AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

SIN 132-8 PURCHASE OF EQUIPMENT
FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES Display
- Installation (FPDS Code N070) for Equipment Offered
- Deinstallation (FPDS N070)
- Reinstallation (FPDS N070)

SIN 132-12 - MAINTENANCE OF EQUIPMENT, REPAIR SERVICE, AND REPAIR PARTS/SPARE PARTS
SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301  IT Facility Operation and Maintenance
FPDS Code D302  IT Systems Development Services
FPDS Code D306  IT Systems Analysis Services
FPDS Code D307  Automated Information Systems Design and Integration Services
FPDS Code D308  Programming Services
FPDS Code D310  IT Backup and Security Services
FPDS Code D311  IT Data Conversion Services
FPDS Code D316  IT Network Management Services
FPDS Code D399  Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

TECHNICAL SPECIALTIES, INC.
9901 Business Parkway, Suite K
Lanham, MD 20706
Phone: 301-306-7000 Fax: 301-306-7022
www.tspec.com

Contract Number: GS-35F-0180M
Period Covered by Contract: January 7, 2017 through January 6, 2022

General Services Administration
Federal Supply Service


Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service’s Home Page via the Internet at http://www.fss.gsa.gov/
SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract:

*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.

*Overseas delivery* is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- [ ] The Geographic Scope of Contract will be domestic and overseas delivery.
- [ ] The Geographic Scope of Contract will be overseas delivery only.
- [X] The Geographic Scope of Contract will be domestic delivery only.

2. Contractor's Ordering Address and Payment Information:

Technical Specialties, Inc.
9901 Business Parkway, Suite K
Lanham, MD 20706

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number can be used by ordering agencies to obtain technical and/or ordering assistance: (301) 306-7000

3. LIABILITY FOR INJURY OR DAMAGE
The Contractor shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. **Statistical Data for Government Ordering Office Completion of Standard Form 279:**

Block 9: G. Order/Modification Under Federal Schedule  
Block 16: Data Universal Numbering System (DUNS) Number: 074822735  
Block 30: Type of Contractor - B. Other Small Business  
Block 31: Woman-Owned Small Business - No  
Block 37: Contractor's Taxpayer Identification Number (TIN): 52-1085130  
Block 40: Veteran Owned Small Business (VOSB): No  

4a. CAGE Code: 9R587  
4b. Contractor has registered with the Central Contractor Registration Database.

5. **FOB DESTINATION**

6. **DELIVERY SCHEDULE**

a. **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL SINS</td>
<td>10 Days</td>
</tr>
</tbody>
</table>

Expedited delivery of in stock items is offered at commercially available rates and times.

b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.

a. Prompt Payment: NONE – NET 30 days from receipt of invoice or date of acceptance, whichever is later.  
b. Quantity: NONE  
c. Dollar Volume: NONE  
d. Government Educational Institutions: Offered the same discounts as all other Government customers.  
e. Other: NONE  

8. **TRADE AGREEMENTS ACT OF 1979, AS AMENDED:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:** Not applicable.

10. **SMALL REQUIREMENTS:** The minimum dollar value of orders to be issued is $95.

11. **MAXIMUM ORDER** (All dollar amounts are exclusive of any discount for prompt payment.)
a. The Maximum Order value for the following Special Item Numbers (SINS) is $500,000.

Special Item Number 132-8 - Purchase of Equipment
Special Item Number 132-12 – Maintenance of Equipment, Repair Service, and Repair Parts/Spare Parts
Special Item Number 132-51 - Information Technology (IT) Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS
Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS: Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDs), which are cited by ordering offices, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)
Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 478-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDs)
Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDs) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDs should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L’Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA Advantage!
GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

a. Manufacturer;
b. Manufacturer's Part Number; and
c. Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is http://www.gsaadvantage.gov
17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if:

(1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));

(2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

(3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

(4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

   (1) Time of delivery/installation quotations for individual orders;

   (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.

   (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Not Applicable

Upon request of the Contractor, the Government may provide the Contractor with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-5 when creating and implementing BPA(s).
21. **CONTRACTOR TEAM ARRANGEMENTS**
Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. **INSTALLATION, DEINSTALLATION, REINSTALLATION**
The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration, or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act applies. The requisitioning activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. **SECTION 508 COMPLIANCE**

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes _____
No ___X___

Section 508 compliance information on the supplies and services in this contract in Electronic and Information Technology (EIT) is available at the following: [www.tspec.com](http://www.tspec.com).

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

24. **PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of a Federal Agency, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the Agency with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from ________ dated ________. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. **INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall
contain an endorsement to the effect that any cancellation or any material change adversely affecting the
Government's interest shall not be effective—
(1) For such period as the laws of the State in which this contract is to be performed prescribe; or
(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer,
whichever period is longer.
(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in
subcontracts under this contract that require work on a Government installation and shall require
subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract.
The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make
copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open
standard interoperability. An item's interface may be identified as interoperable on the basis of
participation in a Government agency-sponsored program or in an independent organization program.
Interfaces may be identified by reference to an interface registered in the component registry located at
http://www.core.gov.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government
may not be more than the value of the service already provided or the article already delivered. Advance or
pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)
1. MATERIAL AND WORKMANSHIP
   All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

2. ORDER
   Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under
   blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the
   provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the
   Contractor will be obligated to meet the delivery and installation date specified in the original order.

   For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT
   FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the
   geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES
   a. INSTALLATION. When the equipment provided under this contract is not normally self-
      installable, the Contractor's technical personnel shall be available to the Government, at the
      Government's location, to install the equipment and to train Government personnel in the use and
      maintenance of the equipment. The charges, if any, for such services are listed below, or in the
      price schedule:
      The rate for installation, deinstallation, and reinstallation is $95 per hour.

   b. INSTALLATION, DEINSTALLATION, REINSTALLATION. The Davis-Bacon Act (40
      U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the
      District of Columbia is a party for construction, alteration, or repair (including painting and
      decorating) of public buildings or public works with the United States, shall contain a clause that
      no laborer or mechanic employed directly upon the site of the work shall received less than the
      prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-
      Bacon Act do not apply if the construction work is incidental to the furnishing of supplies,
      equipment, or services. For example, the requirements do not apply to simple installation or
      alteration of a public building or public work that is incidental to furnishing supplies or equipment
      under a supply contract. However, if the construction, alteration or repair is segregable and
      exceeds $2,000, then the requirements of the Davis-Bacon Act applies.

      The ordering activity issuing the task order against this contract will be responsible for proper
      administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act.
      The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a
      request for quotations is made for applicable construction classified installation, deinstallation, and
      reinstallation services under SIN 132-8.

   c. OPERATING AND MAINTENANCE MANUALS. The Contractor shall furnish the
      Government with one (1) copy of all operating and maintenance manuals which are normally
      provided with the equipment being purchased.
5. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any equipment that has been tendered for acceptance. The Government may require repair or replacement of nonconforming equipment at no increase in contract price. The Government must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

6. WARRANTY

a. Unless specified otherwise in this contract, the Contractor’s standard commercial warranty as stated in the contract’s commercial pricelist will apply to this contract.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor’s plant, the address is as follows:

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the Government will be charged will be the Government purchase price in effect at the time of order placement, or the Government purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an agency determines that Information Technology equipment will be replaced, the agency shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).
1. **SERVICE AREAS**

   a. The repair service rates listed herein are applicable to any Government location within a 50 mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

   b. When repair services cannot be performed at the Government installation site, the repair services will be performed at the Contractor's plant listed below:

   
   Technical Specialties, Inc.
   9001 Business Parkway, Suite K
   Lanham, MD 20706

2. **REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS**

   a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.

   b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering office agrees, in advance, that additional repair personnel are required to effect repairs.

3. **LOSS OR DAMAGE**

   When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the Government installation, until the equipment is returned to such installation.

4. **SCOPE**

   a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

   b. Equipment placed under maintenance service shall be in good operating condition.

   (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

   (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

   (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).
5. RESPONSIBILITIES OF THE ORDERING ACTIVITY

a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.

b. Subject to security regulations, the Government shall permit access to the equipment which is to be maintained or repaired.

c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

6. RESPONSIBILITIES OF THE CONTRACTOR

For equipment not covered by a maintenance contract or warranty, the Contractor’s repair service personnel shall complete repairs as soon as possible after notification by the Government that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

7. REPAIR SERVICE RATE PROVISIONS

a. CHARGES. Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b. MULTIPLE MACHINES. When repairs are ordered by a Government agency on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the Government, provided the time consumed in going between machines (or buildings) is reasonable.

c. TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR’S SHOP

(i) When equipment is returned to the Contractor’s shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the Government location to the Contractor’s plant, and return to the Government location, shall be borne by the Government.

(ii) The Government should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.

(2) AT THE GOVERNMENT LOCATION (Within Established Service Areas)

When equipment is repaired at the Government location, and repair service rates are established for service areas or zones, the listed rates are applicable to any Government location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the Government office; such overhead is included in the repair service rates listed.

d. LABOR RATES

(1) REGULAR HOURS

The Regular Hours repair service rates listed herein shall entitle the Government to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the Government location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.
(2) AFTER HOURS
When the Government requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the Government location, the After Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of the Contractor.

(3) SUNDAYS AND HOLIDAYS
When the Government requires that repair service be performed on Sundays and Holidays observed at the Government location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours, but is performed at the convenience of the Contractor on Sundays or Holidays observed at the Government location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply.

**REPAIR SERVICE RATES**

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>MINIMUM CHARGE*</th>
<th>REGULAR HOURS PER HOUR**</th>
<th>AFTER HOURS PER HOUR**</th>
<th>SUNDAYS AND HOLIDAYS PER HOUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSONAL COMPUTER AND PRINTER REPAIR</td>
<td>$94.76</td>
<td>$94.76</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>CONTRACTOR'S SHOP</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOVERNMENT LOCATION (WITHIN ESTABLISHED SERVICE AREAS)</td>
<td>$94.76</td>
<td>$94.76</td>
<td>$199.50</td>
<td>$199.50</td>
</tr>
<tr>
<td>NETWORK FILESERVER HARDWARE REPAIR</td>
<td>$124.69</td>
<td>$124.69</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>CONTRACTOR'S SHOP</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOVERNMENT LOCATION (WITHIN ESTABLISHED SERVICE AREAS)</td>
<td>$124.69</td>
<td>$124.69</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

*MINIMUM CHARGES INCLUDE ONE FULL HOUR ON THE JOB.

**FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER HOUR.

8. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist dated August 1, 2001, at a discount of 8% from such listed prices.

9. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

a. REPAIR SERVICE
   All repair work will be guaranteed/warranted for a period of 30 days.

b. REPAIR PARTS/SPARE PARTS
All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period of 30
days or manufacturer’s warranty, whichever is longer.

10. INVOICES AND PAYMENTS

a. Maintenance Service
   (1) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or
       monthly basis, after the completion of such period. Maintenance charges must be paid in
       arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL
       BE SHOWN ON THE INVOICE.
   (2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th
       of the monthly rate for each calendar day.

b. Repair Service and Repair Parts/Spare Parts
   Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after
   completion of work. Payment under blanket purchase agreements will be made quarterly or
   monthly, except where cash payment procedures are used. Invoices shall be submitted separately
   to each Government office ordering services under the contract. The cost of repair parts shall be
   shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10,
   above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE
   INVOICE.
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

***NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.***

1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

   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 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 office.
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.
   c. The Agency 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 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 Rights in Data (Dec 2007) -- General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering office shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT 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 Government.
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 Government contract, without some restriction on 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 Government, ordering offices 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 services. Progress payments may be authorized by the ordering office 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) (DEVIAITION 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) (DEVIAITION 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(c)(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.
13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user agency 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 agency 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 SERVICES AND PRICING

SYSTEM CONFIGURATION MANAGER

Minimum/General Experience: Requires a minimum of five years experience as a software/hardware configuration expert and the ability to update and maintain configuration baselines, associated documentation, and software tools. Must have advanced knowledge in Outlook, Windows Desktop OS, Office suite, Access, Excel, Laplink, Winstall, and other diagnostic software. Must have advanced knowledge of network communication protocols such as TCP/IP and NETWARE, the ability to advise users on hardware enhancements required to install or operate new application software, and the ability to implement software configuration adjustments as part of an upgrade or user relocation. Must have advanced exposure to the next generation (beta) operating systems.

Functional Responsibility: Oversees and implements recommended configurations and integration. Conducts user interviews to determine system integration requirements as part of a system upgrade, user relocation, or new installation; conducts data transfer; assists with system configuration problems; and develops configuration distribution tools such as network download programs. Develops technical documentation for all strategic initiatives and configuration related instruction and summaries, supervises junior staff, and ensures stable implementation of system configuration and integration. Delegates and distributes tasks according to performance standards and expected resource allocation.

Minimum Education: Bachelor's Degree or equivalent from technical school and Compaq, Toshiba, Hewlett Packard, and A+ certifications.

SENIOR SYSTEM CONFIGURATION EXPERT

Minimum/General Experience: Requires a minimum of four years experience as a software configuration expert and advanced knowledge in Outlook, Windows Desktop OS, Office suite, Access, Excel, Lap Link, Winstall, and other diagnostic software. Must have advanced knowledge of network communication protocols such as TCP/IP and NETWARE, the ability to advise users on hardware enhancements required to install or operate new application software, and the ability to implement software configuration adjustments as part of an upgrade or user relocation. Must have advanced knowledge of Visual Basic, Clipper, Powerbuilder, or similar application development language.

Functional Responsibility: Reviews, tests, and implements recommended configurations and integration instructions. Conducts user interviews to determine system integration requirements as part of a system upgrade, user relocation, or new installation; conducts data transfer; assists with system configuration problems; and develops configuration distribution tools such as network download programs. Prepares system integration instructions required to execute installation.

Minimum Education: Bachelor's Degree or equivalent from technical school, and Compaq, Toshiba, Hewlett Packard, and A+ certifications.

SYSTEM CONFIGURATION EXPERT
Minimum/General Experience: Requires a minimum of three years experience as a software configuration expert and advanced knowledge in Outlook, Windows Desktop OS, Office suite, Access, Excel, Lap Link, Winstall, and other diagnostic software. Must have advanced knowledge of network communication protocols such as TCP/IP and NETWARE, the ability to advise users on hardware enhancements required to install or operate new application software, and the ability to implement software configuration adjustments as part of an upgrade or user relocation. Must have advanced knowledge of Visual Basic, Clipper, Powerbuilder, or similar application development language.

Functional Responsibility: Reviews, tests, and implements recommended configurations and integration instructions. Conducts user interviews to determine system integration requirements as part of a system upgrade, user relocation, or new integration; conducts data transfer; assists with system configuration problems; and develops configuration distribution tools such as network download programs. Prepares system integration instructions required to execute implementation. Provides support to system configuration team.

Minimum Education: Bachelor’s Degree or equivalent from technical school, and Compaq, Toshiba, Hewlett Packard, and A+ certifications.

SENIOR SUPPORT SPECIALIST

Minimum/General Experience: Requires a minimum of five years of experience diagnosing brand name microcomputer problems, to include a minimum of two years diagnosing Microsoft operating system problems, and extensive knowledge of the workings of device drivers in Windows operating systems. Must have the ability to use Windows registry to diagnose operating system problems, modify registry information to correct operating system problems, install and modify software, resolve hardware problems, and write project reports, testing results, and troubleshoot procedures and fixes. Must have advanced knowledge of Norton Anti-Virus, Norton Utilities, PC Tools, OEM Setup, Diagnostics, and Ghost; advanced knowledge in local area networks, Microsoft Office XP Professional, Microsoft Internet Explorer, Microsoft Outlook/Exchange, and Microsoft SMS; and advanced exposure to the next generation of Microsoft Office products. Strong communication skills are required.

Functional Responsibility: Independently diagnoses operating system and hardware problems, and determines the best course of action for timely and cost effective solutions. Provides troubleshooting support to personnel in the field, provides support to the System Integration Team in evaluating the maintainability of new EDP equipment and diagnosing potential systemic operating system problems, and executes special projects as assigned. Ensures the group’s performance standards for response and performance times are achieved, maintains or increases current staffing levels, and assists in the training of Support Specialist I. Supervises junior staff.

Minimum Education: Associate’s Degree or equivalent from technical school and CompTIA A+ and MCP Certifications.

SUPPORT SPECIALIST II

Minimum/General Experience: Requires a minimum of five years experience diagnosing brand name microcomputer hardware, to include a minimum of two years working with Window XP. Must have the ability to customize and configure Windows XP, troubleshoot the Windows Registry and edit the registry properly, and install and modify software for hardware implementations or upgrades. Must be able to write project report updates and testing result reports and have advanced knowledge of all IT equipment and Norton Anti-Virus, Norton Utilities, PC Tools, OEM Setup, Diagnostics, and Ghost. Must have advanced knowledge in local area networks, Windows 95/98, Windows XP, Microsoft Office XP Professional, Microsoft Internet Explorer, and Microsoft Outlook/Exchange.

Functional Responsibility: Diagnoses operating system and hardware problems and determines the best course of action for timely and cost effective solutions. Provides troubleshooting support to personnel in the field, provides support to the System Integration Team in evaluating the maintainability of new EDP equipment and diagnosing potential systemic operating system problems, and executes special projects as assigned. Ensures the group’s performance standards for response and performance times are achieved, and maintains or increases current staffing levels.

Minimum Education: Associate’s Degree or equivalent from technical school and Microsoft MCP for Windows XP, Compaq, Toshiba, Hewlett Packard, Dell, and A+ certifications.
SUPERVISORY NETWORK SPECIALIST

Minimum/General Experience: Requires a minimum of two years related experience in an environment of heavy network utilization; a minimum of one year experience supervising at least five people, with scheduling and performance appraisal responsibility; and a minimum of one year experience with LAN server backups. Must have experience with offsite data storage and retrieval, documenting operating procedures, developing checklists, and directing on-the-job training efforts. Must have demonstrated ability to deal tactfully with customers and service providers from other organizations and to write and speak effectively. Must be able to perform basic math functions, including calculating average, mean, totals, and percent. Must have working knowledge of WordPerfect or Microsoft Word, Exchange/Outlook or GroupWise.

Functional Responsibility: Supervises daily network system evaluations and troubleshooting, and directs appropriate escalation procedures. Performs network duties, documents, updates, and provides operator training. Orders and maintains adequate tapes, CDs, paper, and printer consumable supplies; acts as liaison between the Network Engineering Team and the Technology Center for server backup policy and procedures; and maintains/monitors Vital Records tape tracking system on a daily basis. Directs operational testing of new/developmental systems and makes recommendations whether they should be placed into production, designates shift assignments and scheduling, and establishes work priorities and performance standards. Ensures standards are met; acts as liaison for all issues relating to delivery and quality; and assists with preparation of policy and procedures, preparation of budget, and expenditure tracking. Certifies accuracy of documentation accompanying network backups sent to offsite storage, maintains environmental controls and switching equipment, supervises and assists with daily network server status checks and problem resolution, and supervises and assists with initial troubleshooting of network printer outages. Assigns and tracks subsequent tasks, and supervises and assists with scheduled network connectivity work.

Minimum Education: Associate's Degree or equivalent from technical school and Microsoft Certified Product Specialist and/or Novell Certified Network Administrator.

SENIOR NETWORK SPECIALIST

Minimum/General Experience: Requires a minimum of two years experience in an environment of heavy network utilization; a minimum of one year experience supervising at least five people, with performance appraisal and shift assignment responsibility; and a minimum of one year experience with LAN server backups. Must have experience writing and speaking effectively and clearly, documenting operating procedures, developing checklists, and directing on-the-job training efforts. Must have demonstrated ability to deal tactfully with customers and service providers from other organizations; perform basic math functions, including calculating average, mean, totals, and percent; and working knowledge of WordPerfect or Microsoft Word and electronic mail functions.

Functional Responsibility: Performs daily network system evaluations and troubleshooting, and follows appropriate escalation procedures. Labels and loads backup server tapes, cleans and operates tape drives, and performs file restore as needed. Restarts or appends appropriate files for canceled backups, reruns failed backups, tracks each server and volume to ensure complete backups are obtained, checks for partial backups, and prepares backup status reports to staff. Manages output flow, and tracks and assists response of other operators for initial troubleshooting of network outages. Performs scheduled network connectivity work and first-level troubleshooting for remote access and network connectivity calls to help maintain 24X7 network availability.

Minimum Education: Associate's Degree or equivalent from technical school and Microsoft Certified Product Specialist and/or Novell Certified Network Administrator.

NETWORK SPECIALIST

Minimum/General Experience: Requires a minimum of two years related experience in an environment of heavy network use and at least one year experience and demonstrated working knowledge of the operating systems and console commands for at least one mainframe computer system such as HP3000, IBM or DEC. Must have on-the-job operating system experience with MVS, VM, CICS, DEC-VMS, DOS, Windows, Unix, NetWare, or NT. Must have experience with WordPerfect or Microsoft Word; basic experience with network communications products such as routers, switches, NT/NetWare, servers, modems, etc.; the ability to communicate clearly orally and in writing; and the ability to interact courteously with users while distributing output.
**Functional Responsibility**: Performs daily network system evaluations and troubleshooting, and follows appropriate escalation procedures. Labels and loads backup server tapes, cleans and operates tape drives, and performs file restore as needed. Restarts or appends appropriate files for canceled backups, reruns failed backups, tracks each server and volume to ensure complete backups are obtained, checks for partial backups, and prepares backup status reports to staff. Manages output flow, and tracks and assists response of other operators for initial troubleshooting of network outages. Performs scheduled network connectivity work and first-level troubleshooting for remote access and network connectivity calls to help maintain 24X7 network availability.

**Minimum Education**: Associate’s Degree or equivalent from technical school and Microsoft Certified Product Specialist and/or Novell Certified Network Administrator.

**JUNIOR NETWORK SPECIALIST**

**Minimum/General Experience**: Requires a minimum of one year of on-the-job operating system experience using one of the following: MVS, VM, CICS, DEC-VMS, DOS, Windows, Unix, NetWare, or NT; experience using a word processing package such as WordPerfect or Microsoft Word; basic experience with network communications products such as routers, switches, NT/NetWare, servers, modems, etc. Must have the ability to communicate clearly orally and in writing, and the ability to interact courteously with users while distributing output, on the phone, and through E-mail.

**Functional Responsibility**: Performs network status checks and sends network status messages to specified address groups. Checks all backup server activity logs and network monitoring console for errors and takes appropriate action. Labels and loads backup server tape drives, cleans and operates tape drives, performs file restore, restarts or appends files for canceled backups, reruns failed backups, and tracks each server and volume to ensure complete backups. Reruns backups if necessary, performs scheduled network connectivity work order tasks, and performs first-level troubleshooting for remote access and network connectivity to help maintain 24X7 network availability. Operates high speed printers, manages print queues, documents printer malfunctions, and places calls to help desk and others as outlined in the documentation. Prints, assembles, logs, and delivers output; and performs itemized shift changeover checks.

**Minimum Education**: Associate’s Degree or equivalent from technical school and Microsoft Certified Product Specialist and/or Novell Certified Network Administrator.

**PEAK LOAD NETWORK SPECIALIST**

**Minimum/General Experience**: Requires a minimum of two years on-the-job operating system experience using DOS, Windows, Unix, NetWare, or NT, and experience using a word processing package such as WordPerfect or Microsoft Word. Must have basic experience with network communications products such as routers, switches, NT/NetWare, servers, modems, etc. Must have the ability to communicate clearly orally and in writing and the ability to interact courteously with users while distributing output, on the phone, and through E-mail.

**Functional Responsibility**: Labels and loads tapes for backup servers, cleans and operates tape drives, and restarts or appends the appropriate files for canceled backups. Reruns failed backups; operates high-speed printers; manages print queues, routing to various printers as necessary; and documents all printer malfunctions. Places calls to help desk and others as outlined in the documentation; prints, assembles, logs, and delivers output; and performs itemized shift changeover checks.

**Minimum Education**: Associate’s Degree or equivalent from technical school and Microsoft Certified Product Specialist and/or Novell Certified Network Administrator.

**SENIOR COORDINATION SPECIALIST**

**Minimum/General Experience**: Requires a minimum of three years of experience scheduling and coordinating user support activities, with exposure to EDP hardware evaluation and analysis or equal experience with EDP related implementation projects, and two years of experience with data communications. Must have strong interpersonal skills, the ability to prioritize and re-adjust plans to reflect changes in user requirements or unit priorities and excellent attention to detail and documentation skills.
Functional Responsibility: Plans, tasks, and monitors the individual steps associated with given projects, and coordinates system implementation, modification, and adjustments. Troubleshoots problems encountered during implementation, uses system analysis to assist with related system configuration initiatives, and obtains the user requirements through client interviews and hardware and software inventories. Maintains project status reports and provides end users with ad hoc information regarding scheduled services activities.

Minimum Education: Bachelor’s Degree in applicable field or equivalent from technical school.

COORDINATION SPECIALIST

Minimum/General Experience: Requires a minimum of one year in scheduling and coordinating user support activities, with exposure to EDP hardware evaluation and analysis or equal experience with implementation projects, and six months of experience with data communications systems. Must have strong interpersonal skills, the ability to prioritize and re-adjust plans to reflect changes in user requirements or unit priorities and excellent attention to detail and documentation skills.

Functional Responsibility: Plans, tasks and monitors the individual steps associated with given projects and coordinates systems implementation and modification. Records task and work order closure, troubleshoots problems encountered during implementation, assists with implementation projects, and obtains user requirements through interviews and analysis of hardware and software inventories. Prepares and maintains project status reports to provide end-users with the status of their project.

Minimum Education: Bachelor’s Degree in applicable field or equivalent from technical school.

JUNIOR COORDINATION SPECIALIST

Minimum/General Experience: Requires a minimum of three months in scheduling and coordinating user support activities, with exposure to EDP hardware evaluation and analysis or equal experience with implementation projects, and three months of experience with data communications systems. Must have strong interpersonal skills, the ability to prioritize and re-adjust plans to reflect changes in user requirements or unit priorities and excellent attention to detail and documentation skills.

Functional Responsibility: Plans, tasks and monitors the individual steps associated with given projects and coordinates systems implementation and modification. Records task and work order closure, troubleshoots problems encountered during implementation, assists with implementation projects, and obtains user requirements through interviews and analysis of hardware and software inventories. Prepares and maintains project status reports to provide end-users with the status of their project.

Minimum Education: Associate’s Degree or equivalent from technical school.

SUPERVISOR/SENIOR HARDWARE SPECIALIST

Minimum/General Experience: Requires a minimum of five years of experience supporting Compaq, IBM, Dell, or similar hardware and familiarity with component implementation. Must have basic knowledge of McAfee Anti-Virus, Norton Utilities, PC Tools, OEM Setup/ Diagnostics, and LapLink; and basic knowledge in local area networks, Windows desktop OS, Microsoft Office Professional, Microsoft Internet Explorer, Microsoft Outlook/Exchange, Word, and PC Anywhere.

Functional Responsibility: Provides on site support for junior staff in the event that a project is not meeting the expected performance standard, ensures consistent implementation of configuration standards, and supervises the set-up and testing of all EDP configurations. Distributes work orders to junior staff, supervises implementation over weekends and after normal business hours, provides supervision of junior staff, and performs managerial duties including time tracking and reporting to upper management.

Minimum Education: Associate’s Degree or equivalent from technical school and Compaq, Toshiba, Hewlett Packard, and A + certifications.

HARDWARE SPECIALIST

Minimum/General Experience: Requires a minimum of three years of experience supporting Compaq, IBM, Dell, or similar hardware and familiarity with component implementation. Must have basic knowledge of McAfee Anti-Virus, Norton Utilities, PC Tools, OEM Setup/ Diagnostics, and LapLink.
**Functional Responsibility:** Implements configurations; conducts user interviews to determine system integration requirements as part of a system upgrade, user relocation, or new implementation; and records task closure. Gathers user-specific data communication information, performs data transfer, and assists with system configuration problems.

**Minimum Education:** Associate’s Degree or equivalent from technical school and Compaq, Toshiba, Hewlett Packard, and A+ certifications.

**REMOTE CONFIGURATION EXPERT**

**Minimum/General Experience:** Requires a minimum of three years experience as a software configuration expert and advanced knowledge in Outlook, Windows Desktop OS, Office suite, Access, Excel, Lap Link, Wininstall, and other diagnostic software. Must have advanced knowledge of network communication protocols such as TCP/IP and NETWARE, the ability to advise users on hardware enhancements required to implement or operate new application software, and the ability to implement software configuration adjustments as part of an upgrade or user relocation. Must have advanced knowledge of Visual Basic, Clipper, Powerbuilder, or similar application development language.

**Functional Responsibility:** Implements recommended configurations and integration instructions. Conducts user interviews to determine system integration requirements as part of a system upgrade, user relocation, or new implementation; records task closure; conducts data transfer; assists with system configuration problems; and develops configuration distribution tools such as network download programs. Prepares system integration instructions required to execute installation tasks.

**Minimum Education:** Bachelor’s Degree in applicable field or equivalent from technical school and Compaq, Toshiba, Hewlett Packard, and A+ certification.

**REMOTE ACCESS COORDINATION SPECIALIST**

**Minimum/General Experience:** Requires a minimum of two years in scheduling and coordinating user support activities, with exposure to EDP hardware evaluation and analysis or equal experience with implementation projects, and one year experience with data communications systems. Must have strong interpersonal skills, the ability to prioritize and re-adjust plans to reflect changes in user requirements or unit priorities, and excellent attention to detail and documentation skills. Must have familiarity with Dell, Compaq or Toshiba hardware and Microsoft software products.

**Functional Responsibility:** Coordinates the implementation of hardware and software; and maintains daily, weekly, and monthly workload commitments while performing emergency services as required. Implements recommended configurations and integration instructions, conducts user interviews to determine system integration requirements as part of a system upgrade, user relocation, or new implementation; and records task closure. Conducts data transfer, assists with system configuration problems, and prepares system integration instructions required to execute implementation tasks.

**Minimum Education:** Bachelor’s Degree in applicable field or equivalent from technical school.

**XP PC SPECIALIST**

**Minimum/General Experience:** Requires a minimum of three years experience as a software configuration expert and advanced knowledge in Outlook, Windows Desktop OS, Office suite, Access, Excel, Lap Link, Wininstall, and other diagnostic software, and experience in Windows XP, NT or Windows 2000. Must have advanced knowledge of network communication protocols such as TCP/IP and NETWARE, the ability to advise users on hardware enhancements required to implement or operate new application software, and the ability to implement software configuration adjustments as part of an upgrade or user relocation. Must have basic knowledge of Visual Basic, Clipper, Powerbuilder, or similar application development language.

**Functional Responsibility:** Implements recommended configurations and integration instructions. Conducts user interviews to determine system integration requirements as part of a Windows XP system upgrade or new implementation and records task closure. Conducts data transfer using PC Transplant and assists with system configuration problems. Prepares system integration instructions required to execute implementation tasks.
Minimum Education: Bachelor's Degree in applicable field or equivalent from technical school and Compaq, Toshiba, Hewlett Packard, and A+ certification.

SUPERVISOR/SENIOR INFORMATION TECHNOLOGY LOGISTICIAN

Minimum/General Experience: Requires a minimum of six years Information Technology inventory management experience with two years minimum applicable supervisory experience, and excellent oral and written communication skills. Must have excellent organizational skills and attention to detail, the ability to work under pressure and meet deadlines, and excellent problem resolution and customer interface skills.

Functional Responsibility: Assists in the preparation of annual budgets and semiannual reviews, notifies management of trends and/or deficiencies that would impact objectives of the operation, performs liaison functions with other supervisors and management personnel for procedural resolution or problem resolution, and executes special duties and/or projects. Resolves customer/user complaints with little or no supervision; supervises the efficient and uninterrupted operation of the loaner pool, parts room, warranty repair activity, receiving and shipping storeroom, and property and requisition administration areas. Assists with the development of projects and implementation of standard operating procedures to improve daily effectiveness, provides advice to team manager concerning industrial logistics practices, provides liaison to Property Administration concerning property resolution, and coordinates all transportation activities. Performs audits of inventory control areas to ensure guidelines and procedures are being met, provides liaison services to warranty vendors, performs unit personnel evaluation and counseling, assists in new hire interviews, and performs backup duties in the manager's absence.

Minimum Education: Bachelor's Degree in applicable field.

SENIOR INFORMATION TECHNOLOGY LOGISTICS ADMINISTRATOR

Minimum/General Experience: Requires a minimum of two years inventory management experience and one year direct customer support or help desk experience. Must have excellent oral and written communication skills, excellent organizational skills to include files and inventory maintenance, the ability to work under pressure and meet deadlines, and excellent customer interface and problem resolution skills. Must have the ability to prioritize tasks, and have familiarity with computer hardware and spreadsheet software.

Functional Responsibility: Maintains accurate inventory of Mission Information Technology Equipment and accessories; plans, tasks, and monitors the individual steps associated with the issuance and prompt return of Information Technology equipment; records assign tasks and complete work order closure; and prepares and maintains Mission Pool Reports. Ensures Mission Information Technology Equipment is operationally ready prior to issuance; performs cyclic, annual, and special inventories; maintains integrity and physical organization of the Mission Pool at all times; and performs with little supervision user complaint resolution, and escalates when necessary. Provides excellent one-on-one customer service; assists in the operation of the repair parts room to include the issue and return of materials; assists and/or is assigned to deliver equipment and/or spare parts.

Minimum Education: Associate's Degree or equivalent from technical school, or prior military background in customer relations, scheduling, and/or inventory management.

INFORMATION TECHNOLOGY LOGISTICS ADMINISTRATOR

Minimum/General Experience: Requires a minimum of two years inventory management experience in one or more of the following disciplines: shipping and receiving, requisitioning, stock control, expediting, and systematic warehousing, and advanced knowledge of computer hardware, components, and accessories. Must have good analytical skills, the ability to meet deadlines, basic knowledge of Access and Word software applications, and good oral and written communication skills.

Functional Responsibility: Receives, reviews, and routes all requests via internal requisition for Information Technology equipment, supplies, and software; requisitions files maintenance and database input; and performs liaison services regarding software inventory or property control matters. Generates work orders for delivery and implementation of software and hardware and responds to user requests regarding acquisitions, and performs, analyzes, researches, and reconciles EDP and software inventories.

Minimum Education: Associate's Degree or equivalent from technical school, or prior military background in customer relations, scheduling, and/or inventory management.
INFORMATION TECHNOLOGY LOGISTICS WARRANTY ADMINISTRATOR

Minimum/General Experience: Requires a minimum of two years inventory management experience, with at least six months warranty/repair processing experience. Must have good oral and written communication skills, excellent organizational skills to include files and inventory maintenance, and the ability to work under pressure and meet deadlines. Must have excellent customer interface skills and be familiar with computer hardware and spreadsheet software applications.

Functional Responsibility: Processes all incoming and outgoing Information Technology equipment warranty transactions, to include claims submission, ordering, stocking, shipping, and receiving on all Information Technology component spare parts. Reviews accuracy of invoicing; performs research, pricing, and availability checks on spare parts; coordinates necessary repair of warranty end-items in-house; and validates and processes claims to ensure timely reimbursement. Performs necessary Repair Hold warranty inventories; maintains weekly and monthly warranty reports; performs files maintenance activity to include accuracy of warranty maintainer files on each OEM, and provides current, accurate audit trails for each transaction. Aggressively pursues shipment delays to ensure minimum levels of warranty stock are maintained at all times, maintains Standard Operating Procedures (SOPs) in all warranty areas, verifies accuracy of warranty related paperwork from in-house maintenance to ensure appropriate disposition of materials, and maintains all OEM provided technical data.

Minimum Education: Associate’s Degree or equivalent from technical school, or prior military background in customer relations, scheduling, and/or inventory management.
USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Technical Specialties, Inc. provides commercial products and services to the Federal Government. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

- To actively seek and partner with small businesses.

- To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

- To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

- To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

- To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

- To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

- To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

- We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact Patrick L. Carter, Executive Vice President, Phone: 301-306-7000, Fax: 301-306-7022. E-mail: pcarter@tspec.com.
SUGGESTED Blanket Purchase Agreement (BPA) format.**

**BEST VALUE**

**BLANKET PURCHASE AGREEMENT**

**FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (Agency) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _______.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6. This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less.

Signatures

Agency ___________________ Date ___________________ Contractor ___________________ Date ___________________
BPA NUMBER

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) ______________, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

<table>
<thead>
<tr>
<th>MODEL NUMBER/PART NUMBER</th>
<th>*SPECIAL BPA DISCOUNT/PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(2) Delivery:

<table>
<thead>
<tr>
<th>DESTINATION</th>
<th>DELIVERY SCHEDULES / DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(3) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be ____________________.

(4) This BPA does not obligate any funds.

(5) This BPA expires on ________________ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>POINT OF CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

(a) Name of Contractor;
(b) Contract Number;
(c) BPA Number;
(d) Model Number or National Stock Number (NSN);
(e) Purchase Order Number;
(f) Date of Purchase;
(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor’s invoice, the provisions of this BPA will take precedence.
BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection
<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>SIN</th>
<th>Model Number</th>
<th>Description</th>
<th>GSA Rate with IFF</th>
<th>Warr.</th>
<th>Country of Origin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Specialties</td>
<td>132-8</td>
<td>C-INSTALL</td>
<td>Installation of LAN and Voice System Connectivity Cable (priced per drop)</td>
<td>$127.93</td>
<td>NA</td>
<td>US</td>
</tr>
<tr>
<td>Technical Specialties</td>
<td>132-12</td>
<td>LABOR</td>
<td>Personal Computer and Printer Repair</td>
<td>$97.22</td>
<td>30 Days</td>
<td>US</td>
</tr>
<tr>
<td>Technical Specialties</td>
<td>132-12</td>
<td>NW-REPAIR</td>
<td>Network Fileserver Hardware Repair</td>
<td>$127.93</td>
<td>30 Days</td>
<td>US</td>
</tr>
<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-006</td>
<td>Supervisory Network Specialist</td>
<td>$36.55</td>
<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-007</td>
<td>Senior Network Specialist</td>
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<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-008</td>
<td>Network Specialist</td>
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<td>US</td>
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<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-009</td>
<td>Junior Network Specialist</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-010</td>
<td>Peak Load Network Specialist</td>
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<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-011</td>
<td>Senior Coordination Specialist</td>
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<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-012</td>
<td>Coordination Specialist</td>
<td>$30.85</td>
<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-013</td>
<td>Junior Coordination Specialist</td>
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<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-014</td>
<td>Supervisor/Senior Hardware Specialist</td>
<td>$38.61</td>
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<td>Technical Specialties</td>
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<td>TSI-015</td>
<td>Hardware Specialist</td>
<td>$28.18</td>
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<td>US</td>
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<tr>
<td>Technical Specialties</td>
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<td>TSI-017</td>
<td>Remote Access Coordination Specialist</td>
<td>$39.24</td>
<td>NA</td>
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<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-018</td>
<td>XP PC Specialist</td>
<td>$43.69</td>
<td>NA</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-019</td>
<td>Supervisor/Senior IT Logistician</td>
<td>$31.35</td>
<td>NA</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-020</td>
<td>Senior IT Logistics Administrator</td>
<td>$27.21</td>
<td>NA</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-021</td>
<td>IT Logistics Administrator</td>
<td>$24.39</td>
<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-022</td>
<td>IT Logistics Warranty Administrator</td>
<td>$24.39</td>
<td>NA</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-23</td>
<td>Program/Project Manager</td>
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<td>NA</td>
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<td>Technical Specialties</td>
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<td>TSI-26</td>
<td>Senior Systems Engineer</td>
<td>$113.71</td>
<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-27</td>
<td>Systems Engineer</td>
<td>$98.21</td>
<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-28</td>
<td>Senior Network Engineer</td>
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<td>NA</td>
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<tr>
<td>Technical Specialties</td>
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<td>TSI-33</td>
<td>Help Desk Engineer</td>
<td>$54.27</td>
<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-35</td>
<td>Senior Technician</td>
<td>$41.67</td>
<td>NA</td>
<td>US</td>
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<tr>
<td>Technical Specialties</td>
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<td>TSI-37</td>
<td>Senior Cable Installer</td>
<td>$41.35</td>
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<td>US</td>
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<tr>
<td>Technical Specialties</td>
<td>132-51</td>
<td>TSI-40</td>
<td>Technician II</td>
<td>$40.57</td>
<td>NA</td>
<td>US</td>
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