



GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service *Authorized Federal Supply Schedule Price List*

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!**[™], a menu-driven database system. The INTERNET address for **GSA Advantage!**[™] is: **<http://www.GSAAdvantage.gov>**.

Professional Services Schedule (PSS)

Industrial Group: 00CORP

Contract Number: 47QREA18D0007

For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at **<http://www.gsa.gov/schedules-ordering>**

Contract Period: December 14, 2017 through December 13, 2022
Modification

Contractor: Serco Services Inc.
1818 LIBRARY STREET, SUITE 1000
RESTON, VA 20190 5619

Business Size: Other than Small Business

Telephone: 703-939-6000
FAX Number: 703-939-6001
Web Site: www.serco-na.com
E-mail: david.cornell@serco-na.com
Contract Administration: David Cornell



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Customer Information

- 1a. Awarded Special Item Numbers:** SIN 874-4/4RC – Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development, and Test Administration Learning Management, Internships
- 1b. Prices:** Hourly rates for all offered labor categories and training courses begin on Page 6.
- 1c. Labor Descriptions** Please see page 13
- 2. Maximum Order:** \$1,000,000.00.
- 3. Minimum Order:** \$100.00.
- 4. Geographic Coverage:** The 48 contiguous states, the District of Columbia, Alaska, Hawaii and the Commonwealth of Puerto Rico.
- 5. Points of Production:**

| | |
|-------------------|-------------------|
| Washington, D.C. | Warner Robins, GA |
| Alexandria, VA | Fairborn, OH |
| Sacramento CA | Ogden, UT |
| Oklahoma City, OK | |
- 6. List Price Discounts:** The prices contained herein are net prices.
- 7. Quantity Discounts:** See Price List
- 7a. Volume Discounts:** Volume Discounts are based upon annual sales of an individual task order and are based upon the order's funded value at time of award and any new funding added per a modification will be considered a new offer.

| | |
|-------------------|-------------------|
| \$100,000 -- 2% | \$500,000 -- 4% |
| \$250,000 -- 3% | \$1,000,000 -- 5% |
| \$1,500,000 -- 6% | |
- 8. Prompt Payment Terms:** Net 30 Days.
- 9a. Government Credit Card At/below micro-purchase Threshold:** Accepted.
- 9b. Government Credit Card above Micro-purchase Threshold:** Not Accepted
- 10. Foreign Items:** None.



- 11a. Time of Delivery:** To be specified by Task Order.
- 11b. Expedited Delivery:** Short-lead time start-ups are available on a case-by-case basis. Please call (703) 939-6671 to arrange.
- 11c. Overnight and 2-day** Overnight and 2-day delivery are supported on a case-by-case basis. Please call (703) 939-6671 to arrange.
- 11d. Urgent Requirements:** Urgent requirements are supported on a case-by-case basis. Please call (703) 939-6671 to arrange.

12. F.O.B. Point: Destination.

13a. Ordering Address: Contracts Department:
1818 Library Street, Suite 1000
Reston, VA 20190-5869
(703) 939-6671
Fax (703) 939-6001

Marketing Department:
1818 Library Street, Suite 1000
Reston, VA 20190-5869
Mr. Kyle Cormack
(703) 939-6479
Fax (703) 939-6001
GSA-Advantage@serco-na.com

13b. Ordering Procedures: Ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment Address:

Serco Services Inc.
c/o Citizens Bank
Lockbox 512296
701 Market St. 199-3490
Philadelphia, PA 19106-1532

15. Warranty Provision: Serco Services Inc. guarantees the satisfactory completion of all services performed under this contract, and shall exercise sufficient diligence to ensure the technical correctness and accuracy of the services provided. Serco Services Inc. shall perform, at its sole expense, any services which are determined by the Government to be deficient, to ensure the satisfactory completion of such services.



16. **Export Packing Charges:** Not Applicable
17. **Terms and conditions of Government purchase card acceptance:** Not Applicable
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 is not applicable.**
25. **Data Universal Numbering System (DUNS):** 014387489
26. **Central Contractor Registration (CCR):** Serco Services Inc. has registered with the CCR database.



| Labor Category | Site | 12/14/17 – 12/13/18 | 12/14/18 – 12-13/19 | 12/14/19 – 12/13/20 | 12/14/20 – 12/13/21 | 12/14/21 – 12/13/22 |
|---------------------------------------|---------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Program Manager | Contractor Facility | \$ 156.20 | \$ 159.32 | \$ 162.51 | \$ 165.76 | \$ 169.07 |
| Program Manager | Customer Facility | \$ 133.70 | \$ 136.38 | \$ 139.10 | \$ 141.89 | \$ 144.72 |
| Senior Project Manager | Contractor Facility | \$ 136.32 | \$ 139.04 | \$ 141.82 | \$ 144.66 | \$ 147.55 |
| Senior Project Manager | Customer Facility | \$ 116.69 | \$ 119.02 | \$ 121.40 | \$ 123.83 | \$ 126.30 |
| Project Manager | Contractor Facility | \$ 111.31 | \$ 113.54 | \$ 115.81 | \$ 118.12 | \$ 120.48 |
| Project Manager | Customer Facility | \$ 95.28 | \$ 97.18 | \$ 99.13 | \$ 101.11 | \$ 103.13 |
| Senior Instructional Systems Designer | Contractor Facility | \$ 111.87 | \$ 114.11 | \$ 116.39 | \$ 118.72 | \$ 121.09 |
| Senior Instructional Systems Designer | Customer Facility | \$ 95.76 | \$ 97.67 | \$ 99.63 | \$ 101.62 | \$ 103.65 |
| Instructional Systems Designer | Contractor Facility | \$ 99.17 | \$ 101.15 | \$ 103.18 | \$ 105.24 | \$ 107.34 |
| Instructional Systems Designer | Customer Facility | \$ 84.90 | \$ 86.59 | \$ 88.33 | \$ 90.09 | \$ 91.89 |
| Training Instructor | Contractor Facility | \$ 86.92 | \$ 88.66 | \$ 90.43 | \$ 92.24 | \$ 94.09 |
| Training Instructor | Customer Facility | \$ 74.40 | \$ 75.89 | \$ 77.41 | \$ 78.96 | \$ 80.54 |
| Knowledge Management Specialist | Contractor Facility | \$ 165.97 | \$ 169.29 | \$ 172.68 | \$ 176.13 | \$ 179.65 |
| Knowledge Management Specialist | Customer Facility | \$ 142.07 | \$ 144.91 | \$ 147.81 | \$ 150.77 | \$ 153.78 |
| Senior Analyst | Contractor Facility | \$ 105.30 | \$ 107.41 | \$ 109.56 | \$ 111.75 | \$ 113.98 |
| Senior Analyst | Customer Facility | \$ 90.14 | \$ 91.95 | \$ 93.78 | \$ 95.66 | \$ 97.57 |
| Analyst | Contractor Facility | \$ 92.31 | \$ 94.15 | \$ 96.04 | \$ 97.96 | \$ 99.92 |



| Labor Category | Site | 12/14/17 – 12/13/18 | 12/14/18 – 12-13/19 | 12/14/19 – 12/13/20 | 12/14/20 – 12/13/21 | 12/14/21 – 12/13/22 |
|--------------------------------|---------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Analyst | Customer Facility | \$ 79.01 | \$ 80.59 | \$ 82.20 | \$ 83.85 | \$ 85.52 |
| Applications Developer | Contractor Facility | \$ 98.83 | \$ 100.81 | \$ 102.82 | \$ 104.88 | \$ 106.98 |
| Applications Developer | Customer Facility | \$ 84.60 | \$ 86.29 | \$ 88.01 | \$ 89.77 | \$ 91.57 |
| Graphics Designer | Contractor Facility | \$ 74.73 | \$ 76.23 | \$ 77.75 | \$ 79.31 | \$ 80.89 |
| Graphics Designer | Customer Facility | \$ 63.97 | \$ 65.25 | \$ 66.55 | \$ 67.88 | \$ 69.24 |
| Senior Technical Writer/Editor | Contractor Facility | \$ 93.86 | \$ 95.74 | \$ 97.66 | \$ 99.61 | \$ 101.60 |
| Senior Technical Writer/Editor | Customer Facility | \$ 80.35 | \$ 81.95 | \$ 83.59 | \$ 85.26 | \$ 86.97 |
| Web Developer | Contractor Facility | \$ 99.40 | \$ 101.39 | \$ 103.41 | \$ 105.48 | \$ 107.59 |
| Web Developer | Customer Facility | \$ 85.09 | \$ 86.79 | \$ 88.52 | \$ 90.29 | \$ 92.10 |
| Senior Systems Engineer | Contractor Facility | \$ 117.22 | \$ 119.57 | \$ 121.96 | \$ 124.40 | \$ 126.89 |
| Senior Systems Engineer | Customer Facility | \$ 100.34 | \$ 102.34 | \$ 104.39 | \$ 106.48 | \$ 108.61 |
| Senior Trainer | Contractor Facility | \$ 97.29 | \$ 99.24 | \$ 101.22 | \$ 103.25 | \$ 105.31 |
| Senior Trainer | Customer Facility | \$ 83.28 | \$ 84.95 | \$ 86.64 | \$ 88.38 | \$ 90.14 |
| Consultant | Contractor Facility | \$ 216.17 | \$ 220.50 | \$ 224.91 | \$ 229.41 | \$ 233.99 |
| Consultant | Customer Facility | \$ 185.04 | \$ 188.74 | \$ 192.52 | \$ 196.37 | \$ 200.30 |
| Program Control Analyst | Contractor Facility | \$ 82.36 | \$ 84.01 | \$ 85.69 | \$ 87.40 | \$ 89.15 |
| Program Control Analyst | Customer Facility | \$ 70.50 | \$ 71.91 | \$ 73.35 | \$ 74.82 | \$ 76.31 |
| Administrative Specialist | Contractor Facility | \$ 62.45 | \$ 63.70 | \$ 64.98 | \$ 66.27 | \$ 67.60 |



| Labor Category | Site | 12/14/17 – 12/13/18 | 12/14/18 – 12-13/19 | 12/14/19 – 12/13/20 | 12/14/20 – 12/13/21 | 12/14/21 – 12/13/22 |
|-------------------------------------------|---------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Administrative Specialist | Customer Facility | \$ 53.46 | \$ 54.52 | \$ 55.61 | \$ 56.73 | \$ 57.86 |
| Business Process Reengineering Specialist | Contractor Facility | \$ 160.25 | \$ 163.45 | \$ 166.72 | \$ 170.05 | \$ 173.45 |
| Business Process Reengineering Specialist | Customer Facility | \$ 137.17 | \$ 139.92 | \$ 142.72 | \$ 145.57 | \$ 148.48 |
| Subject Matter Expert | Contractor Facility | \$ 159.04 | \$ 162.22 | \$ 165.46 | \$ 168.77 | \$ 172.15 |
| Subject Matter Expert | Customer Facility | \$ 136.14 | \$ 138.86 | \$ 141.64 | \$ 144.47 | \$ 147.36 |
| Senior Graphics/Multimedia Specialist | Contractor Facility | \$ 84.82 | \$ 86.51 | \$ 88.24 | \$ 90.01 | \$ 91.81 |
| Senior Graphics/Multimedia Specialist | Customer Facility | \$ 72.61 | \$ 74.06 | \$ 75.54 | \$ 77.05 | \$ 78.59 |
| Training Software/Systems Architect | Contractor Facility | \$ 129.47 | \$ 132.06 | \$ 134.70 | \$ 137.40 | \$ 140.14 |
| Training Software/Systems Architect | Customer Facility | \$ 110.83 | \$ 113.05 | \$ 115.31 | \$ 117.61 | \$ 119.97 |
| Design Technologist | Contractor Facility | \$ 75.15 | \$ 76.66 | \$ 78.19 | \$ 79.75 | \$ 81.35 |
| Design Technologist | Customer Facility | \$ 66.01 | \$ 67.33 | \$ 68.67 | \$ 70.05 | \$ 71.45 |
| Senior Design Technologist | Contractor Facility | \$ 117.83 | \$ 120.19 | \$ 122.59 | \$ 125.05 | \$ 127.55 |
| Senior Design Technologist | Customer Facility | \$ 106.32 | \$ 108.44 | \$ 110.61 | \$ 112.82 | \$ 115.08 |

Volume Discounts are based upon annual sales of an individual task order and are based upon the order's funded value at time of award and any new funding added per a modification will be considered a new offer.

| | |
|-----------------|-------------------|
| \$100,000 -- 2% | \$500,000 -- 4% |
| \$250,000 -- 3% | \$1,000,000 -- 5% |
| | \$1,500,000 -- 6% |



Labor Category Descriptions

| Labor Category Title | Education | Experience | Description |
|------------------------|-------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Program Manager | Bachelor's Degree | 8 Years | Responsible for the success of the goals and objectives of the project. Is familiar with the application of both conventional and leading-edge theories and techniques related to Project Management and/or instructional design. Able to provide the customer with options for managing and controlling the outputs of the program, given the constraints of budget and schedule. Is expert in the application of knowledge, skills, tools, and techniques to meet program requirements. |
| Senior Project Manager | Bachelor's Degree | 5 Years | Responsible for the entire scope of project management activities on complex projects, concurrent smaller projects or a definable piece of a larger program to successful completion consistent with contractual agreement and project management best practices. Assists clients in creating strategic learning and performance plans to meet organizational requirements. Defines new project charters, authority and accountability structures. Supports contract negotiations. Perform variance analysis and continual risk and contributes technical expertise to the projects. Technical and Core Competencies include: exhibits technical insight and understanding of the entire learning and performance discipline; an expert project estimator and scheduler; is goal oriented and a problem solver; a motivator, facilitator, and strong communicator (written and oral); is experienced with the entire ISD life cycle; demonstrates ability to multi-task; provides leadership. |
| Project Manager | Bachelor's Degree | 3 Years | Responsible for the performance of projects or a definable portion of a larger program in accordance with contract requirements and company policies, procedures and guidelines. Develops project requirements, acceptance criteria, and objectives of proposed client solution. Determines and manages project costing, schedules, and staffing levels. Defines and manages project scope, assigns and maintains resources and provides technical direction to the project and ensures project profitability. Identifies project risks and develops contingency plans. Develops status reports, tracks issues and executes problem resolution and ensures project quality control. Creates and executes internal team and external client communications model. |



| Labor Category Title | Education | Experience | Description |
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| | | | <p>Technical and Core Competencies include: strong Instructional Systems Design (ISD) background and is experienced with the entire ISD life cycle; Uses project planning tools as needed to create project work breakdown, schedule project resources and track actual expenditures; strong written and oral communication skills; ability to multi-task.</p> |
| Senior Instructional Systems Designer | Bachelor's Degree | 5 years | <p>Conducts end-user needs assessment and performance assessment, analyzes results to determine learning needs and performance gaps. Consults with clients to identify new learning requirements and strategies. Works with the instructional design team (instructional designers, graphic artists, programmers) and project manages to design responsive training and/or performance support solutions and schedules. Demonstrates advanced knowledge of the instructional design process (ISD/ADDIE/SAT) and fosters design innovation. Reviews products throughout analysis, design, and development for style guidelines, writing standards, and sound instructional design. Possesses excellent writing skills and demonstrates the ability to coordinate and work effectively with subject matter experts. Technical and Core Competencies include: strong Instructional Systems Design (ISD) background and is experienced with the entire ISD life cycle demonstrated ability with word-processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); fundamental understanding of development tool (e.g. Dreamweaver, Director, Authorware); broad knowledge of the field of human-computer interaction and performance-centered design; demonstrated ability to present complex information clearly; strong oral and written communication skills; strong skills presentation, facilitation, interpersonal and client interaction skills; attention to detail; demonstrated ability to act a technical editor; proven experience as a team player.</p> |
| Instructional Systems Designer | Bachelor's Degree | 2 years | <p>Works with a design team to perform analysis, design and development for instructional and/or performance support solutions. Conducts task, needs, and audience analyses, and work flow observations. Working knowledge of the instructional design process (ISD/ADDIE/SAT). Works under the supervision of the Project Manager or Senior Instructional Designer to develop and document instructor-led, paper-based, and</p> |



| Labor Category Title | Education | Experience | Description |
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| | | | <p>technology delivered curriculum and/or performance support solutions. Possesses excellent writing skills and demonstrates the ability to work effectively with subject matter experts to conduct research and resolve issues. Technical and Core Competencies include: Instructional Systems Design (ISD) experience and ability to perform entire ISD life cycle; demonstrated ability in word processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); familiarity with development tools (e.g. Dreamweaver, Director); strong oral and written communication skills; demonstrated ability to present complex information clearly; attention to detail; some knowledge of the field of human-computer interaction; some knowledge of the principles of performance-centered design; working knowledge of principles of information design.</p> |
| Training Instructor | Bachelor's Degree | 2 years | <p>Responsible for the development and presentation of training materials for customers and employees. Conducts classes for client proprietary applications in addition to customized or commercial off the shelf (COTS) training. Coordinates training program needs, obtains technical data and determines the training support materials required. Possesses and applies a broad knowledge of teaching and training principles. Successfully carries out multiple tasks and assignments. Technical and Core Competencies include: Demonstrated ability with word-processing, spreadsheet, and presentation software (e.g. Word, Excel, and PowerPoint); strong oral and written communications skills; strong presentation skills; demonstrate abilities to present complex information clearly; attention to detail; ability to speak to large audiences.</p> |
| Knowledge Management Specialist | Bachelor's Degree | 5 Years | <p>Works as a consulting team member or an individual technical consultant on product implementation, enhancement, integration or audit projects. Helps champion organization-wide knowledge sharing, so that the organization's know-how, information and experience is shared inside and (as appropriate) outside the organization with clients, partners, and stakeholders. Expertise and work efforts are focused on the analysis of the customer's business goals, objectives, needs and the general business environment to solve technical problems. Knowledge of the Instructional Systems Design (ISD) process.</p> |
| Senior Analyst | Bachelor's | 5 years | Works with team to define and document task |



| Labor Category Title | Education | Experience | Description |
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| | Degree | | requirements. Performs systematic reviews of selected functions to determine application and design against defined requirements. Participates in various testing functions to verify that results are correct. Develops and updates functional or operating manuals and course materials outlining established methods of performing work in accordance with organizational policy. Trains clients or user personnel in the operation and capabilities of proposed models. |
| Analyst | Bachelor's Degree | 3 years | Works under general direction on complex problems involving all phases of instructional analysis to provide resolutions. Coordinates with the project manager to ensure problem solution and user satisfaction. Compiles, maintains, verifies and interprets data using organization plans and independent judgment. Performs in-depth analyses of data in order to identify trends and potential technical and management problems. Drafts reports of findings along with related documentation for higher level review. |
| Applications Developer | Bachelor's Degree | 3 years | Responsible for the design, creation and support of application development in a wide variety of settings. Works with instructional designer and visual developers to design products that will meet a client's individual needs. Participates in the visual design, course structuring, and execution of a program's development. Able to work on multiple tasks while meeting project deadlines. The Application Developer will be conversant with different forms of software production, (Web Based development, Courseware Development, and Systems/Database Development,) although they may have a specialty or clearer understanding of one or two areas. Important abilities and knowledge for this position include: knowledge of implementation strategies related to SCORM and Section 508 standards. Ability to troubleshoot executable code for errors in a variety of software packages. Technical and Core Competencies include: excellent oral and written communication skills; solid problem-solving skills with a strong understanding of programming logic; demonstrates a high level of professionalism in all dealings with business associates and clients. |
| Graphics Designer | Bachelor's Degree | 1 years | Responsible for the design, creation and support of visual media development in a wide variety of settings. Works with instructional designer and application developers to create products that will meet a client's |



| Labor Category Title | Education | Experience | Description |
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| | | | <p>individual needs. Provides for the production of audio and video assets to support learning solutions, understands the requirements for audio and video integration into multiple delivery learning technologies. Able to produce technical and graphically oriented materials using isometric, spatial perspective and other illustration techniques. Working from design briefs, verbal instructions and sketches, create multiple, quick, innovative solutions for various assignments. Presents and defends graphic ideas and solutions to project team. Technical and Core Competencies include: excellent oral and written communication skills. Demonstrated ability in professional graphics software packages such as Adobe PhotoShop and Adobe Illustrator. Comprehensive skills in multimedia design, limited 3D animation, Macromedia software, post production and web development. Demonstrate a high level of professionalism and organization in all dealings with business associates and clients.</p> |
| Senior Technical Writer/Editor | Bachelor's Degree | 4 Years | <p>Researches, organizes, writes, edits, and produces technical data for instructional materials, both print and web versions, Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. May participate in the establishment of style guidelines and standards for texts and illustrations.</p> |
| Web Developer | Bachelor's Degree | 3 Years | <p>Responsible for system design and development for Web-based products. Provides support during the solutions development phase of project lifecycle. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks.</p> |
| Senior Systems Engineer | Bachelor's Degree | 5 Years | <p>Responsible for the design, creation and support of training application development in a wide variety of settings. translate, and/or oversee translation of, design specifications into executable program code for instructional products. Work with team members to determine standards and procedures for production. Implement production standards and methodologies on each project. Evaluate system architecture and operational requirement information to identify system design and development criteria. Manage software development and support the use of formal</p> |



| Labor Category Title | Education | Experience | Description |
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| | | | <p>specifications, data flow diagrams, and other accepted design techniques. Makes recommendations for developmental software and hardware. Participates in the creation and delivery of proposals organizational briefings and in-house training. The Senior Applications Developer will be conversant with different forms of software production (Web Based development, Courseware Development, and Systems/Database Development,) although they may have a specialty or clearer understanding of just one or two areas. Important abilities and knowledge for this position include: the knowledge implementation strategies related to SCORM and Section 508 standards. Ability to troubleshoot executable code for errors in a variety of software packages. Technical and Core Competencies include: excellent written and oral communications skills; solid problem-solving skills with a strong understanding of programming logic; capacity to identify multiple methods of development in order to create cost effective and innovative approaches to program development; knowledge of user interface design and human computer interaction theory. Demonstrate a high level of professionalism, in all dealings with business associates and clients.</p> |
| Senior Trainer | Bachelor's Degree | 4 years | <p>Responsible for the development and presentation of both customized and commercial off the shelf (COTS) training. Works with management to analyze learning needs, design instruction, performance support programs, curriculum, and/or schedules. Explores and evaluates potential training methods and delivery alternatives. Assists in the development and documentation of instructor based and technology delivered curriculum and performance support. Develops training aides and criteria for evaluating the effectiveness of training activities. Demonstrates the ability to carry out job tasks independently and provides guidance to others. Technical and core competencies include: demonstrated advanced ability with word-processing, spreadsheet, and presentation software (e.g. Word, Excel, and PowerPoint); familiarity with alternative instructions delivery methods (CBT/WBT); sound grasp of Instructional Systems Design; strong oral and written communications skills; strong presentation skills; demonstrated ability to present complex information clearly; strong editorial skills; meticulous</p> |



| Labor Category Title | Education | Experience | Description |
|-------------------------------------|---------------------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | attention to detail ; strong team player; ability to be a mentor to other trainers; work independently and reliably. |
| Consultant | Master's Degree | 10 Years | Is expert in the application of both conventional and leading-edge organizational theories and techniques. Is able to provide the customer with options for improving the business plans of the organization, given the constraints of budget and schedule. Typically leads a team of other consultants and top-level management to solve major problems for the organization and enhance procedures. Gives advice based on knowledge and experience with business improvement challenges and successful turn-around of dysfunctional organizations. |
| Program Control Analyst | Bachelor's Degree | 2 Years | Provides management/administrative support and coordination to a complex contract, project, task(s) or business unit. Duties may include contract accounting and reporting, project scheduling tracking annual fiscal plans and monthly updates, payroll/personnel processing, maintenance and reporting, contract administration, purchasing, facility leasing and service administration. Maintains contract documents and budgets, prepares contract-billing, estimates materials, equipment, production costs and delivery schedules. Oversees personnel records, facility administration and purchases equipment and supplies. |
| Administrative Specialist | High School Diploma | 4 years | Under limited supervision and on own initiative, performs standard and advanced administrative duties. Assists managers with administrative responsibilities. Position requires superior skills in word processing and excels spreadsheets and a thorough knowledge of the organizational practices and procedures. Receives and screens telephone calls and handles routine correspondences and mail. Makes travel arrangements. May generate and maintain confidential files and reports. |
| Business Process Re-Eng. Specialist | Bachelor's Degree | 4 years | Analyzes and documents one or more of an organization's processes or business areas. Meets with subject matter experts within the organization to gather process information and/or requirements. Designs and documents new processes and obtains organizational feedback. Communicates process flows or requirements to staff for inclusion into instructional materials, job aids, etc. |
| Subject Matter Expert | Master's Degree | 10 Years | Performs and assists project teams on assigned portions of high-end, technical types of projects. Individual will be involved in evaluation of projects and studies and |



| Labor Category Title | Education | Experience | Description |
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| | | | <p>analyses, design, and integration, which may require a high level of knowledge within instructional design a specific discipline. Participates in all phases of the projects such as design, development, testing, training and documentation. May assist in planning and be responsible for portions of the project in terms of management or oversight.</p> |
| Senior Graphics/Multimedia Specialist | Bachelor's Degree | 5 years | <p>Responsible for the design, creation and support of visual medial development in a wide variety of settings. Able to produce complex, technical and graphically oriented materials utilizing isometric, spatial perspective and other illustration techniques. Provides for the production of audio and video assets to support learning solutions, understands the requirements for audio and video integration into multiple learning delivery technologies. Working from design briefs, verbal instructions and sketches, create multiple, quick, innovative solutions for various assignments. Review and approve all layouts, proofs, and artwork before final integration into product. Ensure that graphic deliverables meet the aesthetic and financial requirements of the project. Presents and defends graphic ideas and solutions to project team. Technical and Core Competencies include: excellent oral and written communication skills; strong eye for design; demonstrative creativity, demonstrated ability in professional graphics software packages such as Adobe PhotoShop and Adobe Illustrator. Comprehensive skills in multimedia design, limited 3D animation, macromedia software, post production and web development. Demonstrate a high level of professionalism and organization in all dealings with business associates and clients.</p> |
| Training Software/Systems Architect | Bachelor's Degree | 5 Years | <p>Lead instructional and performance support designers for multiple projects. Responsible for leading the analysis, design and development of instruction and/or performance support systems, and/or training software and training systems development projects including system design, selection, development, integration, and support of a learning management system. Acts as a technical advisor on learning software/system. Assists with the integration of all learning support and management systems in areas such as records management, content management, and delivery (e.g., eLearning and virtual) support. Responsible for</p> |



| Labor Category Title | Education | Experience | Description |
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| | | | <p>maintaining training standards and procedures, lesson/course templates, and the daily work activities of the instructional design training team on assigned projects. Provides guidance to the team in using the instructional systems development process to analyze, design, develop, and implement instruction and performance support solutions. Promotes design innovation throughout the organization/team. Acts as a mentor to team in creating related training products such as job aids, web pages, storyboards, course outlines, and print-based courses. Technical and Core Competencies include: demonstrated ability in word-processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); familiarity with development tools (e.g. Dreamweaver, Director); strong oral and written communication skills; demonstrated ability to present complex information clearly; attention to detail; expert knowledge of the field of human-computer interaction; expert knowledge of the principles of performance-centered design; strong working knowledge of principles of information design.</p> |
| Design Technologist | Bachelor's Degree | 1 years | <p>Works with a design team to perform the technical analysis, design and development of learning technologies to support instructional and/or performance solutions. Conducts task, needs, and audience analyses, and work flow observations. Captures and diagrams workflow processes and recommends the appropriate technologies and automated process to improve performance. Participates in visual design, prototyping, and usability testing and evaluation. Works under the supervision of the Project Manager or Senior Instructional Designer or Technologist to develop curriculum and/or performance support solutions. Possesses excellent writing skills and demonstrates the ability to work effectively with subject matter experts to conduct research and resolve issues. Technical and Core Competencies include; demonstrates the ability with word-processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); working knowledge of development tools (e.g. Dreamweaver, Director); strong oral and written communication skills; demonstrated ability to present complex information clearly; attention to detail; knowledge of the field of human-computer interaction; some knowledge of LMS and LCMS selection and</p> |



| Labor Category Title | Education | Experience | Description |
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| | | | integration; working knowledge of principles of information design; working knowledge of instructional design, technology evaluation and assessment. |
| Senior Design Technologist | Bachelor's Degree | 5 Years | Conducts end-user needs assessment and performance assessment, analyzes results to determine best mix or selection of technologies to support learning needs and performance gaps. Consults with clients to identify new technologies and strategies for their implementation. Works with the instructional design team and project manages to design responsive training and/or performance support solutions and schedules. Demonstrates advanced knowledge of technology selection and integration and has a fundamental knowledge of the instructional design process. Participates in visual design, prototyping, and usability testing and evaluation. Works under the supervision of the Project Manager to develop and delivered curricula or performance support solutions. Technical and Core Competencies include: demonstrated ability with word-processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); working knowledge of development tools (e.g. Dreamweaver, Director); broad knowledge of the field of human-computer interaction and some performance-centered design; demonstrated ability to present complex information clearly; strong client interaction skills; detailed understanding of LMS and LCMS evaluation, selection and integration; demonstrated ability to act a technical advisor on learning projects. |

Substitution Requirements

| Degree | Substitution |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bachelors | Associates plus 3 years additional experience, or High School plus 5 years additional experience High School plus 8 years additional experience |
| Masters | Bachelors plus 3 years additional experience, or Associates plus 6 years additional experience, or High School plus 8 years additional experience |
| PhD | Masters plus 3 years additional experience, or Bachelors plus 5 years additional experience, or Associates plus 8 years additional experience, or High School plus 11 years additional experience |