GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICES
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 are available through GSA Advantage!®, a menu driven database system. The INTERNET address GSA Advantage!® is: GSAAAdvantage.gov. For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

MULTIPLE AWARD SCHEDULE (MAS)
Federal Supply Group: Professional Services

Contract Number: GS-10F-0005U

Contract Period: 10/16/2007 – 10/15/2022

Contractor: Telesto Group, LLC
1641 Worthington Road, Suite 140
West Palm Beach, FL 33409-6706

Business Size: Small Business

Telephone: 561-802-7446
Website: http://www.telestogroup.com
E-mail: gsa@telestogroup.com

Contract Administrator:

NAME: Andrea Morley
TITLE: Director of Shared Services
ADDRESS: 1641 Worthington Road, Suite 140, West Palm Beach, FL
ZIPCODE: 33409-6706
TELEPHONE NO: 561-802-7446
E-MAIL ADDRESS: gsa@telestogroup.com
1a. Table of Awarded Special Item Numbers (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery SIN</th>
<th>SIN Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLM)</td>
</tr>
</tbody>
</table>

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

1c. Labor Category Descriptions: See below

2. Maximum order: SIN 541611 ($1,000,000.00); SIN OLM ($250,000)

3. Minimum order: $100.00

4. Geographic coverage (delivery area): Worldwide

5. Point(s) of production: 1641 Worthington Road, Suite 140, West Palm Beach, FL 33409-6706

6. Discount From List Prices or Statement of Net Price: Prices shown in price list are net, with all discounts deducted.

7. Quantity Discounts: See “Additional Volume Discounts” on Page 4

8. Prompt Payment Terms: Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign Items: N/A

10a. Time of Delivery: specified in task order

10b. Expedited Delivery: contact contractor

10c. Overnight and 2-Day Delivery: contact contractor

10d. Urgent Requirements: contact contractor

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

12a. Ordering Address: 1641 Worthington Road, Suite 140, West Palm Beach, FL 33409-6706

12b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment Address: 1641 Worthington Road, Suite 140, West Palm Beach, FL 33409-6706

14. Warranty Provision: Contractor’s standard commercial warranty
15. Export Packing Charges: N/A
16. Terms and Conditions of Rental, Maintenance, and Repair: N/A
17. Terms and Conditions of Installation: N/A
18a. Terms and Conditions of Repair etc.: N/A
18b. Terms and Conditions for any Other Services: N/A
19. List of Service and Distribution points: N/A
20. List of Participating Dealers: N/A
21. Preventive maintenance: N/A
22a. Environmental Attributes: Telesto Group, LLC will comply with any applicable guidelines/regulations associated with the services provided under this GSA Schedule.
22b. Section 508 Compliance: www.telestogroup.com
23. Data Universal Number System (DUNS) Number: 018359609

Service Contract Labor Standards (SCLS) Statement: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA) is applicable to this contract and as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29CFR541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the Contractor adds SCLS labor categories/employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish an SCLS matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.
## GSA AWARDED PRICING

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Contractor Site</th>
<th>Customer Site</th>
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</thead>
<tbody>
<tr>
<td>Trainer I</td>
<td>$117.90</td>
<td>$111.23</td>
</tr>
<tr>
<td>Trainer II</td>
<td>$148.37</td>
<td>$139.97</td>
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<tr>
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<tr>
<td>Training Manager</td>
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<tr>
<td>Developer II</td>
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<tr>
<td>Developer III</td>
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<td>$151.53</td>
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<tr>
<td>Business Process Expert/Functional I</td>
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<tr>
<td>Business Process Expert II</td>
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<tr>
<td>Business Process Expert III</td>
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<td>$202.80</td>
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<tr>
<td>Business Process Expert/Functional Expert IV</td>
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<td>Program Management II</td>
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<td>$171.08</td>
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<tr>
<td>Automated Testing Script Developer I</td>
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<td>Automated Testing Script Developer II</td>
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<tr>
<td>Basis Network Developer IV</td>
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<tr>
<td>Business Process Architect III</td>
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<td>Business Process Architect IV</td>
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<td>Organizational Change III</td>
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<td>Organizational Change Manager</td>
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<td>Project Control Specialist</td>
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<tr>
<td>Project Manager I</td>
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<tr>
<td>Project Manager II</td>
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<td></td>
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<tr>
<td>Project Manager III</td>
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</tr>
<tr>
<td>Quality Assurance Analyst I</td>
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<tr>
<td>Quality Assurance Analyst II</td>
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<tr>
<td>Quality Assurance Analyst III</td>
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<tr>
<td>Technical Architect IV</td>
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<td>Testing and ALM Architect</td>
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<td>Testing and Process Manager</td>
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<tr>
<td>Testing Manager</td>
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*The IFF is included in our pricing*

## Additional Volume Discounts

<table>
<thead>
<tr>
<th>Discount</th>
<th>Rate</th>
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<tbody>
<tr>
<td>3–5 Years</td>
<td>12%</td>
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<tr>
<td>2 Years</td>
<td>7%</td>
</tr>
<tr>
<td>1 Year</td>
<td>5%</td>
</tr>
<tr>
<td>Multiple Resources</td>
<td>2% – 10%</td>
</tr>
<tr>
<td>Flex Hours</td>
<td>2%</td>
</tr>
<tr>
<td>Business Development</td>
<td>6%</td>
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AWARDED LABOR CATEGORY DESCRIPTIONS

**Trainer I**

Minimum/General Experience:

- 3 years of overall business or consulting experience with an ability to leverage business process skills.
- 1-year experience business process modeling experience or equivalent
- Process Modeling with Best Practices Toolsets
- Modeling Toolset Administration
- Business Process Model Creation

Functional Responsibility: The Trainer I responsibilities include using the Modeling Toolset such as ARIS to model business processes at the direction of a workshop facilitator or similar role, creating Event Process Chain (EPC) and EPC (Column) diagrams, and basic administration of toolset in a server environment.

Ideal candidates will have a year or more experience working with the modeling toolsets to create EPC diagrams and knowledge of toolset administration. Candidates will be able to capture business processes with the toolset in a live workshop environment. Good client interface skills are important.

Minimum Education: BA / BS

**Trainer II**

Minimum/General Experience:

- 5 years of overall business or consulting. 2 years training experience
- Documentation
- Training Delivery
- Training Design and Development
- Courseware development
- Executive education development
- SAP background

Functional Responsibility: The Trainer II responsibilities include creating training planning and design, course and courseware development, training documentation, and training delivery. Other responsibilities are the creation, capture, and analysis of training metrics. Candidates will have two or more years’ experience designing and delivering training to small and large audiences, preferably within a large government engagement. Strong presentation skills are important, as are strong skills with Microsoft Word and PowerPoint.

Minimum Education: BA / BS

**Trainer III**

Minimum/General Experience:

- 9 years of overall business or consulting. 4 years training experience
- Courseware
- Executive Education
- Team Leader Experience
SAP background

Functional Responsibility:

The Trainer III responsibilities include planning, creating, and delivering executive education, creating training strategies and plans, and course and courseware design and development. Other responsibilities are the creation, and analysis of training metrics. Candidates will have strong leadership, mentoring, and interpersonal skills, experience presenting to executive audiences, and experience using multiple courseware development tools. Ideal candidates will possess a background in DoD supply chain logistics, and will have built training programs for a government installation of an SAP package.

Minimum Education: BA / BS

Developer II

Minimum/General Experience:

- Minimum of 4 years hands-on experience working with SAP product module identified below
- Minimum 11 years of overall business, programming or consulting experience

Functional Responsibility:

Our Developers are part of a diverse team which is responsible for delivering large-scale, complex programs that combine business processes with technology to help our government clients achieve the highest levels of performance. Our Developers have advanced programming knowledge in SAP development and testing, full knowledge of SAP overall, and firm understanding of SAP architecture. The Developer is involved in all phases of a life cycle implementation, including development of specifications, prototypes, design, configuration, testing, go-live, user training and post production support. The SAP Developer works closely with our functional configuration consultants to ensure accuracy and completeness of functional requirements, creates technical specifications and the development of programs according to specifications. The Developer is responsible for technical component delivery and participates in full integration testing and assumes responsibility for testing the application code from a technical perspective to verify that programs follow standards and meets technical specifications. The Developer II will actively participate in work groups and work sessions with functional and technical consultants. Ideal candidates will have minimum 4 years working in SAP development and should have experience working on a minimum of 2 full software lifecycle developments. The consultant should have demonstrable skills of interfacing with customers and gathering requirements as necessary. The candidate needs to have depth and breadth in their core SAP expertise and experience in integration with an ERP environment. The individual should be capable of leading a mid size team with 5 – 10 resources and able to deliver solutions with limited guidance from project managers. Good writing and documentation skills are required.

Minimum Education: BS/BA

Developer III

Minimum/General Experience:

- Minimum of 10 years hands-on working experience with the SAP technical areas
- Minimum of 15 years overall consulting or business experience with an ability to leverage business process skills in an SAP environment.
- Additional 3 years of work experience can be substituted for lack of a degree
- Expertise in at least two specialties in the SAP Technical Specialties chart.
- Understanding of SAP BASIS, Security, Database, Middleware, and Infrastructure in order to coordinate problem-solving efforts.
- Understanding of SAP functional integration points
Functional Responsibility: Our seasoned SAP professionals are part of a diverse team, which is responsible for delivering large-scale, complex programs that combine business processes with technology to help our government clients achieve the highest levels of performance. Developer III play a leadership role on the project and are involved in all phases of a life cycle implementation, including blueprinting, gap analysis, mapping, prototypes, design, configuration, testing, go-live, user training and post production support. In addition they are responsible to deliver a complex and comprehensive technical solution based upon the business needs. Utilizing their expertise our architects lead technical design reviews, debug complex problems, validate enterprise approaches, define application systems that support redesigned or improved business processes and recommend technical architectures that lead to solving the client's business problems as an integral part of the organizations' operational and functional baseline. Ideal candidates will have a minimum of 10 years working in a SAP environment as a technical development consultant, technical architect, project manager or has part played a key leadership role a project implementation team. The individual is recognized for their in depth knowledge of the SAP enterprise application and related technical areas, and is considered a subject matter expert in several technical areas and has solid implementation expertise across multiple SAP modules. In addition, the candidate must have actively worked on a minimum of 4 full life cycle implementations. Demonstrates experience with problem solving, interacting and maintaining solid relationships with Executive and Senior Client Management. The individual should also be capable of leading large sized teams of up to 40+ resources. The individual should lead other project consultants, ensure integration best practices are followed, define strategy; review deliverables for quality assurance purposes justify the business case, develop implementation plans, track progress against plans and provide expert technical SAP recommendations to the team and the client.

Minimum Education: BS/BA; MBA/MS preferred

**Business Process Expert II**

Minimum/General Experience:

- 5 plus years CM experience on large scale implementations
- 1 plus years CM experience on SAP engagements
- Exposure to military projects preferred
- Proficiency with MS Office toolset: Word, Excel, PowerPoint, etc.
- Strong communication, negotiation and problem-solving skills
- Experience with configuration management or data management on large SAP programs

Functional Responsibility:

- Develop and maintain integrity of complex software, hardware and documentation throughout the project life-cycle
- Track SAP transports and verify baseline integrity
- Perform audits to ensure baselines are consistent with documentation
- Ensure version control integrity of documentation components
- Provide input to the Program Configuration Management Plan
- Train users on enterprise-wide transformation processes
- Proactively address business transformation related issues and concerns across the program
- Mentor personnel
- Prepare for and facilitate steering level reviews as may be necessary
- Provide status to Program and Senior Management
- Other responsibilities as assigned by Senior Management

Minimum Education: BS/BA; MBA/MS preferred
Business Process Expert III

Minimum/General Experience:

- 12 years of overall business or consulting experience
- 6 years experience in a senior role for organizational change/ business transformation or management consulting
- 6 years experience integrating process and technology in an ERP environment, SAP preferred
- Exposure to military projects preferred
- Proficiency with MS Office toolset: Word, Excel, PowerPoint, etc.
- Proficiency with process mapping tools and optimization processes
- Strong communication, negotiation, and problem solving skills

Functional Responsibility:

- Facilitate business process or organizational readiness workshops
- Lead business analysis, organizational design, and performance modeling improvement activities
- Mentor client leaderships
- Align multiple teams for a common purpose
- Guide business transformation teams
- Analyze organizational performance
- Prepare and present business cases for organizational and process change initiatives
- Provide status to Program and Senior Management
- Interact with and inform Director-level personnel
- Other responsibilities as assigned by Senior Management

Minimum Education: BA/BS; MBA/MS preferred

Program Management II

Minimum/General Experience:

- 6 years program management experience
- Minimum of 12 years of overall business or consulting experience
- Microsoft Project
- PMP Preferred
- Microsoft Office Products

Functional Responsibility:

- Program Management professionals are responsible for planning tasks, assigning, resources to the tasks, and monitoring, and tracking progress against the overall plan. The projects managed are typically medium to large in size and complexity, consisting of 16 to 40 resources
- May be responsible for multiple teams, each managed by a team leader
- Mentor and guide your team leaders as they prepare their plans and resolve project issues
- Identify trends and best practices
- Provide status to mid to senior level management

Minimum Education: BS/BA; MBA/MS preferred

AUTOMATED TESTING SCRIPT DEVELOPER I

Functional Responsibilities: Test specialist experienced in the development of automated testing scripts intended to reduce
effort/cost associated with manual testing. This resource gathers testing requirements and develops, maintains, and updates automated tests to expedite the development, tracking, and execution of automated tests and their results. The incumbent is responsible for creating/maintaining the automated scripts and documenting test results. Must have knowledge of ECC, CRM, SRM as well as Solution Manager, TAO, HP Quality Center, and BPCA. This role will support the creation and implementation of a performance test strategies and provide recommendations and configuration support of performance test tool(s).

Minimum Experience: 3 years
Minimum Education: Bachelor’s Degree

AUTOMATED TESTING SCRIPT DEVELOPER II

Functional Responsibilities: Test specialist experienced in the development of automated testing scripts intended to reduce effort/cost associated with manual testing. This resource gathers testing requirements and develops, maintains, and updates automated tests to expedite the development, tracking, and execution of automated tests and their results. The incumbent is responsible for creating/maintaining the automated scripts and documenting test results. Must have knowledge of ECC, CRM, SRM as well as Solution Manager, TAO, HP Quality Center, and BPCA. This role will support the creation and implementation of a performance test strategies and provide recommendations and configuration support of performance test tool(s).

Minimum Experience: 5 years
Minimum Education: Bachelor’s Degree

BASIS and NETWORK DEVELOPER IV

Functional Responsibilities:
- Work with business/functional counterparts and other technical team members to deliver technical components to include analysis, design, set up and troubleshooting for ERP production and development environments.
- Establish standard network requirements, evaluate and direct enhancements and upgrades.
- Monitor and troubleshoot performance.
- Acts as liaison across teams to gather requirements and support the client.
- Acts as subject matter expert providing client demonstrations and technical presentations at marketing events.
- Work products focus on documentation, testing, conversions, post-live support, and data management/archiving.
- Provide guidance regarding cloud configurations and the use of outsourced cloud service providers.
- Create and maintain status reporting.
- Lead multiple teams across a program.
- Direct and motivate co-workers and works closely with other managers while multitasking and prioritizing resource needs.
- Manage business development initiatives as assigned, to include but not limited to: providing input to white papers, past performance write ups, presentation development, data calls and technical proposals.
- Identify add-on work at existing clients and collaborates with Practice Lead and/or Telesto Group business development personnel to sell add-on work.

Minimum Experience: 10 years
Minimum Education: Bachelor’s Degree

BUSINESS PROCESS ARCHITECT III

Functional Responsibilities:
- Responsible for creating integrated functional designs taking technical and business inputs into consideration.
- Directs and motivates co-workers and works closely with others while multitasking and prioritizing resource requirements.
- Manages business development initiatives as assigned, to include but not limited to: providing input to white papers, past performance write-ups, presentation development, data calls and technical proposals.
- Identifies add-on work with existing clients and collaborates with Practice Lead and/or Telesto Group business development personnel to capture new business.
- Subject matter expert for client presentations and demonstrations.

Price List current as of Modification #PS-0047, effective May 26, 2020
• Designs client process improvement road maps, identifying organizational constraints and tool configuration guidelines.
• Provides input to senior management teams including business development, operations, and technical groups.

Minimum Experience: 7 years
Minimum Education: Bachelor’s Degree

BUSINESS PROCESS ARCHITECT IV

Functional Responsibilities:
• Responsible for creating integrated functional designs taking technical and business inputs into consideration.
• Directs and motivates co-workers and works closely with others while multitasking and prioritizing resource requirements.
• Manages business development initiatives as assigned, to include but not limited to: providing input to white papers, past performance write-ups, presentation development, data calls, and proposals.
• Identifies add-on work with existing clients and collaborates with Practice Lead and/or Telesto Group business development personnel to capture new business.
• Subject matter expert for client presentations and demonstrations.
• Designs client process improvement road maps, identifying organizational constraints and tool configuration guidelines.
• Provides input to senior management teams including business development, operations, and technical groups.

Minimum Experience: 10 years
Minimum Education: Bachelor’s Degree

BUSINESS PROCESS EXPERT/FUNCTIONAL I

Functional Responsibilities:
• Assist with business process blueprinting, gap analysis, mapping, prototypes, design, configuration, testing, go-live, user training and post production activities
• Liaise between process and technical teams
• Work with consultant and/or client teams engaged in business analysis and performance modeling and improvement activities
• Provide input to project status reporting; Interact with and inform team lead-level personnel

Minimum Experience: 3 years
Minimum Education: Bachelor’s Degree

BUSINESS PROCESS EXPERT / FUNCTIONAL IV

Functional Responsibilities:
• This role is a functional leader for clients’ SAP Solution and leads the various reviews and validation activities
• Supports business requirements analysis and requirements gathering. Leads assessment of solution design through implementation as well as the data conversion and cut-over strategies
• Supports the vision for a long-term strategy to support future needs of the business.
• Interacts with senior leadership throughout the solution development life cycle
• This role has strong process expertise in at least one of the following: Finance, Costing, Manufacturing, Warehouse Management, Sales and Distribution, or ALM
• Acts as liaison between process and technical teams
• Provides leadership to consultant and/or client teams engaged in business analysis and performance modeling and improvement activities
• Prepares and presents business cases for change initiatives
• Provides status to project and Telesto Group management
• Other responsibilities as assigned by senior management
Minimum Experience: 10 years
Minimum Education: Bachelor’s Degree

ORGANIZATIONAL CHANGE III

Functional Responsibilities:
- Conduct thorough change readiness assessments with targeted stakeholders throughout the project life cycle
- Prepare survey materials and questionnaires, conduct leadership interviews when needed, compile results and coordinate the development of resulting action plans
- Conduct business impact reviews with management and end-users prior to training. Prepare review of job role challenges, changes, and capacity issues. Document findings.
- Conduct needs assessments to identify learning needs. Work with the Training team to assist in development of training curriculum for instructor-led classroom and e-learning solutions. Work with training team to employ training solutions to client employees.
- Facilitate meetings to gain input from multiple perspectives, build engagement, and test deliverables for various solutions (i.e., processes, plans, programs, training, systems, and tools)
- Support end-user performance through job aids.
- Coach sponsors on being effective change agents.
- Facilitate team-building events that strengthen team morale and support peak performance.
- Work with communications and training team members to create project websites in alignment with client internal communications standards.
- Assist the Quality Assurance team during the process and system validations to analyze acceptance risk and develop mitigations

Minimum Experience: 10 years
Minimum Education: Bachelor’s Degree

ORGANIZATIONAL CHANGE MANAGER

Functional Responsibilities:
- Conduct thorough change readiness assessments with targeted stakeholders throughout the project life cycle
- Prepare survey materials and questionnaires, conduct leadership interviews when needed, compile results and coordinate the development of resulting action plans
- Work closely with process team members to prepare and conduct business impact reviews with management and end-users prior to training. Ensure job role challenges and capacity issues are clearly documented and mitigation action plans are in place
- Conduct needs assessments to identify learning needs. Work with the Training team to design and develop training curriculum for instructor-led classroom and e-learning solutions. Deploy training solutions to client employees
- Facilitate meetings to gain input from multiple perspectives, build engagement, and test deliverables for various solutions (i.e., processes, plans, programs, training, systems, and tools)
- Provide job aids supporting end-user performance. Provide subject matter expertise to business unit leaders in the areas of leadership, organization effectiveness, organization architecture, building organizational capability, and human capital processes to enable the sustainable achievement of business results
- Coach sponsors on being effective change agents. Organize team-building events that strengthen team morale and support peak performance. Design and create IT project websites in alignment with client internal communications standards
- Assist the Quality Assurance team during the process and system validations to analyze acceptance risk and develop mitigations

Minimum Experience: 15 years
Minimum Education: Bachelor’s Degree
PROJECT CONTROL SPECIALIST

Functional Responsibilities:
- Organize, implement and maintain scheduling management system supporting identified projects and their plans.
- Assist to set up tasks and sub tasks to ensure satisfactory realization of project contract requirements as scheduled
- Assist the Program Manager as needed
- Provide analysis and support to Program Manager for oversight, management and control of financial, cost, schedule and performance to meet contract requirements.
- Support the PMO to
  - Maintain and apply work and organizational breakdown structures;
  - Monitor, track, identify trends, predict and report project status;
  - Review, produce, and document accounting data and reports project management trends;
  - Prepare project baseline plans and conduct updates of project progress;
  - Log project time-lines and maintain database of tasks and its status;
  - Log all new information into database and provide scheduled reports for contract coordination and reporting purposes
- Design and develop project schedule
- Interact with project team and task managers to define scope of work to develop and update detailed schedules, cost information and identification of variances from original plan
- Evaluate project schedule progress and performance and identify developing problem areas
- Analyze critical path and constraints to determine effect of changes to schedule
- Support project management team to maintain timely and effective change management processes, procedures and systems
- Assist project team to develop and maintain periodic status reports
- Interact with customers, managers, operation leaders, financial controller
- Any other tasks as required / tasked by management team

Minimum Experience: 5 years

Minimum Education: Bachelor’s Degree

PROJECT MANAGER I

Functional Responsibilities: Responsible for planning tasks, assigning resources to the tasks, and monitoring and tracking progress against plan for a singular team. The projects managed are typically small to medium in size and complexity, consisting of 5+ resources.
- Mentor and guide team members as they prepare their deliverables and resolve project issues.
- Prepare progress / status reports.
- Work with client and other consulting counterparts.
- Provide strategic input to the project and/or program management.
- Assist with business development initiatives as assigned, to include but not limited to: providing input to white papers, past performance write ups, presentation development, data calls and technical proposals. Communicate and support Telesto Group policies and procedures.
Ensure accurate and timely time and expense reporting by team.

Minimum Experience: 3 years

Minimum Education: Bachelor’s Degree

PROJECT MANAGER II

Functional Responsibilities: Responsible for planning tasks, assigning resources to the tasks, and monitoring and tracking progress against plan across multiple teams each with its own team leader. The projects managed are typically medium to large in size and complexity, consisting of 15+ resources. Mentor and guide team members as they prepare their deliverables and resolve project issues. May be involved in more complex, tactical assignments to ensure client satisfaction. Prepare progress / status reports. Work
with client and other consulting counterparts at the manager and director levels. Provide strategic input to the project and/or program management. Assist with proposal efforts and business development add-on work.

Minimum Experience: 6 years

Minimum Education: Bachelor’s Degree

**PROJECT MANAGER III**

Functional Responsibilities: Responsible for planning tasks, assigning resources to the tasks, and monitoring and tracking progress against plan across multiple teams each with its own team leader. The projects managed are typically medium to large in size and complexity, consisting of 15+ resources crossing multiple sites. Mentor and guide team members as they prepare their deliverables and resolve project issues. Solve complex, tactical assignments to ensure client satisfaction. Prepare progress / status reports. Work with client and other consulting counterparts at the manager and director levels. Provide strategic input to the practice. Responsible for monitoring and meeting contractual requirements bringing in help from outside the project as needed to mitigate risks. Assist with proposal efforts and business development add-on work.

Minimum Experience: 7 years

Minimum Education: Bachelor’s Degree

**QUALITY ASSURANCE ANALYST I**

Functional Responsibilities:
- Uses proven methodologies to execute test plans
- Follows guidelines to test software applications produced by clients/consultants against established test cases
- Supports one or two clients fulltime and may be assigned to other projects as a backup
- Creates test scripts/cases to standard requirements (manual and automated)
- Executes manual and predefined automated tests on assigned products/projects
- Reports defects found during testing or reported by clients
- Tracks defects and drives resolution utilizing the defect tracking system
- Participates in daily stand up meetings for assigned product lines
- Possesses good verbal and written communication skills
- Strong knowledge of the Software Development Life Cycle
- Attends onsite and offsite trainings
- Travels to client sites to test software in real time in the client’s environment (up to 25% of the year)

Minimum Experience: 3 years

Minimum Education: Bachelor’s Degree

**QUALITY ASSURANCE ANALYST II**

Functional Responsibilities:
- Uses proven methodologies to develop and implement test plans
- Uses knowledge to advise clients on proper test case creation
- Follows guidelines to test software applications produced by clients/consultants against established test cases
- Supports one or two clients fulltime and may be assigned to other projects as a backup
- Expert in the creation of test scripts/cases to standard requirements (manual and automated)
- Executes manual and predefined automated tests on assigned products/projects
- Reports, defines and analyzes defects found during testing or reported by clients
- Tracks defects and drives resolution utilizing the defect tracking system
- Participates in daily stand up meetings for assigned product lines
- Presents live software demonstrations to assigned product line team
- Possesses good verbal and written communication skills
• High level of expertise regarding Software Development Life Cycle
• Provides mentoring to junior members for assigned team
• May lead client presentations as Subject Matter Expert
• Attends onsite and offsite trainings
• Travels to client sites to test software in real time in the client's environment (up to 25% of the year)

Minimum Experience: 5 years

Minimum Education: Bachelor's Degree

QUALITY ASSURANCE ANALYST III

Functional Responsibilities:
• Uses proven methodologies to develop and implement test plans
• Uses knowledge to advise clients on proper test case creation
• Follows guidelines to test software applications produced by clients/consultants against established test cases
• Supports one or two clients full-time and may be assigned to other projects as a back-up
• Expert in the creation of test scripts/cases to standard requirements (manual and automated)
• Expert in test tool usage and integration with SAP
• Executes manual and predefined automated tests on assigned products/projects
• Reports, defines and analyzes defects found during testing or reported by clients
• Tracks defects and drives resolution utilizing the defect tracking system
• Participates in daily stand-up meetings for assigned turn lines
• Presents live software demonstrations to assigned product line team
• Possesses good verbal and written communication skills
• High level of expertise regarding Software Development Life Cycle
• Provides mentoring across the assigned test team
• May lead client presentations as Subject Matter Expert
• Attends onsite and offsite trainings

Minimum Experience: 7 years

Minimum Education: Bachelor's Degree

TECHNICAL ARCHITECT IV

Functional Responsibilities:
• Responsible for creating the technology road-maps and defining / technical plans.
• Directs and motivates co-workers and works closely with others while multitasking and prioritizing resource requirements.
• Manages business development initiatives as assigned, to include but not limited to: providing input to white papers, past performance write-ups, presentation development, data calls, and proposals.
• Identifies add-on work with existing clients and collaborates with Practice Lead and/or Telesto Group business development personnel to capture new business.
• Subject matter expert for client presentations and demonstrations.
• Designs client process improvement road maps, identifying organizational constraints and tool configuration guidelines.
• Provides input to senior management teams including business development, operations, and technical groups.

Minimum Experience: 10 years

Minimum Education: Bachelor's Degree

TESTING AND ALM ARCHITECT

Functional Responsibilities: Facilitate business process blueprinting, gap analysis, mapping, prototypes, design, configuration, testing, go-live, user training and post production activities. Liaise between process and technical teams. Independently guide consultant
and/or client teams engaged in business analysis and performance modeling, testing, release management, configuration control, risk management, and improvement activities. Responsible for implementing and enabling repeatable tasks. Assign resources to tasks and while monitoring and tracking progress against plan. Mentor and guide team members as they prepare their deliverables and resolve project issues. Implement and/or support the implementation of Telesto’s Service Center, to include roadmaps for 'People', 'Process' and 'Technology'. Work with client and other consulting counterparts at the senior manager level. Provide strategic input to the program management. Assist with project reviews, project reporting, strategic project planning, and risk mitigation activities as assigned. Communicate and support Telesto Group policies and procedures.

Minimum Experience: 12 years

Minimum Education: Bachelor’s Degree

TESTING AND PROCESS MANAGER

Functional Responsibilities: Facilitate business process blueprinting, gap analysis, mapping, prototypes, design, configuration, testing, go-live, user training and post production activities. Liaise between process and technical teams. Independently guide consultant and/or client teams engaged in business analysis and performance modeling, testing, release management, configuration control, risk management, and improvement activities. Responsible for implementing and enabling repeatable tasks. Assigns resources to tasks and while monitoring and tracking progress against plan. Mentors and guides team members as they prepare their deliverables and resolve project issues. Implements and/or supports the implementation of Telesto’s Service Center, to include roadmaps for 'People', 'Process' and 'Technology'. Works with client and other consulting counterparts at the senior manager level. Provides strategic input to the program management. Assists with project reviews, project reporting, strategic project planning, and risk mitigation activities as assigned. Communicates and supports Telesto Group policies and procedures. Ensures accurate and timely time and expense reporting by team.

Minimum Experience: 10 years

Minimum Education: Bachelor’s Degree

TESTING MANAGER

Functional Responsibilities: Responsible for implementing and enabling repeatable application testing tasks, to include manual, automated, security and performance. Assigns resources to tasks and while monitoring and tracking progress against plan. Mentors and guides team members as they prepare their deliverables and resolve project issues. Implements and/or supports the implementation of a Testing Center of Excellence, to include roadmaps for 'People', 'Process' and 'Technology'. Works with client and other consulting counterparts at the senior manager level. Provides strategic input to the program management. Assists with project reviews, project reporting, strategic project planning, and risk mitigation activities as assigned. Communicates and supports Telesto Group policies and procedures. Ensures accurate and timely time and expense reporting by team.

Minimum Experience: 7 years

Minimum Education: Bachelor’s Degree

TRAINING MANAGER

Functional Responsibilities:
- Define training strategies and plans.
- Coach and guide business/functional counterparts and other training team members to define training outlines and learning paths.
- Deliver training (courses or over the shoulder coaching) independently.
- Create, capture, and analyze training metrics.
- Work with multiple consultancies and client management. Provide team leadership as needed.
- Work with Telesto Group business area leadership on proposal development and identification/capture of add-on work.
• Prepare survey materials and questionnaires, conduct leadership interviews when needed, compile results and coordinate the development of resulting action plans
• Conduct needs assessments to identify learning needs. Work across the organizational change team to design and develop training curriculum for instructor-led classroom and e-learning solutions. Deploy training solutions to client employees
• Facilitate meetings to gain input from multiple perspectives, build engagement, and test deliverables for various solutions (i.e., processes, plans, programs, training, systems, and tools)
• Provide job aids supporting end-user performance. Provide subject matter expertise to business unit leaders in the areas of leadership, organization effectiveness, organization architecture, building organizational capability, and human capital processes to enable the sustainable achievement of business results
• Coach sponsors on being effective change agents. Organize team-building events that strengthen team morale and support peak performance.
• Ensure alignment with client internal communications and training standards
• Assist the Quality Assurance team during the process and system validations to analyze acceptance risk and develop mitigations

Minimum Experience: 15 years

Minimum Education: Bachelor’s Degree

Substitutions.

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<tr>
<th>Labor Category</th>
<th>Min Edu</th>
<th>Min Exp</th>
<th>PhD</th>
<th>Masters</th>
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