**Schedule Title:** MAS - Information Technology  
**Professional Services**  
**FSC Group:** Class 70  
**Contract Number:** 47QTCA18D00GP

For more information on ordering from Federal Supply Schedules visit  
[https://www.gsa.gov/acquisition](https://www.gsa.gov/acquisition)

**Contract Period:** July 17, 2018 to July 17, 2023

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<thead>
<tr>
<th><strong>Mailing Address:</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Permanent Address:</strong></td>
<td>615 Musket Lane, Lewisberry, PA 17339</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>717-769-5800</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.iterogroup.com">http://www.iterogroup.com</a></td>
</tr>
</tbody>
</table>

**Contract Contact:**  
Name: Ericka Swinehart  
Email: eswinehart@iterogroup.com

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The launch of your project was great. That’s why the next iteration needs to be better... revise. renew. iterate.
CUSTOMER INFORMATION:

1. a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices:
   - SIN 611420 - Training Courses – beginning on page 8.
   - SIN 54151S - Information Technology Professional Services – beginning on page 22.

1. b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:
   - SIN 54151S - Information Technology Professional Services – Test Engineer 1 - $60.30.

2. Maximum order: $500,000 for SIN 611420 or SIN 54151S

3. Minimum order: $100.00

4. Geographic coverage: Domestic delivery. Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. Point of production: Lewisberry, PA

6. Discount from list prices or statement of net price: Prices listed are net.

7. Quantity discounts: Not applicable.

8. Prompt payment terms: Net 15 days from receipt of invoice or date of acceptance, whichever is later.

9. a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Acceptable.

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

10. Foreign items: Not applicable.
CUSTOMER INFORMATION - continued:

11. a. Time of delivery: As mutually agreed.
11. b. Expedited Delivery: As mutually agreed.
11. c. Overnight and 2-day delivery: As mutually agreed.
11. d. 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.

12. F.O.B. point: Destination.

13. a. Ordering address: PO Box 663, Enola, PA 17025
13. b. 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.

14. Payment address: PO Box 663, Enola, PA 17025

15. Warranty provision: Workmanlike manner for SINs 54151S.

16. Export packing charges: Not applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level) – None.

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.

20. a. 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.
CUSTOMER INFORMATION - continued:

23. Preventive maintenance: Not applicable.

24. a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not applicable.

24. b. 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. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/

25. Data Universal Number System (DUNS) number: 080971514.

26. Notification regarding registration in System for Award Management (SAM) database: Yes.
 TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 611420)

1. SCOPE
   a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.

   b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity’s location, as agreed to by the Contractor and the ordering activity.

2. ORDER
   Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student’s name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY
   The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING
   a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.

   b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.

   c. The ordering activity reserves the right to substitute one student for another up to the first day of class.

   d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

Contract number: 47QTCA18D00GP
TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 611420)

5. FOLLOW-UP SUPPORT
The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING
The price that the ordering activity will be charged will be the ordering activity’s training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT
Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING
a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.

b. **If applicable** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:
   (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
   (2) The length of the course;
   (3) Mandatory and desirable prerequisites for student enrollment;
   (4) The minimum and maximum number of students per class;
   (5) The locations where the course is offered;
   (6) Class schedules; and
   (7) Price (per student, per class (if applicable)).
TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 611420)

e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9. “NO CHARGE” TRAINING
The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.
Not applicable
DESCRIPTION OF GSA IT TRAINING COURSES AND PRICING

SIN 611420 Information Technology Training Courses
Scrum.Org Course Descriptions

There is high demand for experienced talent to manage and execute Agile projects successfully. Our Scrum.org certified trainers offer hands-on public courses all over the United States for individuals who want to get a leg up in adopting a better Agile mindset.

Our trainers have nationally recognized competency in all of the popular frameworks, practices, and technologies. Offering legitimate practice, from trainers who are in the game; your instructors are the same people our clients trust to spear-head their Agile transformation. But they’re not just methodology aficionados, our trainers have deep development experience and are able to offer the technical expertise to help clients with issues that arise in software projects. With real-world experience, they’ve punched keys in development teams, driven Agile values as a Scrum Master and optimized quality products as Product Owners on customer-facing applications for leading corporations.

Itero Group is a proud member of the Scrum.Org Professional Training Network (PTN), and our instructors are certified Scrum.Org Professional Scrum Trainers (PSTs). We work with organizations to provide private Scrum training, crafted and catered to the organization and personal team goals. All course offerings include an attempt at a professional certification exam and the ability to claim PMI PDU credits. We provide the following Scrum.Org courses in public and private formats.
<table>
<thead>
<tr>
<th>SIN</th>
<th>TRAINING COURSE TITLES</th>
<th>DURATION</th>
<th>GSA RATE (includes IFF)</th>
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DESCRIPTION OF GSA IT TRAINING COURSES AND PRICING

**PROFESSIONAL SCRUM FOUNDATIONS**

**Solidify Your Knowledge Through Practice**
Professional Scrum Foundations™ (PSF) is a 2-day course that provides the foundational knowledge needed to work with Scrum in a highly practical way. The course is a combination of instruction and team-based exercises where students experience how the Scrum framework improves product development efforts.

**What You Will Learn**
Over the 2 days, students are introduced to the mechanics of Scrum, gaining insights into overcoming complexity, dealing with team-based collaboration and self-organization as essential elements in mastering Scrum. Students work together as a team in a series of Sprints to build a software application, thereby facing real-life problems. The mechanics, roles, and principles of Scrum are leveraged during the exercises. From its emphasis on the practical application of Scrum, the course exposes common missteps and misunderstandings, so students grow a higher awareness of the associated symptoms. The course provides prescriptive guidance to avoid going off track and keep Scrum healthy.

Professional Scrum Foundations is excellent training for teams and anyone wanting to experience the way of working in Scrum. The course also provides the foundation of knowledge needed for role-focused training for Product Owners, Scrum Masters and Developers.

**Who Should Attend:**
The Professional Scrum Foundations course is the perfect introduction, reboot or refresher to Scrum. This course is for teams or anyone wanting to experience the Scrum way of working. PSF provides the base knowledge needed for anyone interested in taking role focused trainings.

**Course Topics:**
- Fundamentals of Scrum
- The Scrum Framework
- Mastering Scrum
- Planning with Scrum
- Getting started
- Keeping Scrum healthy

**Course Objectives:**
- Have a clear understanding of the foundational elements of Scrum and their coherence
- Be able to take part in a Scrum Team
- Effectively deliver valuable software
- Leave the class with a handful of tips to identify common pitfalls and dysfunctions

Contract number: 47QTCA18D00GP
DESCRIPTION OF GSA IT TRAINING COURSES AND PRICING

PROFESSIONAL SCRUM MASTER

Learn Scrum From Those Who Created and Maintain It

Professional Scrum Master™ (PSM) is a 2-day course that covers the principles and (empirical) process theory underpinning the Scrum framework, and the role of the Scrum Master in it. This course is a combination of instruction and team-based exercises and teaches what is at the heart of the Scrum and Agile movement. The course also includes a free attempt at the globally recognized Professional Scrum Master I certification exam (PSM I).

What You Will Learn

Over the 2 days, students will see why PSM is the cutting-edge course for effective Scrum Masters and for anyone coaching a software development team toward increased efficiency and effectiveness. The course includes advanced thinking for servant-leadership and behavioral shifts.

Throughout the course, students are challenged to think in terms of the Scrum principles to better understand what to do when returning to the workplace.

The PSM course is much more than just a set of slides and an instructor. In this course, students work on real-life cases with other classmates together as a team. This course is made up of discussions and hands-on exercises based upon real-life cases.

Who Should Attend:

The Professional Scrum Foundations course is the perfect introduction, reboot or refresher to Scrum. This course is for teams or anyone wanting to experience the Scrum way of working. PSF provides the base knowledge needed for anyone interested in taking role focused trainings.

Course Topics:

- Fundamentals of Scrum
- The Scrum Framework
- Mastering Scrum
- Planning with Scrum
- Getting started
- Keeping Scrum healthy

Course Objectives:

- Have a clear understanding of the foundational elements of Scrum and their coherence
- Be able to take part in a Scrum Team
- Effectively deliver valuable software
- Leave the class with a handful of tips to identify common pitfalls and dysfunctions
DESCRIPTION OF GSA IT TRAINING COURSES AND PRICING

PROFESSIONAL SCRUM PRODUCT OWNER

Learn To Maximize Value
Professional Scrum Product Owner™ is a 2-day course that provides the foundational knowledge needed to work with Scrum in a highly practical way. The course is a combination of instruction and team-based exercises where students experience how the Scrum framework improves product development efforts. The course also includes a free attempt at the globally recognized Professional Scrum Product Owner I certification exam (PSPO I).

What You Will Learn
Over the 2 days, students will develop and solidify their knowledge of being a Product Owner through instruction and team-based exercises. The breadth of the role’s responsibilities in delivering a successful product will become more clear from an Agile perspective. Metrics are identified to track the creation of value and the successful delivery of the product to the marketplace.

The PSPO course is much more than just a set of slides and an instructor. In this course, students work on real-life cases with other classmates together as a team. This course is made up of discussions and hands-on exercises.

Who Should Attend:
The Professional Scrum Product Owner course may be interesting to all involved in software development upon the Scrum framework, but has been specifically conceived for those responsible over products from a business and product management perspective and taking up the highly accountable role of Scrum Product Owner.

Course Topics:
• Agile Product Management
• Value-Driven Development
• Scrum Principles & Empiricism
• The Scrum Framework
• Product Backlog Management
• Release Management

Course Objectives:
• Have a clear understanding of the mechanics of Scrum
• Know how the Product Owner fits into Scrum
• Successfully work with Scrum Teams and stakeholders
• Effectively increase business agility
DESCRIPTION OF GSA IT TRAINING COURSES AND PRICING

**Scaled Professional Scrum**

**Learn To Scale Scrum Beyond A Single Team**

Scaled Professional Scrum™ (SPS) with Nexus™ is a 2-day course that is designed as an experiential workshop where students learn how to scale Scrum using the Nexus Framework. Throughout, you are introduced to the artifacts and events within the framework, the new Nexus Integration Team role, along with more than 50 associated practices.

**What You Will Learn**

Over the 2 days, students will simulate a large software development project using the Nexus Framework. The workshop is delivered using an end-to-end case study where students work together to organize and simulate a scaled software development project. Throughout the workshop, students will be introduced to more than 50 practices that can be used to help reduce complexity and dependencies at scale.

The workshop will provide students with an understanding of how to launch, structure, staff, and manage a large Agile project using Scrum. Throughout the workshop, students will learn the infrastructure, tools and practices needed to successfully scale Scrum to maximize the value of their software development initiative.

By taking a hands-on approach, students are fully engaged in the learning process where they see first-hand the challenges in large-scale development initiatives and solutions for getting the work back on track. They will leave the workshop with techniques to detect irregularities and how to address them appropriately.

**Who Should Attend:**

The Scaled Professional Scrum course is recommended for development leads, development managers, project/program managers and anyone else involved in coaching, formulating, participating in or managing scaled product development projects using Agile and Scrum.

**Course Topics:**

- Scaled Scrum is still Scrum
- Introduction to the Nexus Framework
- New role, artifacts and events
- Organizing teams & work
- Managing the Nexus & Nexus+™
- Dealing with common challenges
- Practices to help teams efficiently build an integrated software product

**Course Objectives:**

- Learn how to Scale Scrum using the Nexus framework
- Learn how to overcome challenges in large-scale development initiatives
- Keep development initiatives on track
- Experience organizing several teams working on the same product
- Optimize team productivity
- Understand how to identify, minimize and remove dependencies

Contract number: 47QTCA18D00GP
DESCRIPTION OF GSA IT TRAINING COURSES AND PRICING

PROFESSIONAL SCRUM DEVELOPER

Practices for Scrum Teams to Frequently Deliver Quality Software
Professional Scrum Developer™ (PSD) is a 3-day hands-on course where you will experience how to deliver quality software using Scrum with Agile and DevOps practices. Students will work as a Scrum Team or multiple Scrum Teams depending on class size, creating real code on a realistic software system.

What You Will Learn
Over the 3 days, students gain a real-world view of what it is like to build software with Scrum. Throughout the course, students collaborate over a series of Sprints. They apply modern engineering practices and use the Scrum framework to cope with changes. There is a key focus on having students learn how to develop and deliver increments of potentially releasable functionality from a realistic Product Backlog. By doing so, students will experience real-world challenges and issues and will learn how to handle them by continuously improving during the Sprint cycles.

The course teaches how Agile engineering practices and supportive DevOps tools improve a team’s capabilities even more. The course is available in .NET and Java specific technologies along with a generic technology course. Professional Scrum Trainers can work with you to define a specific technology stack that meets your needs in private classes.

The .NET version was developed in partnership with Microsoft® and is the official training solution for Microsoft Visual Studio.

Who Should Attend:
The Professional Scrum Developer course is intended for all members of a Scrum Team; architects, analysts, programmers, database developers, testers, IT-Operations and others, including Scrum Masters and Product Owners. The class focuses on using technology to deliver software in Increments. Experiencing this class with your whole Scrum Team will improve your way of working.

Course Topics:
• Using Scrum
• Working within a Scrum Team
• Definition of Done
• Development Practices
• Agile architecture practices to slice features
• Test Driven Development
• Pairing
• Code Review
• Agile requirement management practices
• Using DevOps tools with Scrum

Course Objectives:
• Understand how modern Agile engineering practices and supportive DevOps tools improve a team’s capability to deliver working software
• Learn the different aspects of a Scrum Team and how to work together as a team to get work done.
• Gain knowledge of how to leverage modern software development tools and practices.

Contract number: 47QTCA18D00GP
DESCRIPTION OF GSA IT TRAINING COURSES AND PRICING

PROFESSIONAL AGILE LEADERSHIP - ESSENTIALS

Helping Leaders Understand their Role in Enabling Agile Transformation

Professional Agile Leadership (PAL) Essentials is a modular workshop, adaptable up to 2-days in length based on the needs of your organization. The workshop provides a foundation for the role that leaders play in creating the conditions for a successful agile transformation. Leaders and managers are critical enablers in helping their organizations be successful, yet the role of leaders and managers in an agile organization can be quite different from what they are used to. This workshop uses a combination of instruction and team-based exercises to help participants learn how to form and support agile teams to achieve better results, and how to lead the cultural and behavioral changes that organizations must make to reap the benefits of an agile product delivery approach.

What You Will Learn

To succeed in a changing world, organizations need to become more agile, more responsive to customer needs and market changes. This workshop will equip leaders and managers to help their organizations change by providing participants with:

- An overview of what "Agile" is, why organizations need it to survive and thrive in a changing world, how it works, and how to quantify its benefits from a business perspective
- The means to identify the potential opportunities and impacts of Agile in terms of business value
- An understanding of how Agile addresses the root causes of business uncertainty and IT project failure and/or dissatisfied customers
- The ability to compare and contrast Agile practices with alternative business practices and discuss how Agile fosters a culture of innovation and enhances financial performance
- An understanding of how to help form and support agile teams using an empirical approach to product delivery
- An understanding of typical challenges that agile teams face and how to support them by removing impediments

Who Should Attend:
The Professional Agile Leadership Essentials course is designed for managers and those in leadership roles who are responsible for the introduction and establishment of Agile methods and techniques in an IT organization/division.

Course Topics:
- Theory and Principles
- Improving Value Delivery
- Value - The "What"
- Culture - The "Who"
- Professionalism - The "How"
- Scaling

Course Objectives:
- Development of a common language
- Understanding of core problems in IT Product and Software Development
- Professional introduction and establishment of Agile techniques
- Role management plays in the organization’s Agile change
DESCRIPTION OF GSA IT TRAINING COURSES AND PRICING

PROFESSIONAL SCRUM WITH KANBAN

Solidify Your Knowledge Through Practice

Professional Scrum with Kanban™ (PSK) is a 2-day course that teaches Scrum practitioners how to apply Kanban practices to their work. Through theory, case studies, and hands-on exercises, participants will understand the importance of transparency and flow as it pertains to the Scrum framework.

Scrum is the defacto standard for how Agile teams work. Scrum exists only in its entirety and functions well as a container for other techniques and practices. Scrum Teams keep improving how they work, based on what they learn by inspecting and adapting on an ongoing basis.

What You Will Learn

In this class, students will learn how Scrum Teams can introduce additional practices from Kanban while continuing the way they are already working today with Scrum, all without changing Scrum.

Scrum.org and our Professional Scrum Trainers have worked with Daniel Vacanti in the creation of this course. In 2007 Daniel helped to develop the Kanban Method for knowledge work. He managed the world’s first project implementation of Kanban that year, and has been conducting Kanban training, coaching, and consulting ever since.

The Professional Scrum with Kanban course is for anyone doing Scrum. It is particularly beneficial for those people within an organization who use Scrum to deliver products to market including Product Owners, Development Team Members and Scrum Masters.

Who Should Attend:

The Professional Scrum with Kanban course is for anyone doing Scrum. It is particularly beneficial for those people within an organization who use Scrum to deliver products to market including Product Owners, Development Team Members and Scrum Masters.

Course Topics:

- Dispelling Common Myths
- Understanding Professional Scrum
- Kanban Theory, Principles and Practices
- Kanban in Practice
- Scrum with Kanban

Course Objectives:

- Gain a clear understanding of how flow works within the context of Scrum
- Be introduced to Kanban practices that Scrum Teams can adopt to help improve their effectiveness and efficiency
- Understand how to effectively use the appropriate Kanban practices without changing Scrum
- Learn a practical approach to improving transparency and visibility of work
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.

   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or
(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

7. RESPONSIBILITIES OF THE CONTRACTOR
   The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY
   Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

9. INDEPENDENT CONTRACTOR
   All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST
    a. Definitions.
       “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

       “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

       An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

1) The offeror;
2) Subcontractors; and/or
3) Divisions, subsidiaries, or affiliates of the offeror under a common control.
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
(SPECIAL ITEM NUMBER 54151S)

13. RESUMES
Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS
Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity’s Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING
   a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 54151S IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

   b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

   c. The following is an example of the manner in which the description of a commercial job title should be presented:

   EXAMPLE: Commercial Job Title: System Engineer
   Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

   Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

   Minimum Education: Bachelor’s Degree in Computer Science
DESCRIPTION OF GSA IT PROFESSIONAL SERVICES AND PRICING

SIN 54151S Information Technology Professional Services
Consistent with Itero Group hiring practices, experience can be substituted for education and education for experience. The table below provides Itero Group’s education/experience substitution guidelines. Experience, education, and description of duties for the service categories in the schedule are provided as a guideline to the typical background for staff to be provided under individual task orders.

Itero Group utilizes commercial hiring practices when recruiting and the degree and education requirements are stated in general terms. For the IT professional labor categories of the IT Schedule 70, education and/or experience may preferably be in an IT related field, such as computer science, IT, database management, network security, management, business, or other related fields. Degrees or years of experience may also be substituted by relevant technical training and/or certifications designating level of expertise.

Knowledge/Skill Levels:
Many functional labor categories below are further subdivided by knowledge/skill level. Definitions of these knowledge/skill levels are shown in this chart:

<table>
<thead>
<tr>
<th>Level</th>
<th>Knowledge/Skill Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>I Junior</td>
<td>Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Usually requires Associate’s Degree or 2 years work experience.</td>
</tr>
<tr>
<td>II Mid</td>
<td>Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Usually requires Associate’s Degree and 4 years experience.</td>
</tr>
<tr>
<td>III Senior</td>
<td>Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Usually requires Bachelor’s Degree or 6 years work experience.</td>
</tr>
</tbody>
</table>

Contract number: 47QTCA18D00GP
## DESCRIPTION OF GSA IT PROFESSIONAL SERVICES AND PRICING

<table>
<thead>
<tr>
<th>Level</th>
<th>Knowledge/Skill Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IV Expert</td>
<td>Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Usually requires Master’s Degree or 8 years work experience.</td>
</tr>
<tr>
<td>V Specialty</td>
<td>Meets the criteria of Senior or Expert level in a role calling for a very specialized set of skills within the job category.</td>
</tr>
</tbody>
</table>

### Degree and Related Work Experience Substitution

<table>
<thead>
<tr>
<th>Degree</th>
<th>Related Work Experience Substitution</th>
<th>Related Degree and Experience Substitution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years work experience may be substituted for an Associate’s Degree</td>
<td>2 years work experience may be substituted for an Associate’s Degree</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>4 years work experience may be substituted for a Bachelor’s Degree</td>
<td>Associate’s Degree plus 2 years work experience may be substituted for a Bachelor’s Degree</td>
</tr>
<tr>
<td>Master’s</td>
<td>6 years work experience may be substituted for a Master’s Degree</td>
<td>Bachelor’s Degree plus 2 years work experience may be substituted for a Master’s Degree</td>
</tr>
<tr>
<td>Doctorate</td>
<td>10 years work experience may be substituted for a Doctorate Degree</td>
<td>Bachelor’s Degree plus 6 years work experience, or a Master’s Degree plus 4 years work experience may be substituted for a Doctorate</td>
</tr>
</tbody>
</table>

Contract number: 47QTCA18D00GP
## DESCRIPTION OF GSA IT PROFESSIONAL SERVICES AND PRICING

<table>
<thead>
<tr>
<th>SIN</th>
<th>LABOR CATEGORY</th>
<th>GSA RATE (includes IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Agile Coach Special - 12 hour max</td>
<td>$153.14</td>
</tr>
<tr>
<td>54151S</td>
<td>Agile Coach I</td>
<td>$167.50</td>
</tr>
<tr>
<td>54151S</td>
<td>Agile Coach II</td>
<td>$181.85</td>
</tr>
<tr>
<td>54151S</td>
<td>Agile Coach III</td>
<td>$196.21</td>
</tr>
<tr>
<td>54151S</td>
<td>Agile Coach IV</td>
<td>$210.57</td>
</tr>
<tr>
<td>54151S</td>
<td>Agile Coach V</td>
<td>$239.28</td>
</tr>
<tr>
<td>54151S</td>
<td>Applications Developer I</td>
<td>$71.78</td>
</tr>
<tr>
<td>54151S</td>
<td>Applications Developer II</td>
<td>$86.14</td>
</tr>
<tr>
<td>54151S</td>
<td>Applications Developer III</td>
<td>$100.50</td>
</tr>
<tr>
<td>54151S</td>
<td>Applications Developer IV</td>
<td>$114.86</td>
</tr>
<tr>
<td>54151S</td>
<td>Applications Developer V</td>
<td>$134.00</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Analyst I</td>
<td>$62.21</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Analyst II</td>
<td>$76.57</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Analyst III</td>
<td>$90.93</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Analyst IV</td>
<td>$105.28</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Analyst V</td>
<td>$119.64</td>
</tr>
<tr>
<td>54151S</td>
<td>Product Owner I</td>
<td>$143.57</td>
</tr>
<tr>
<td>54151S</td>
<td>Product Owner II</td>
<td>$157.93</td>
</tr>
<tr>
<td>54151S</td>
<td>Product Owner III</td>
<td>$172.28</td>
</tr>
<tr>
<td>54151S</td>
<td>Product Owner IV</td>
<td>$186.64</td>
</tr>
<tr>
<td>54151S</td>
<td>Product Owner V</td>
<td>$205.78</td>
</tr>
</tbody>
</table>
DESCRIPTION OF GSA IT PROFESSIONAL SERVICES AND PRICING

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<tr>
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<th>GSA RATE (includes IFF)</th>
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</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Project Manager I</td>
<td>$71.78</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager II</td>
<td>$90.93</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager III</td>
<td>$110.07</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager IV</td>
<td>$129.21</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager V</td>
<td>$148.35</td>
</tr>
<tr>
<td>54151S</td>
<td>Scrum Master I</td>
<td>$105.28</td>
</tr>
<tr>
<td>54151S</td>
<td>Scrum Master II</td>
<td>$119.64</td>
</tr>
<tr>
<td>54151S</td>
<td>Scrum Master III</td>
<td>$134.00</td>
</tr>
<tr>
<td>54151S</td>
<td>Scrum Master IV</td>
<td>$148.35</td>
</tr>
<tr>
<td>54151S</td>
<td>Scrum Master V</td>
<td>$167.50</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert I</td>
<td>$95.71</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert II</td>
<td>$110.07</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert III</td>
<td>$124.43</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert IV</td>
<td>$138.78</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert V</td>
<td>$157.93</td>
</tr>
<tr>
<td>54151S</td>
<td>Test Engineer I</td>
<td>$60.30</td>
</tr>
<tr>
<td>54151S</td>
<td>Test Engineer II</td>
<td>$74.66</td>
</tr>
<tr>
<td>54151S</td>
<td>Test Engineer III</td>
<td>$89.01</td>
</tr>
<tr>
<td>54151S</td>
<td>Test Engineer IV</td>
<td>$103.37</td>
</tr>
<tr>
<td>54151S</td>
<td>Test Engineer V</td>
<td>$122.51</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager I</td>
<td>$71.78</td>
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<tr>
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<th>FUNCTIONAL RESPONSIBILITY</th>
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</table>
| **Agile Coach**      | • Responsible for designing a strategy for the organizational adoption of Agile.  
                         • Must educate employees at all levels, including senior, and at times clients, on Agile principles, providing them with tools for implementing the process in their own work.  
                         • Provide training sessions and teach valuable skills that lead toward the organization-wide adoption of Agile methodologies.  
                         • Responsible for guiding teams into the Agile methodology, providing employees with feedback and means of improvement, catalyzing organizational growth and answering questions.  
                         • Provide hands-on support to all employees, collaborating with people across widely varying levels and roles, leading teams toward further understanding and adoption of Agile as well as overall company growth and improvement.  
                         • Use techniques that increase collaboration, predictability, transparency and promote a culture of experimentation and innovation.  
                         • Must also embody the Agile principles and lead by example. |
| **Applications Developer** | • Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications.  
                         • Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software.  
                         • Addresses problems of systems integration, compatibility, and multiple platforms.  
                         • Consults with project teams and end users to identify application requirements.  
                         • Performs feasibility analysis on potential future projects to management.  
                         • Assists in the evaluation and recommendation of application software packages, application integration and testing tools.  
                         • Resolves problems with software and responds to suggestions for improvements and enhancements.  
                         • Acts as team leader on projects.  
                         • Instructs, assigns, directs, and checks the work of other software developers on development team.  
                         • Participates in development of software user manuals. |
<table>
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<tr>
<th>LABOR CATEGORY</th>
<th>FUNCTIONAL RESPONSIBILITY</th>
</tr>
</thead>
</table>
| Business Analyst | • Formulates and defines scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements.  
• Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications.  
• Provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of analysis, while considering the business implications of the application of technology to the current and future business environment. |
| Product Owner    | • Works within the Scrum framework and is the single and final authority for decisions regarding order, business value, and functionality for all the work done by the development team.  
• Maximizes the value of the work being performed by the development team.  
• Operates as the Agile Product Manager analyzing the industry and competition owning the overall product strategy.  
• Creates, maintains, and orders the product backlog.  
• Accountable for return on investment and total cost of ownership of the product.  
• Owns the product vision and roadmap.  
• Skillfully represents, interfaces with and engages the stakeholders.  
• Interfaces with the development team at the appropriate level.  
• Uses clear goals to communicate the project vision at the beginning of every release and sprint so that the team understands and is equipped to realize it. |
# DESCRIPTION OF GSA IT PROFESSIONAL SERVICES AND PRICING

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<thead>
<tr>
<th>LABOR CATEGORY</th>
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</tr>
</thead>
</table>
| Project Manager | • Leads team on large projects or significant segment of large complex projects.  
• Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.  
• Provides applications systems analysis and programming activities for a Government site, facility or multiple locations.  
• Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources.  
• Oversees all aspects of projects. |
| Scrum Master    | • Strongly serving and supporting the Product Owner and Development Team in their quest to do everything possible to support customers  
• Providing all support to the team using a servant leadership style and leading by example personify Scrum and Agile.  
• Guiding and Coaching the Scrum Team and organization on how to use Agile/Scrum practices and values to delight customers  
• Guiding and Coaching both the Scrum Team and the Development team on how to get the most out of self-organization  
• Guiding and Coaching both the Scrum Team and the Development team on self-organizing to fill in the intentional gaps left in the Agile/Scrum frameworks  
• Assessing the Scrum Maturity of the team and organization and coaching the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization  
• Removing impediments or guiding the team to remove impediments by finding the right personnel to remove the impediment.  
• Building a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving.  
• Facilitating getting the work done without coercion, assigning, or dictating the work.  
• Facilitating discussion, decision making, and conflict resolution  
• Assisting with internal and external communication, improving transparency, and radiating information  
• Supporting and educating the Product Owner, especially with respect to refining and managing the product backlog. |
## DESCRIPTION OF GSA IT PROFESSIONAL SERVICES AND PRICING

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<th>LABOR CATEGORY</th>
<th>FUNCTIONAL RESPONSIBILITY</th>
</tr>
</thead>
</table>
| Subject Matter Expert| • Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.  
• Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.  
• Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.  
• Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. |
| Test Engineer        | • Evaluates, recommends, and implements automated test tools and strategies.  
• Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met.  
• Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports.  
• Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications.  
• Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. |