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

<table>
<thead>
<tr>
<th>Schedule Title:</th>
<th>Multiple Award Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Supply Group:</td>
<td>S – Professional Services</td>
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</tbody>
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**Contract number:** GS-00F-358CA Effective Sept 30, 2015 through Sept 29, 2025

**Pricelist current through Modification #:** PO-0010, dated March 23, 2021

For more information on ordering from Federal Supply Schedules, go to the GSA Schedules page at www.gsa.gov

INFORMATICS STUDIO, INC.
3509 Butler Street
Pittsburgh, PA 15201-1314
Voice: 412-361-2911 * Fax: 412-361-3781
www.informatics-studio.com

Small Business

Contact Todd Cavalier for Contract Administration
Phone: 412-361-2911, todd@informatics-studio.com
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  Senior eLearning Developer ............................................................................................... 24
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  eLearning Tester .................................................................................................................. 24
  Senior Analyst ..................................................................................................................... 25
  Analyst ................................................................................................................................ 25
Content Specialist
Content Developer/Editor
Project Assistant
Customer Information

1a. Table of awarded special item numbers (SINs) & Recovery (RC) SINs:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN/Subcategory Description</th>
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<tbody>
<tr>
<td>541810</td>
<td>541810RC</td>
<td>Advertising Services</td>
</tr>
<tr>
<td>541430</td>
<td>541430RC</td>
<td>Graphic Design Services</td>
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<tr>
<td>541613</td>
<td>541613RC</td>
<td>Marketing Consulting Services</td>
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**Training Subcategory**

<table>
<thead>
<tr>
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<th>Recovery</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>611430</td>
<td>611430RC</td>
<td>Professional and Management Development Training</td>
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</tbody>
</table>

**IT Services Subcategory**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541511</td>
<td>541511RC</td>
<td>Web-Based Marketing</td>
</tr>
</tbody>
</table>

**Miscellaneous Service**

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OLM OLMRC</td>
</tr>
</tbody>
</table>

Service descriptions are provided after Customer Information.

1b. Price list and rates: See specific pricing tables for labor rates.

1c. Labor Category descriptions and qualifications: See specific labor category descriptions and qualifications table.

2. Maximum order. $1,000,000

3. Minimum order. $100

4. Geographic coverage: Domestic, 50 states, Washington, DC, Puerto Rico, US Territories and to a CONUS port or consolidation point for orders received from overseas activities.

5. Point(s) of production (city, county, and State or foreign country): Pittsburgh, Allegheny County, PA

6. Discount from list prices or statement of net price: All prices herein are net government prices (discounts already deducted) See pricing table.

7. Quantity discounts: 1 percent on a single award of a delivery order of $1M or more. This type of discount will not apply to delivery orders that are cumulative to $1M over time.
8. Prompt payment terms: Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items: N/A

10a. Time of delivery: Time of delivery is specified in negotiated delivery/task orders.

10b. Expedited Delivery: Expedited delivery is specified in negotiated delivery/task orders.

10c. Overnight and 2-day delivery: N/A

10d. Urgent Requirements: N/A

11. F.O.B. point(s): Destination

12a. Ordering address

INFORMATICS STUDIO, INC.
3509 Butler Street
Pittsburgh, PA 15201-1314

12b. 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.

13. Payment address:

INFORMATICS STUDIO, INC.
3509 Butler Street
Pittsburgh, PA 15201-1314

14. Warranty provision: N/A

15. Export packing charges, if applicable: N/A

16. Terms and conditions of Government purchase card acceptance: Informatics Studio, Inc. accepts Government card purchase below and above the micro-purchase level.

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

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

19a. Terms and conditions for any other services (if applicable): N/A

20. List of service and distribution points (if applicable):

INFORMATICS STUDIO, INC.
3509 Butler Street
Pittsburgh, PA 15201-1314

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

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

23a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

23b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and full details can be found (e.g., contractor's website or other location.) The EIT standards can be found at www.Section508.gov/. N/A

24. Unique Entity Identifier (UEI) Number: 808594287

25. Notification regarding registration in System for Award Management (SAM) database: Informatics Studio, Inc. has registered with the SAM database. The CAGE code is 1L0D2.
Company Overview

Informatics Studio is a communications research, user-centered design, technology and innovation collaborative that started out of Carnegie Mellon University in 1992. Informatics works with government agencies, nonprofits, NGOs and global corporations that focus on human development worldwide.

Utilizing systems thinking to evaluate communication and technology ecosystems from the standpoint of actual users, the firm develops streamlined systems for monitoring, managing and meaningfully presenting complex information. Recent programs include the design and development of knowledge management systems, data visualization and reporting, monitoring and evaluation tools, collaboration and training platforms, behavioral marketing and strategic communications design.

We work primarily in six sectors:

- International Development
- Economics
- Health + Life Sciences
- Education
- Energy + Environment
- Corporate + Organizational Strategic Communications

www.informatics-studio.com

Strategic Design

- Communication Program Auditing, Visioning + Strategy
- Competitive Benchmarking
- Audience Analysis + Program Messaging
- Internal + Outward Facing Strategic Design
- Integrated Corporate + Program Identity
- Messaging, Writing + Editorial Services
- Advertising + Social Marketing
- Elearning Strategy + Instructional Design
- Information Design + Data Visualization
- User-Experience + Interface Design
- Interactive Multimedia Design
- User / Focus Group Testing
- Design Refreshing + Ongoing Maintenance

Technology

- Best Practices Specification
- Analysis, Strategy, Planning, Design, Implementation
- Information Architecture
- Online Collaborative Frameworks + Community Development
- Online Knowledge Resource Directories + Resource Design
- Management Dashboards
- Cross-Platform Integration (Web, Mobile, Desktop)
- Web + Interactive Multimedia Programming
- Usability Testing
- 508 Compliance + Accessibility
- Database Design + Integration
- Search Engine Optimization (SEO)
- Content Management Systems (CMS)
- Learning Management Systems (LMS)

www.informatics-studio.com
Description of Services for SIN 541810/541810RC: Advertising Services

Informatics Studio creates strategic advertising that effectively shapes our client’s critical messages and information to reach national and international targeted audiences. We produce award winning advertising for social programs sponsored by the Federal Government that targets national and international audiences, including focused and culturally specific groups with special requirements. We always begin with the following questions: What’s your message? Who is your audience? How are you different from others competing in the same space? How can your strategic communications be shaped to engage your intended audience in the process of understanding and embracing your products, services and programs?

In close collaboration with our client partners, our creative strategists, writers, usability experts and sophisticated designers craft communications that rise above the clutter and engage targeted consumers with a deliberate call to action. Our own unique methods utilize a research-based approach, which is tested with focus groups before deployment and monitored throughout a campaign to provide feedback that informs refinements. Our background in university research has enabled Informatics Studio to develop Brand Engineering to strategically enhance the effectiveness and accessibility of our clients’ critical information with advertising programs that attract and engage targeted consumers who struggle with overwhelming amounts of information on a daily basis.

Description of Services for SIN 541430/541430RC: Graphic Design Services

Informatics Studio offers unparalleled expertise in Commercial Art and Graphic Design. Our analytical approach and radiant aesthetics are expressed through our principled design and provide our client partners with many worthwhile recommendations for their communication programs. With academic roots in information analysis, communication theory and design, our principled approach has been recognized through national design awards, invited speaking engagements and publications that highlight our unique approach.

In addition to Graphic Design, we offer our clients an unusual mixture of supporting expertise that includes communication program strategy, audience analysis, complex information design, marketing and branding. We have designed and implemented integrated communication programs, and have developed comprehensive design standards, for a wide range of federal communication programs that include social marketing, education, agriculture, health and human services, and the military.

Description of Services for SIN 541511/541511RC: Web-based Marketing

Informatics Studio’s award-winning approach to Web-based Marketing incorporates sophisticated branding and design to project an online personality that strategically engages website visitors in the process of promoting our clients’ products, services and programs. More than just putting a website up on the internet, we build sites that use right-fitting technology that delivers our clients’ websites to targeted audiences and tracks relationships from first contact through ongoing engagement. We provide Search Engine Optimization (SEO), key word deployment and high-level analytics to track visitor trends and feedback, and develop relationships that effectively market our clients’ programs.
Description of Services for 611430/611430RC: Professional and Management Development Training

More than just static slideshows or traditional classroom teaching where students remain passive, we develop learning tools that support the comprehension and utility of critical information for specific audiences. Our portfolio includes the design and development of eLearning tools that actively engage students in the process of learning. Our learning management systems track students’ progress through subject matter, provide feedback on performance, measure mastery and incorporate approval for certification across the country.

Our team of writers, instructional designers, visual communication specialists and technology experts develop engaging and effective web-based training. We have delivered national education programs for clients that include federal agencies, non-profits and corporations. We are recognized for our ability to create impressive online environments that are conducive to learning.

Informatics Studio designers are classically trained in the foundations of typography, color theory, and visual composition. Typically, our designers are recruited from a small handful of schools where Swiss and German skill-based design processes are taught along with information analysis, composition, and communication theory.

In addition to enhancing visibility, comprehension, and performance, good design is good theater. We bring creative depth and passion for the cultural values of good design as it seeks to capture the imagination of our client partners’ audience.

The following pages provide a sample gallery of our award-winning designs and client projects. For more samples and projects, please visit our website: www.informatics-studio.com.
World Bank
CGAP Digital Annual Report

System Architecture, Comprehensive Design, Technical Implementation

2015 ANNUAL REPORT

Home
Progress
Strategy
Communications
Governance
Financials

good in-country progress is already happening.
World Bank Group
Conflict of Interest Training

Program Strategy, Data Analysis, Complex Information Design, Data Visualization, Comprehensive Design and Development

Outline
An overview for the Getting to Yes: Collaborating to Maximize Development Impact presentation.

Application To WBG Info Management in an MFD World | Collaboration vs Separateness

How to Stay on Target for Maximum Development Impact

Application To WBG Info Management in an MFD World: Collaborating vs Separateness

II. What are WBG Conflicts of Interest?

What is NOT a Conflict of Interest?

What is NOT a Conflict of Interest?

What is an Actual Conflict of Interest?

What is NOT a Conflict of Interest?

Legend: Equity | Loan | Guarantee | Sector | Other

Counter Indemnities
Policy Loan - Same Sector
LC Guarantee
T/A - Same Sector
GOVERNMENT
SOE

PARALLEL LENDERS
Power Purchase Agreement

Government

SOE

Project Company
More than 348 Million Identities were Exposed
When identity thieves hacked several trusted institutions, and
594 million persons are affected by cybercrime globally2.

170 Million Credit and Debit Card Numbers Stolen
In the United States, a criminal hacker was sentenced to 20 years in prison for stealing more than 170 million credit and debit card numbers, making it the largest identity theft case the Department of Justice has ever prosecuted, in 2010.

$1 Trillion Lost in the United States
Estimates of losses from intellectual property and data theft range as high as $1 trillion in the United States.
Carana Corporation
Intranet Knowledge Management System and Collaborative Framework

INFORMATICS STUDIO

Contract Number: GS-00F-358CA

Todd Cavalier
todd@informatics-studio.com
{412} 361.2911 x. 1007

Steven Cypher
steven@informatics-studio.com
{412} 361.2911 x. 1002
United States Agency for International Development
Promoting Excellence in Private Sector Engagement (PEPSE), Program Reporting

Program Strategy, Data Analysis and Visualization, Comprehensive Design

TANZANIA PARTNERSHIP

Increasing Impact and Sustainability Through Partnership in Tanzania:
Improved Maternal Health and Self-Reliance

Vodacom Tanzania

Installed cell towers in targeted districts, improving access to the health information via text message and the web-based platform.

PARTNERS OVERVIEW

Contributions by Partner Type for Africa Region’s FY16 Active PPPs

Corporations, Private Foundations, and Universities are the largest private contributors of resources to USAID development partnerships in Africa Region.

In 2016, what was the balance of local and international partners worked with USAID?

Africa Region’s FY16 Active PPPs

Both Local and International Partners provide matching resources to USAID partnerships in Africa Region.

Of all partners counted, what proportion of funds contributed are provided by local versus International partners?

FROM 1990 - 2010

Worldwide child mortality declined by 43%, and maternal mortality declined by 43%.

USAID’s engagement with private sector partners in Tanzania from FY 2013 to FY 2017 continued this positive progress.
RAND Corporation, U.S. Department of State
Countering America's Adversaries Through Sanctions Act (CAATSA)
Data Mapping and Reporting Application

Program Strategy, System Architecture, Data Visualization, Comprehensive Design, and Technical Implementation
US Department of Education
Race to the Top Program, Online Reporting and Data Visualization

Audience Evaluation, System Strategy, Data Evaluation, Data Standardization, Comprehensive Design, Technical Implementation
Pricing for SINs 541810/RC, 541430/RC, 541511/RC, 541613/RC and 611430/RC

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<td>541430, 541511, 541819, 611430</td>
<td>Creative Director</td>
<td>Both</td>
<td>$161.86</td>
<td>$165.10</td>
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<td>Both</td>
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<td>$158.52</td>
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<td>$168.22</td>
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<tr>
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<td>Web Developer</td>
<td>Both</td>
<td>$137.38</td>
<td>$140.13</td>
<td>$142.93</td>
<td>$145.79</td>
<td>$148.70</td>
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<td>Both</td>
<td>$158.52</td>
<td>$161.69</td>
<td>$164.92</td>
<td>$168.22</td>
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<td>Program Strategist</td>
<td>Both</td>
<td>$158.51</td>
<td>$161.68</td>
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<td>541430, 541511, 541819, 611430</td>
<td>UX/UI Designer</td>
<td>Both</td>
<td>$126.81</td>
<td>$129.35</td>
<td>$131.93</td>
<td>$134.57</td>
<td>$137.26</td>
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<td>$142.93</td>
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<td>UX/UI Director</td>
<td>Both</td>
<td>$158.52</td>
<td>$161.69</td>
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<td>$164.92</td>
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<td>541430, 541511, 541819, 611430</td>
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<td>$131.93</td>
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<td>541430, 541511, 541819, 611430</td>
<td>Subject Matter Expert</td>
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<td>$161.68</td>
<td>$164.91</td>
<td>$168.21</td>
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<td>Copywriter</td>
<td>Both</td>
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<td>$161.69</td>
<td>$164.92</td>
<td>$168.22</td>
<td>$171.59</td>
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<td>541430, 541511, 541819, 611430</td>
<td>*Project Manager Assistant</td>
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<td>$52.84</td>
<td>$53.89</td>
<td>$54.97</td>
<td>$56.07</td>
<td>$57.19</td>
</tr>
</tbody>
</table>

*The Service Contract Labor Standards (SCLS), also referred to as the Service Contract Act (SCA) is applicable to this contract and it includes SCLS/SCA applicable labor categories. The prices for the cited SCLS/SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

<table>
<thead>
<tr>
<th>SCA Eligible Labor Category</th>
<th>SCA Equivalent Code Title</th>
<th>Wage Determination No</th>
</tr>
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<tbody>
<tr>
<td>Project Assistant</td>
<td>01112 – General Clerk II</td>
<td>2015-4235</td>
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</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 matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

<table>
<thead>
<tr>
<th>SCA Eligible Labor Categories</th>
<th>SCA Equivalent Code Titles</th>
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<tr>
<td><strong>Project Assistant</strong></td>
<td>01112 – General Clerk II</td>
<td>2015-4235</td>
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</tbody>
</table>

**Labor Category Descriptions – Minimum Education and Experience Requirements**

**Labor Category Descriptions for SINs 541810 – Advertising Services, 541430 – Graphic Design Services, and 541511 – Web-based Marketing**

**Creative Director**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum Experience:** 8 years

**Description:** Manages single or multiple project/task. Manages assigned projects to meet client requirements. Determines project scope with client and manages the design of assigned projects. Responds effectively to meet client’s needs. Supports client in business and action planning. Oversees quality inspection and quality assurance activities, conducts project audits and evaluations and recommends project level performance standards. Manages projects, projects, projects budgets, schedules and delivery of services. Manages client relationships for teams of consultants and professionals assigned to projects and client-customer program and operators work sites.

**Art Director**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum Experience:** 8 years

**Description:** Directs and coordinates the work of graphic designers while maintaining own portfolio of projects. Primary responsibilities include planning, organizing and delegating work assignments on art projects, mentoring, developing and fostering a team environment, regulating the completion of assignments, and assuring proper execution on all projects. Proven past performance supervising/managing a diverse group of graphic artists. Possess a creative product packaging design and illustration portfolio. Excellent graphic arts/computer graphic skills. Mock-up skills to final proof and approval. A strong proficiency in the use of Adobe Photoshop, Illustrator, Quark and InDesign and/or other similar graphic art packages.
Project Manager

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum Experience:** 4 years

**Description:** Manages single or multiple projects/tasks. Manages assigned projects to meet client requirements. Determines project scope with client and manages the design of assigned projects. Responds effectively to meet client’s needs. Supports client in business and action planning. Oversees quality inspection and quality assurance activities, conducts project audits and evaluations, and recommends project-level performance standards. Manages projects, budgets, schedules, and delivery of services. Manages client relationships for teams of consultants and professionals assigned to projects and client-customer program and operations work sites.

Strategist

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum Experience:** 8 years

**Description:** Designs strategic communications and creative concepts; layout and production of graphics and communications collateral materials such as print advertising, brochures, sales aids, flyers, exhibit display materials, billboard advertising; and supervision of copywriting staff and suppliers. Provides statistical analysis of marketing-related data, including but not limited to trend analysis, gap analysis, market research, performance-based analyses. Utilizes market research tools and statistical packages such as SAS and SPSS. Liaisons with creative team and the managing Creative Director.

Programmer

**Minimum Education:** Bachelor’s degree. (Relevant work experience may be substituted for degree requirements.)

**Minimum Experience:** 4 years

**Description:** Designs and develops Web sites and graphics based on client’s strategies/objectives. Customizes interactive features and creates links to other Web sites. Utilizes HTML, NT, and UNIX system administration and development tools, such as Backstage Designer, Java, PERL, ADG, Visual Basic, and C/C++.

Senior Designer

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum Experience:** 6 years
Description: Provides oversight and quality assurance of graphic design projects for the web or print media. Designs art and copy layout for material to be presented visually in magazines, books and newspapers, on product packaging, via television, computer monitor, website and CD-ROM, any by other visual communications media. Plans presentations that typically include illustrations, photographs and text. Selects styles and sizes of type. Draws or prepares samples of proposed designs. Prepares illustrations and rough sketches. Develop style-sheets, logotypes and graphic standards for printed or published materials. Prepares series of drawings to illustrate sequence and timing of story development for video or computer presentation. Prepares notes and instructions for desktop publishing workers who assemble layouts for printing. Designs and produces pages for website. Reviews final layout and recommends improvements as necessary

Designer

Minimum Education: Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

Minimum Experience: 3 years

Description: Designs art and copy layout for material to be presented visually in magazines, books and newspapers, on product packaging, via television, computer monitor, website and CD-ROM, any by other visual communications media. Plans presentations that typically include illustrations, photographs and text. Selects styles and sizes of type. Draws or prepares samples of proposed designs. Prepares illustrations and rough sketches. Develop style-sheets, logotypes and graphic standards for printed or published materials. Prepares series of drawings to illustrate sequence and timing of story development for video or computer presentation. Prepares notes and instructions for desktop publishing workers who assemble layouts for printing. Designs and produces pages for website. Reviews final layout and recommends improvements as necessary

Tester

Minimum Education: Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

Minimum Experience: 3 years

Description: Tests websites during final development phase. Ensures architectural and navigational standards are met. Analyzes site usability based on target audience and makes recommendations to improve usability of the site, including Section 508 compliance.

Labor Category Descriptions for SIN 611430/RC-- Professional and Management Development Training

Program Manager

Minimum Education: Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.
**Minimum/General Experience:** 10 years of relevant work experience

**Functional Responsibilities:** Expertise in the use of relevant analytical, methodological, and management tools needed to organize, perform and deliver the services being provided, such as, but not limited statistical analysis, instructional system design methodologies, or evaluation methodologies. Responsible for leading large and/or complex project teams and providing services in one or more relevant service areas, including: consulting services and training services. The Director is responsible for planning and delivering the relevant set of services. In this role, this person understands the customer requirements, translates those requirements into plans for performing services, supervises the performance of services, performs services, provides advice and counsel, and provides quality control and oversight.

**Senior Project Manager**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 8 years of relevant work experience

**Functional Responsibilities:** Responsible for leading project teams and providing services in one or more relevant service areas, including: consulting services and training services. The PM is responsible for planning and delivering the relevant set of services. In this role, this person understands the customer requirements, translates those requirements into plans for performing services, supervises the performance of services, performs services, provides advice and counsel, and provides quality control and oversight.

**Program Strategist**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 10 years of relevant work experience

**Functional Responsibilities:** Demonstrates expertise in a variety of the field’s concepts, practices and procedures. Relies on extensive management experience and judgment to plan and accomplish goals. Demonstrates ability to analyze and strategize methods, tools, and plans to help a business to achieve its mission-oriented goals and objectives. Requires strong analytical, research, and communication skills.

**Interaction Designer Director**

**Minimum Education:** Bachelor’s degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 8 years of relevant work experience

**Functional Responsibilities:** Supervises staff of specialists/instructors who strategizes, organizes, designs, develops, and/or conducts training and educational programs. Determines the training methods to be used such as individual or group instruction, computer-based training, conferences, workshops, demonstrations, or simulations. Researches and develops handbooks, models, and other teaching aids. May perform
learning and performance analysis.

**Senior Interaction Designer**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 6 years of relevant work experience

**Functional Responsibilities:** Ability to strategize, organize, design and/or conduct training and educational programs. Determines the training methods to be used such as individual or group instruction, computer-based training, conferences, workshops, demonstrations, or simulations. Researches and develops handbooks, models, and other teaching aids. May perform learning and performance analysis.

**Interaction Designer**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 4 years of relevant work experience

**Functional Responsibilities:** Ability to strategize, organize, design and/or conduct training and educational programs. Determines the training methods to be used such as individual or group instruction, computer-based training, conferences, workshops, demonstrations, or simulations. Researches and develops handbooks, models, and other teaching aids. May perform learning and performance analysis.

**Senior Instructional Designer**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 8 years of relevant work experience

**Functional Responsibilities:** Ability to take information from multiple sources and design training solutions. Gathers and prioritizes customer requirements and works closely with other course developers, writers, editors, and content specialists and subject matter experts to design instructional materials and courses.

**Instructional Designer**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 6 years of relevant work experience

**Functional Responsibilities:** Ability to take information from multiple sources and design training solutions. Gathers and prioritizes customer requirements and works closely with other course developers, writers, editors, and content specialists and subject matter experts to design instructional materials and courses.
**eLearning Director**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 8 years of relevant work experience

**Functional Responsibilities:** Directs eLearning projects and teams to supervise development of strategies, tools, and methodologies for distant learning-based courses which may include computer, video, multimedia, webcast, and/or web-based instruction. Experienced in managing projects/tasks that involve course development, and presentations in formats of live education, video, multimedia, and computer-based training (CBT) using authoring systems. Responsible for quality management of products and processes.

**Senior eLearning Developer**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 6 years of relevant work experience

**Functional Responsibilities:** Develops strategies, tools, and methodologies for distant learning-based courses which may include computer, video, multimedia, webcast, and/or web-based instruction. Experienced in course development, and presentations in formats of live education, video, multimedia, and computer-based training (CBT) using authoring systems.

**eLearning Developer**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 4 years of relevant work experience

**Functional Responsibilities:** Develops strategies, tools, and methodologies for distant learning-based courses which may include computer, video, multimedia, webcast, and/or web-based instruction. Experienced in course development, and presentations in formats of live education, video, multimedia, and computer-based training (CBT) using authoring systems.

**eLearning Flash Developer**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 3 years of relevant work experience

**Functional Responsibilities:** Designs/develops distant learning-based courses which may include computer, video, multimedia, webcast, and/or web-based instruction. Experienced in developing online instructions using web development tools.
eLearning Tester

**Minimum Education:** Associate’s Degree. Two years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 1 year of relevant work experience

**Functional Responsibilities:** Tests navigation, links, and general usability of web-based training courses.

Senior Analyst

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 6 years of relevant work experience

**Functional Responsibility:** Provides analytical support and direction in the areas of model design and quantitative analysis, and/or leadership in contract execution, contract management, and client technical liaison. May be responsible for developing and implementing model, program, and system specifications; conducting advanced analyses, within task and contract objectives; and developing solutions to the most complex problems requiring significant innovation. May modify current models, programs and processes; may specify, develop, and implement new models. Assists and manages others in developing flowchart specifications, creating analytical frameworks and methodologies, and developing models. Provides extensive analytical support. Assists and manages others in developing contract work plans, compiling client briefings and status reports, documenting task and contract procedures, and completing multiple technical reports. May organize, review, and edit all contract deliverables.

Analyst

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 4 years of relevant work experience

**Functional Responsibility:** Experience includes working on project teams to provide services in one or more relevant service areas, including: consulting services and training services. With direction from project leaders, capable of using relevant analytical, methodological, and management tools needed to organize, perform and deliver the services being provided.

Content Specialist

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 4 years of relevant work experience

**Functional Responsibilities:** Revise existing course materials and assist in the
development of new courses. Assist in designing exercises and research materials for course content.

**Content Developer/Editor**

**Minimum Education:** Bachelor’s Degree. Four years of relevant work experience may be exchanged for degree requirements.

**Minimum/General Experience:** 4 years of relevant work experience

**Functional Responsibilities:** Ability to take information from multiple sources and develop content for materials, presentations, deliverables, plans, studies and/or training solutions. Works closely with strategists, managers, course developers, content specialists and subject matter experts.

**Project Assistant**

**Minimum Education:** Associate’s Degree. Two years’ experience may be substituted for degree requirements.

**Minimum Experience:** 1 year

**Functional Responsibilities:** With close supervision from project leaders, performs a variety of administrative tasks as necessary in support of a project. Project Assistant is a support position only and cannot be contracted separately or stand-alone.