 261.92</td>
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<tr>
<td>541611, 611430, 541511, 541910, 541850, 541430</td>
<td>Project Manager</td>
<td>$ 151.24</td>
<td>$ 154.26</td>
<td>$ 157.35</td>
<td>$ 160.49</td>
<td>$ 163.70</td>
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<tr>
<td>541611, 611430</td>
<td>Instructional Designer</td>
<td>$ 151.24</td>
<td>$ 154.26</td>
<td>$ 157.35</td>
<td>$ 160.49</td>
<td>$ 163.70</td>
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<tr>
<td>541611, 611430</td>
<td>Training Project Manager</td>
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<td>$ 199.69</td>
<td>$ 203.68</td>
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<tr>
<td>541611, 611430</td>
<td>Training Manager</td>
<td>$ 185.36</td>
<td>$ 189.07</td>
<td>$ 192.85</td>
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<td>$ 200.64</td>
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<tr>
<td>541611, 611430</td>
<td>Consultant</td>
<td>$ 184.88</td>
<td>$ 188.58</td>
<td>$ 192.35</td>
<td>$ 196.19</td>
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<tr>
<td>541611, 611430</td>
<td>Training Consultant</td>
<td>$ 158.47</td>
<td>$ 161.64</td>
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<tr>
<td>541611, 611430</td>
<td>Subject Matter Expert</td>
<td>$ 219.01</td>
<td>$ 223.39</td>
<td>$ 227.86</td>
<td>$ 232.42</td>
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</tr>
<tr>
<td>541611, 611430, 541511, 541850</td>
<td>Strategist/Writer II</td>
<td>$ 187.25</td>
<td>$ 190.99</td>
<td>$ 194.81</td>
<td>$ 198.71</td>
<td>$ 202.68</td>
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<tr>
<td>541611, 611430, 541511, 541910, 541850, 541430</td>
<td>Art Director</td>
<td>$ 264.11</td>
<td>$ 269.39</td>
<td>$ 274.78</td>
<td>$ 280.27</td>
<td>$ 285.88</td>
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<tr>
<td>541611, 611430</td>
<td>Senior Instructional System Designer</td>
<td>$ 196.12</td>
<td>$ 200.04</td>
<td>$ 204.05</td>
<td>$ 208.13</td>
<td>$ 212.29</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Instructional System Designer</td>
<td>$ 184.88</td>
<td>$ 188.58</td>
<td>$ 192.35</td>
<td>$ 196.19</td>
<td>$ 200.12</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Course Writer-Instructor</td>
<td>$ 120.59</td>
<td>$ 123.00</td>
<td>$ 125.46</td>
<td>$ 127.97</td>
<td>$ 130.53</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Applications SA/Programme</td>
<td>$ 184.88</td>
<td>$ 188.58</td>
<td>$ 192.35</td>
<td>$ 196.19</td>
<td>$ 200.12</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Senior Technical Writer/Editor</td>
<td>$ 183.46</td>
<td>$ 187.13</td>
<td>$ 190.88</td>
<td>$ 194.69</td>
<td>$ 198.59</td>
</tr>
<tr>
<td>541611, 611430</td>
<td>Technical Editor</td>
<td>$ 116.66</td>
<td>$ 119.00</td>
<td>$ 121.38</td>
<td>$ 123.80</td>
<td>$ 126.28</td>
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<tr>
<td>541511, 541910, 541850, 541430</td>
<td>Senior Marketing Consultant</td>
<td>$ 266.07</td>
<td>$ 271.39</td>
<td>$ 276.82</td>
<td>$ 282.35</td>
<td>$ 288.00</td>
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<tr>
<td>541511</td>
<td>Web Developer II</td>
<td>$ 164.64</td>
<td>$ 167.93</td>
<td>$ 171.29</td>
<td>$ 174.72</td>
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<tr>
<td>541511</td>
<td>Web Developer I</td>
<td>$ 158.06</td>
<td>$ 161.22</td>
<td>$ 164.45</td>
<td>$ 167.73</td>
<td>$ 171.09</td>
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<tr>
<td>541511, 541910, 541850, 541430</td>
<td>Strategist/Writer I</td>
<td>$ 166.29</td>
<td>$ 169.61</td>
<td>$ 173.00</td>
<td>$ 176.46</td>
<td>$ 179.99</td>
</tr>
<tr>
<td>541511, 541910, 541850, 541430</td>
<td>Graphic Designer II</td>
<td>$ 158.06</td>
<td>$ 161.22</td>
<td>$ 164.45</td>
<td>$ 167.73</td>
<td>$ 171.09</td>
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<tr>
<td>541511, 541910, 541850, 541430</td>
<td>Graphic Designer I</td>
<td>$ 131.71</td>
<td>$ 134.34</td>
<td>$ 137.03</td>
<td>$ 139.77</td>
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<tr>
<td>541511, 541910, 541850, 541430</td>
<td>Proofreader</td>
<td>$ 147.53</td>
<td>$ 150.48</td>
<td>$ 153.49</td>
<td>$ 156.56</td>
<td>$ 159.69</td>
</tr>
<tr>
<td>Position</td>
<td>Creative Director</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------</td>
<td>------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>M.S./M.A./M.B.A./M.F.A. in Marketing, Business Administration, Communications, or Creative Discipline; B.S./B.A. degree in Art, Communications, Marketing, or Humanities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Experience</td>
<td>12+ (agency and organizational management); has functioned at the Director-level or higher within an agency or organization</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Responsibility</td>
<td>Serves as a senior production and design consultant for originating concepts and initial designs</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Collaborates with Interactive Designers, Designers, Strategists, and Developers to integrate all efforts and client feedback into an effective and cohesive educational, training and communications solutions</td>
<td></td>
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<tr>
<td></td>
<td>Provides creative insight throughout project</td>
<td></td>
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<tr>
<td></td>
<td>Assumes the conceptual or design lead on especially challenging work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Position</th>
<th>Strategic Advisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>Masters Degree in Business, Communications, Creative Discipline, Humanities, or related field.</td>
</tr>
<tr>
<td>Experience</td>
<td>15+ (agency and organizational management); has functioned at the Director-level or higher within an agency or organization.</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Responsible for providing strategic analysis and functional knowledge of educational programs and systems to customers, end-users, and staff as requested</td>
</tr>
<tr>
<td></td>
<td>Participates in team meetings, when requested, to provide strategic business expertise</td>
</tr>
<tr>
<td></td>
<td>Demonstrates broad knowledge of, and experience in, Federal programs that integrate with agency solutions</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Position</th>
<th>Program Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>Bachelor’s degree in business, communications, or related field</td>
</tr>
<tr>
<td>experience</td>
<td>A minimum of 5 years of experience in a business analyst, project management, or senior consultant role</td>
</tr>
<tr>
<td></td>
<td>Must be able to provide samples of project management work Proven track record of leading successful projects using project management standards and processes</td>
</tr>
<tr>
<td></td>
<td>Superior ability to track and communicate project status, identify and resolve issues, and work within budget</td>
</tr>
<tr>
<td></td>
<td>Well-developed communication skills and the ability to maintain positive and cooperative working relations with team and clients</td>
</tr>
<tr>
<td></td>
<td>Must have superior judgment, leadership, and communication skills</td>
</tr>
<tr>
<td></td>
<td>Strong ability to use project management tools and software (e.g., Microsoft Project)</td>
</tr>
<tr>
<td></td>
<td>Must exhibit creativity and innovation in solutions</td>
</tr>
<tr>
<td></td>
<td>Must have patience, flexibility, a good sense of humor and be solutions-focused</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Coordinate planning, development, testing, and implementation of project to ensure timely deliverables, project success and quality</td>
</tr>
<tr>
<td></td>
<td>Provide work direction, project status, and feedback to all team members and assist them in issue resolution Design and develop deliverables per client needs and expectations and present potential Concepts</td>
</tr>
<tr>
<td></td>
<td>Assist in the identification, assessment and resolution of issues and problems</td>
</tr>
<tr>
<td></td>
<td>Communicate with clients throughout the life of the project, informing them of progress and watching for changes in scope and expectations Balance and prioritize project work to ensure critical items are addressed Ensure high quality deliverables are produced while working within budget and meeting deadlines</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Position</th>
<th>Clerical I</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>High school degree or higher, college experience preferred</td>
</tr>
<tr>
<td>experience</td>
<td>A minimum of 6 months of experience in a clerical role Computer literacy with demonstrable proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook) Ability to work efficiently under pressure and meet deadlines General filing, typing, data entry and copying Printing and assembling marketing materials Answering phones, distributing calls and messages Distributing inbound mail, coordination of outbound mail and packages General office maintenance Arranging conference room and kitchen for events/meetings, organization of supply closets</td>
</tr>
</tbody>
</table>
**Q&A Editor**

**Education**
- Bachelors Degree

**Experience**
- A minimum of 2-4 years of work-related skills, knowledge, or experience is needed.

**Responsibility**
- Prepare, rewrite and edit copy to improve readability, or supervise others who do this work.
- Read copy or proof to detect and correct errors in spelling, punctuation, and syntax.
- Allocate print space for story text, photos, and illustrations according to space parameters and copy significance, using knowledge of layout principles.
- Plan the contents of publications according to the publication’s style, editorial policy, and publishing requirements.
- Verify facts, dates, and statistics, using standard reference sources.
- Review and approve proofs submitted by composing room prior to publication production.
- Develop story or content ideas, considering reader or audience appeal.
- Oversee publication production, including artwork, layout, computer typesetting, and printing, ensuring adherence to deadlines and budget requirements.
- Confer with management and editorial staff members regarding placement and emphasis of developing news stories.
- Assign topics, events and stories to individual writers or reporters for coverage.

**Senior Instructional Designer**

**Education**
- Bachelor’s degree in Instructional Design, Instructional Technology, Adult Learning Theory or related field; advanced degree preferred

**Experience**
- A minimum of 5 years of experience working in the ISD field
- Must be able to provide samples of work
- Mastery of eLearning (WBT, CBT, CD-Rom, synchronous) capabilities, design methodologies, and processes
- Up-to-date knowledge of SCORM models, LMS/LCMS considerations and compliance
- Superior ability to develop and integrate module content, materials, and media to meet detailed design specifications and support the overall learning goals and objectives
- Strong desire and ability to work creatively and analytically with an attention to detail
- Excellent ability to communicate information and ideas in speaking and writing so others will understand
- Can easily handle multiple projects simultaneously
- Experience leading small projects using project management standards and processes preferred
- Ability to track and communicate project status, identify and resolve issues, and work within budget
- Must be able to work cooperatively as a member and leader of team as well as independently with self direction
- Must have patience, flexibility, a good sense of humor and be solutions-focused

**Responsibility**
- Design and develop deliverables per client needs and expectations and present potential concepts
### Consultant

**Position**
- Consultant

**Education**
- BS required, MA preferred

**Experience**
- A minimum of 5 years of management consulting or related industry
- Expert problem-solver and sorts through complex issues and conducts comparative analysis of multiple solutions
- Understands organizations needs, identifies root causes of problems, and develops and implements creative and pragmatic solutions.

**Responsibility**
- Work with clients to uncover, assess, and solve employee-focused and organizational-based business challenges.
- Uncover impediments to productivity, efficiency, and effectiveness, and causes of low employee morale, attrition, and unacceptable employee performance.
- Conduct competency assessments and needs analyses to identify root causes.
- Based on assessments/analyses, recommend customized solutions that will address critical problems.
- Oversee the implementation of solutions, including but not limited to the development of communications strategies, marketing programs, training programs & curriculums, and other learning initiatives.
- Conclude consulting engagement with a qualitative and quantitative measurement of intervention, and recommendations for continuous improvement.

---

### Project Manager

**Position**
- Project Manager

**Education**
- B.A. required. Advanced degree preferred.

**Experience**
- A minimum of 5 years of production management in a consulting agency environment.
- Strong interpersonal and organizational skills.
- Thoroughly versed in production methods, scheduling, materials and resource allocation and logistics.
- Ability to manage personnel, both office and production from qualitative and quantitative aspects.
- Ability to read proposals and contracts to determine scope of work and project plans.

**Responsibility**
- Manages assigned projects to achieve client satisfaction.
- Assigns job responsibility and supervises the process and personnel assigned for performance of required tasks, quality of work, output of client product in conformance with agreed standards of content, quality and timeliness, and achievement of project plan.
- Manages client expectations within the framework of the engagement to assure a mutually satisfactory result.
- Assures consistent profitability of the work performed on assigned projects.
- Works closely with the Quality Assurance Manager to assure that all projects are meeting expected quality and timing standards at all phases and milestones of the projects.

---

### Instructional Designer

**Position**
- Instructional Designer

**Education**
- BS in education/adult learning theory required, MS preferred (in instructional design or technology)

**Experience**
- A minimum of 5 years in instructional design and/or the technology environment.
- Manages assigned projects to achieve client satisfaction.
- Assigns job responsibility and supervises the process and personnel assigned for performance of required tasks, quality of work, output of client product in conformance with agreed standards of content, quality and timeliness, and achievement of project plan.
- Manages client expectations within the framework of the engagement to assure a mutually satisfactory result.
Responsibility

The basic function of the Content Specialist is to perform the activities associated with implementation of the Instructional Systems Design (ISD) methodology. The ISD methodology includes the basic steps of analysis, design, development, implementation and evaluation. Basic Functions Include the Following: Contributes to assigned projects by taking part and/or leading activities directly related to the ISD process. Works with the Content Director, and the Project Manager of assigned projects. May work independently on projects, or as part of a team of other content specialists, multimedia artists, programmers, and others as needed. At any given time, may be involved with one or more internal (IE) or external (client-based) projects.

- As required by assignments, performs data collection, review, assessment and compilation as part of analysis. Works at locations most conducive to the completion of this effort. Analyzes data to compose suggested solutions, treatments, and curricula. Produces client-ready documents to communicate findings and suggestions.
- As part of design, incorporates adult learning theories and practices during the creation of client-ready storyboards (for training/instruction). Derives objectives from analysis material, creates assessment instruments/tools to measure performance, incorporates opportunities for remediation and review, and writes scripts composed of instructional text for learners to view.
- As part of development, produces the instructional materials as outlined in the storyboards or scripts—involve the creation of classroom-based materials (participant guides and user guides), performance support tools and job aids. May work collaboratively with multimedia resources in the development of eLearning materials, depending upon the experience and skills of the designer and the need for such support during the development process.
- Participates as needed during the implementation process. Depending upon the delivery media, (classroom, eLearning, paper-based, etc.), facilitates the initial use of the instructional material. Reviews online content to ensure proper loading of data, conducts train-the-trainer sessions for client resources and produces materials to enhance the deliverable’s use.
- Conducts evaluation throughout the lifecycle of a project, and at the project’s completion, during a summative effort. Collects and analyzes performance data, assessment measurements and learners’ opinions regarding various aspects of the deliverables involved. Works with Quality.
- Control team and resources assigned to assist with evaluation efforts.
- Adheres to schedules and delivery plans as outlined by the Project Managers for assigned projects.
- Communicates with the Project Managers of assigned projects on a routine basis. Attends kickoff and post-mortem events, project team meetings, client review sessions, and other gatherings related to assigned projects. Produces Status Reports as requested by Relationship Managers.
- Maintains timesheets on a daily basis, facilitating project tracking. Records time and efforts as instructed by the Project Managers of assigned projects.
- In cooperation with the Project Manager and/or Content Director, reviews and provides input for any project or client-related issues needing clarification and confrontation.
- Contacts Project Manager(s) to communicate perceived opportunities to increase business through expansion, new projects and other areas falling within the capability of IE.
- Contributes to internal efforts, including the maintenance of Internet-site material, sales and marketing material, the creation of White Papers addressing current points of interest related to instructional design and other internal efforts.
- Performs other duties, as may be required, for successful completion of projects and as may be required of a Content Specialist.

<table>
<thead>
<tr>
<th>Position</th>
<th>Training Manager</th>
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</thead>
<tbody>
<tr>
<td>Education</td>
<td>Bachelor’s degree in business, communications, or related field</td>
</tr>
<tr>
<td>Experience</td>
<td>Minimum of 5 years of experience in a business analyst, project management, or senior consultant role; must be able to provide samples of project management work</td>
</tr>
</tbody>
</table>

Responsibility

- Identify a client’s touch points and evaluate their information needs; develop communication solutions for organizational transitions, programs and initiatives; develop multi-faceted communication plans that incorporate a variety of disciplines (e.g. training, marketing communications, intranet development).
- Lead multiple engagements to develop a variety of communication strategies (e.g., messaging, product and corporate launches, merger communications).
- Direct and coordinate specific deliverables, the overall project plan, budget, schedule, staffing requirements.
- Oversee fiscal, operational, administrative, and human resources management of projects.
Position: Training Project Manager
Education: Bachelor’s degree in business, communications, or related field
Experience: Minimum of 5 years of experience in a business analyst, project management, or senior consultant role, must be able to provide samples of project management work.

Responsibility:
- Responsible for project planning, execution, and performance, including technical approach for Task Orders
- Demonstrates project management and subject expertise, as well as communication skills to interface with all levels of management
- Has authority to act for the contractor on all matters relating to the daily operation of the Project

Required Qualifications:
- Proven track record of leading outstanding projects using project management standards and processes
- Proven ability to identify and develop new business opportunities and grow accounts into strategic partnerships; excellent ability to maintain positive and cooperative working relations with team and clients
- Extremely well-developed communication and presentation skills; proven ability to communicate information and ideas in speaking and writing so others will understand
- Demonstrated knowledge of government proposal development and management
- Must have superior judgment, strategic thinking, and communication skills
- Strong knowledge of system development lifecycle, marketing communication and instructional design
- Integrated communications and technical development experience
- Strong ability to use project management tools and software (e.g., Microsoft Project)
- Strong knowledge of external and internal communications
- Must be able to effectively multi-task, organize and prioritize work, and resolve issues
- Willing to travel 30% of time

Position: Senior Consultant
Education: Possesses a minimum of a master’s degree or equivalent experience in human capital
Experience: Possesses at least five (5) years of management consulting experience

Responsibility:
- Responsible for larger, more complex or technically advanced projects
- May be responsible for allocating and managing resources among multiple related projects computer science, information technology, performance and learning technologies, business process re-engineering, user-centered design or the equivalent

Required Qualifications:
- Proven track record of leading outstanding projects using project management standards and processes
- Superior ability to track and communicate project status, identify and resolve issues, and work within budget
- Well-developed communication skills and the ability to maintain positive and cooperative working relations with team and clients
- Must have superior judgment, leadership, and communication skills
- Strong ability to use project management tools and software (e.g., Microsoft Project)
- Must exhibit creativity and innovation in solutions
- Must have patience, flexibility, a good sense of humor and be solutions-focused
- Must be able to effectively multi-task, organize and prioritize work, and resolve issues
- Willing to travel 30% of time
<table>
<thead>
<tr>
<th>Position</th>
<th>Subject Matter Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>Bachelor’s degree in Business, Organizational Development, Industrial Psychology, Communications, or related field; Masters degree preferred</td>
</tr>
<tr>
<td>Experience</td>
<td>A minimum of 5 years professional experience</td>
</tr>
</tbody>
</table>
| Responsibility         | • Responsible for providing analysis, research, training, and functional knowledge of programs and systems to customers, end-users, and staff  
• Participates in systems requirements and design meetings to provide business expertise and ensure compliance with applicable laws, regulations, and standard business processes  
• Demonstrates broad knowledge of Federal programs that integrate with agency solutions  
• Possesses strong data analytical skills |

<table>
<thead>
<tr>
<th>Position</th>
<th>Strategist/Writer II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>Bachelor’s degree in Business, Communications, or related field; masters preferred</td>
</tr>
</tbody>
</table>
| Experience             | • A minimum of 10 years of experience in a project management role  
• Experience in guiding senior level executives through consultative engagements (experience in technology a plus)  
• Strong Experience with management, negotiation and administration of government contracts  
• Experience with managing company and third party vendors |
| Responsibility         | • Demonstrates superior ability to develop, write, and edit copy for a variety of communication vehicles, including web  
• Displays outstanding understanding of the integration of words, images, and functionality across a broad spectrum of marketing and communications materials  
• Shows knowledge of a variety of advertising, public relations, and marketing communication concepts, practices, and procedures |

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<tr>
<th>Position</th>
<th>Art Director</th>
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<tbody>
<tr>
<td>Education</td>
<td>Graduate of college or art school with degree in graphic design, fine arts, or related field; masters degree preferred</td>
</tr>
</tbody>
</table>
| Experience             | • A minimum of 6 years of design experience working in an agency or in-house design department and minimum of 4 years experience designing computer interfaces, animation and graphical elements  
• Extensive design experience in brand identity, collateral, print advertising, typography and websites  
• 3 years experience with print vendor relations and management |
| Responsibility         | • Assists the Creative Director with the management of the day-to-day operations and work of the Creative Services Department  
• Provides tactical creative insight to Designers  
• Takes the design lead on especially challenging work  
• Finalizes designs in accordance with client design feedback  
• Serves as a design consultant for all brainstorming sessions and design challenges |

<table>
<thead>
<tr>
<th>Position</th>
<th>Senior Instructional System Designer</th>
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<tbody>
<tr>
<td>Education</td>
<td>Bachelor’s degree in Instructional Design, Instructional Technology, Adult Learning Theory or related field; advanced degree preferred</td>
</tr>
<tr>
<td>Experience</td>
<td>5 or more years of experience working in the ISD field; must be able to provide samples of work</td>
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</tbody>
</table>
| Responsibility         | • Be an Information Expert demonstrating our core values and commitment to our clients:  
• Design and develop deliverables per client needs and expectations and present potential concepts; may provide work direction, project status, and feedback to team members and assist them in issue resolution  
• Assist in the identification, assessment and resolution of issues and problems  
• May coordinate planning, development, testing, and implementation of project to ensure timely deliverables, project success and quality  
• Interact and confer with client frequently regarding specific work efforts including seeking regular feedback and
Position: Instructional System Designer
Education: Bachelor's degree in Instructional Design, Instructional Technology, Adult Learning Theory or related field
Experience: 2-4 years of experience working in the ISD field; must be able to provide samples of work
Responsibility:
- Design and develop deliverables per client needs and expectations and present potential concepts
- Assist in the identification, assessment and resolution of issues and problems
- Interact and confer with client frequently regarding specific work efforts including seeking regular feedback and input from client on deliverables
- Balance and prioritize work to ensure critical items are addressed
- Produce high quality deliverables while working within budget and meeting deadlines
- Keep supervisor aware of workload and potential conflicting commitments
Required Qualifications:
- Mastery of eLearning (WBT, CBT, CD-Rom, synchronous) capabilities, design methodologies, and processes
- Up-to-date knowledge of SCORM models, LMS/LCMS considerations and compliance
- Superior ability to develop and integrate module content, materials, and media to meet detailed design specifications and support the overall learning goals and objectives
- Strong desire and ability to work creatively and analytically with an attention to detail
- Excellent ability to communicate information and ideas in speaking and writing so others will understand
- Handle multiple projects simultaneously
- Experience leading small projects using project management standards and processes preferred
- Ability to track and communicate project status, identify and resolve issues, and work within budget
- Must be able to work cooperatively as a member of team as well as independently with self direction
- Must have patience, flexibility, a good sense of humor and be solutions-focused

Position: Course Writer
Education: Bachelor’s degree in Instructional Design, Instructional Technology, Adult Learning Theory or related field
Experience: 2-4 years of experience working in the ISD field
Responsibility:
- Responsible for larger, more complex or technically advanced projects
- May be responsible for technical writing/editing tasks among multiple projects
- May be responsible for leading less experienced technical writers/editors
- Brings subject-specific experience

Position: Applications SA/Programmer – Senior
Education: Bachelor’s degree in Computer Science, Graphics Communications, or related field; masters degree a plus
Experience: 5 or more years of application experience developing and programming websites; Experience with Learning Management Systems (integrating learning objects, tagging, testing, etc.) is desired; must be able to provide samples of work
Responsibility
- Design and develop deliverables per client needs and expectations and present potential concepts
- Assist in the identification, assessment and resolution of issues and problems
- Interact and confer with client frequently regarding specific work efforts including seeking regular feedback and input from client on deliverables; may be responsible for informing clients of progress and watching changes in scope and expectations
- Balance and prioritize work to ensure critical items are addressed
- Produce high quality deliverables while working within budget and meeting deadlines
- Keep supervisor aware of workload and potential conflicting commitments
- May coordinate planning, development, testing, and implementation of project to ensure timely deliverables, project success and quality

Required Qualifications
- Superior ability to code site and design and develop style sheets, page layouts, digitized images, rich media, and other design elements to enhance appearance of site
- Outstanding ability to assemble instructional media and content in the form of static images, video files, audio files, animations, and storyboards
- Excellent ability to create, execute and document tests to ensure an application meets user requirements and specifications
- Strong knowledge of HTML, JavaScript and XML
- Knowledge of Internet technologies and browser capabilities
- Intermediate-level knowledge of Macromedia Flash, Toolbook preferred
- Strong knowledge of Java, ASP, PHP or .NET preferred
- Knowledge of DBMS such as Microsoft SQL Server and Oracle preferred
- Intermediate knowledge of Windows NT and Unix
- Intermediate knowledge of SCORM and Section 508 compliance
- Strong desire and ability to work creatively and analytically with an attention to detail
- Excellent ability to communicate information and ideas so others will understand
- Experience leading small projects using project management standards and processes preferred
- Ability to track and communicate project status, identify and resolve issues, and work within budget
- Can easily handle multiple projects simultaneously
- Must be able to work cooperatively as a member and leader of a team as well as independently with self direction
- Must have patience, flexibility, a good sense of humor and be solutions-focused

Position  
Senior Technical Writer/Editor
Education  
Bachelor’s degree in English, Marketing, Journalism, Communications or related field; masters preferred
Experience  
Demonstrate at least 7 years of writing experience with escalating responsibilities

Responsibility
- Responsible for larger, more complex or technically advanced projects
- May be responsible for technical writing/editing tasks among multiple projects
- May be responsible for leading less experienced technical writers/editors

Position  
Technical Editor
Education  
Bachelor’s degree in English, Journalism, Communications or related field
Experience  
Excellent knowledge of grammar, spelling, formatting, and style requirements; Familiarity with GPO, AP, and Chicago style guides; 2-4 years of experience in proofreading, editing, and testing the functionality of collateral, Web sites, and marketing/communications deliverables; Experience with providing quality control reviews of government related deliverables a plus

Responsibility
- Review the accuracy and completeness of all print and Web-based material (e.g., table of contents, index, headers, footers, chapter titles, copyright information, fonts, page numbering, and format requirements); identify ambiguities and errors in spelling, grammar, syntax, and format; and make edits to ensure correctness and clarity of writing
- Ensure deliverables follow style guides and client requirements as well as adhere to set standards for graphics formatting and style
- Conduct user tests of all client deliverables ensuring accurate navigation and flow of Web-based deliverables
- Define and develop quality-assurance processes related to print, Web, and e-Learning deliverables
- Assist in the identification, assessment, and resolution of issues and problems
<table>
<thead>
<tr>
<th>Position</th>
<th>Senior Marketing Consultant</th>
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<tbody>
<tr>
<td>Education</td>
<td>B.S./B.A. degree</td>
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<tr>
<td>Experience</td>
<td>20+ (significant team-leading experience; has functioned at the “C-level” within organizations)</td>
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<td>Responsibility</td>
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<tr>
<td></td>
<td>Develops customized organizational and marketing solutions to meet client needs</td>
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<td>Engages clients in problem solving, questioning, listening, and solutions identification</td>
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<td>Translates organizational concerns into communications solutions</td>
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<td>Provides key understanding of competitive landscapes</td>
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<td>Understands the strategic communications consulting landscape, emerging technology and business trends, established competitors and emerging companies</td>
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<td>Lead Information Experts’ team members in defining project objectives, scope, and deliverables; assesses resource needs</td>
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<td>Oversees Strategist/Writer efforts</td>
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<td>Architects organizational strategies to ensure all creative work is focused on achieving client objectives</td>
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<tr>
<th>Position</th>
<th>Strategist/Writer I</th>
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<tbody>
<tr>
<td>Education</td>
<td>M.S./M.A./M.B.A./M.F.A. in Marketing, Business Administration, Communications, or Creative Discipline preferred; B.S./B.A. degree in Art, Communications, Marketing, or Humanities.</td>
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<tr>
<td>Experience</td>
<td>5+ in an agency or consulting environment or equivalent leadership with internal teams at large organizations</td>
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<tr>
<td>Responsibility</td>
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<td></td>
<td>Interacts and confers with client frequently regarding specific work efforts, including seeking regular feedback and input from client on deliverables</td>
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<td>Demonstrates superior ability to develop, write, and edit copy for a variety of communication vehicles including web-based</td>
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<td>Displays outstanding understanding of the integration of words, images, and functionality across a broad spectrum of marketing and communications materials</td>
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<td>Shows knowledge of a variety of advertising, public relations, and marketing communication concepts, practices, and procedures</td>
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<td>Has the ability to conduct research, interview, and offer creative marketing ideas</td>
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<td>Possesses strong computer skills; fluent in Word and PowerPoint</td>
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<td>Contains a strong desire and ability to work creatively and analytically with an attention to detail</td>
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<td>Communicates information and ideas in speaking and writing so others will understand</td>
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<tr>
<th>Position</th>
<th>Graphic Designer II</th>
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<tbody>
<tr>
<td>Education</td>
<td>B.S./B.A./B.F.A. degree in Art or Design</td>
</tr>
<tr>
<td>Experience</td>
<td>5+ years in a creative agency/consulting environment</td>
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<tr>
<td>Responsibility</td>
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<tr>
<td></td>
<td>Demonstrates excellent knowledge of layout principles and general design aesthetics</td>
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<td>Determines size and arrangement of illustrative material and copy, selects style and size of type, and creates</td>
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</tbody>
</table>
Position | Graphic Designer I
---|---
Education | B.S./B.A./B.F.A. degree in Art or Design
Experience | 2+ years in a creative agency/consulting environment

Responsibility
- Demonstrates excellent knowledge of layout principles and general design aesthetics
- Determines size and arrangement of illustrative material and copy, selects style and size of type, and creates sample layouts
- Designs sales, advertising, and public relations materials including logos, marketing collateral, educational materials, and web sites
- Develops art and copy layouts using a variety of media to meet specific promotional needs
- Possesses the ability to design across multiple media, including print, the Web, and multimedia
- Shows expertise in graphic design software such as Adobe Photoshop, Adobe Illustrator, and Quark Xpress
- Owns a strong foundation in interface design, computer animation, multimedia development and web page design; expert-level experience with HTML, Flash, and 3D applications
- Designs and develops deliverables per client needs and expectations and presents concepts
- Interacts and confers with internal team and client regarding specific work efforts, including seeking regular feedback and input from client on deliverables
- Produces high quality design deliverables while working within budget and meeting deadlines

Position | Proofreader
---|---
Education | B.S./B.A. degree
Experience | 12 +

Responsibility
- Prepares, rewrites and edits copy to improve readability, or supervises others who do this work.
- Reads copy or proof to detect and correct errors in spelling, punctuation, and syntax.
- Allocates print space for story text, photos, and illustrations according to space parameters and copy significance, using knowledge of layout principles.
- Plans the contents of publications according to the publication’s style, editorial policy, and publishing requirements.
- Verifies facts, dates, and statistics, using standard reference sources.
- Reviews and approves proofs submitted by composing room prior to publication production.

Position | Web Developer II
---|---
Education | B.S./B.A. degree or equivalent in Computer Science, Graphics Communications, or related field
Experience | 8 years of application experience developing and programming websites

Responsibility
- Leads the development of technical/Web deliverables per client needs and expectations and presents potential concepts
- Identifies, assesses, and resolves technical issues and problems
- Interacts and confers with client frequently regarding specific work efforts, including seeking regular feedback and input from client on deliverables
- Coordinates planning, development, testing, and implementation of project to ensure timely deliverables, project success and quality
- Displays superior ability to code websites and designs and develops style sheets, page layouts, digitized images, rich media, and other design elements to enhance functionality and appearance of site
Position | Web Developer I
---|---
Education | B.S./B.A. degree or equivalent in Computer Science, Graphics Communications, or related field
Experience | 4 years of application experience developing and programming websites

Responsibility

- Leads the development of technical/Web deliverables per client needs and expectations and presents potential concepts
- Identifies, assesses, and resolves technical issues and problems
- Interacts and confers with client frequently regarding specific work efforts, including seeking regular feedback and input from client on deliverables
- Coordinates planning, development, testing, and implementation of project to ensure timely deliverables, project success, and quality
- Displays superior ability to code websites and designs and develops style sheets, page layouts, digitized images, rich media, and other design elements to enhance functionality and appearance of site
- Demonstrates outstanding ability to assemble media and content in the form of static images, video files, audio files, animations, and storyboards
- Creates, executes, and documents testing to ensure an application meets user requirements and specifications
- Possesses expert-level knowledge of Macromedia Flash, Toolbook, HTML, JavaScript, and XML; advanced knowledge of Java and .net
- Has knowledge of Internet technologies and browser capabilities and DBMS such as Microsoft SQL Server and Oracle
- Contains at least intermediate knowledge of Windows NT and Unix
- Shows competency with SCORM and Section 508 compliance