making your systems GO

GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service
Authorized Federal Supply Schedule Price List

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

Schedule for Multiple Award Schedule (MAS)

Federal Supply Group Information Technology   Subcategory : IT Services

Contract Number: 47QTCA22D003M

For more information on ordering from Federal Supply Schedules go to the FSS Schedules button at http://www.gsa.gov/schedules-ordering www.gsa.gov/schedules

Contract Period: January 21, 2022 through January 20, 2027

CONTRACTOR:	**TECHNICAL SPECIALTIES Inc**.
	9901 Business Parkway, Suite K
	Lanham, MD 20706

BUSINESS SIZE: Small Business

Telephone: 301-306-7000
Fax: 301-306-7022
Web Site: www.tspec.com
E-mail: pcarter@tspec.com

CONTRACTOR'S ADMINISTRATION: **Patrick Carter**
Telephone: 301-306-7000
Fax: 301-306-7022
Email: pcarter@tspec.com

Customer Information:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN(s)	SIN Descriptions	Page Numbers
811212	Maintenance of Equipment Repair Service, and /or Repair Parts/Spare Parts	
54151S	Information Technology Professional Services	
OLM	Order-Level Materials	N/A

1.b Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See page 4.

1.c If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. See Labor Category Descriptions starting on pages 5-11.

2. **MAXIMUM ORDER*:** $500,000/per task order

3. **MINIMUM ORDER:** Minimum order per the contract $ 97.22 or as negotiated.

4. **GEOGRAPHIC COVERAGE:** Domestic, or 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

5. **POINT(S) OF PRODUCTION:** Same as company address

6. **DISCOUNT FROM LIST PRICES: Government net prices** (*discount has been applied).*

7. **QUANTITY DISCOUNT(S):** None

8. **PROMPT PAYMENT TERMS:** A 15% discount for agencies paying within 15 days.

9. FOREIGN ITEMS: None

10a. TIME OF DELIVERY: Ten (10) days or as Negotiated at the task order level.

10b. EXPEDITED DELIVERY: Negotiated at the task order level.

10c. OVERNIGHT AND 2-DAY DELIVERY: N/A

10d. URGENT REQUIRMENTS: Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

11.   FOB POINT: Destination

12a. ORDERING ADDRESS: Technical Specialties, Inc.
                                         9901 Business Parkway, Suite K
                                         Lanham, MD 20706

12b. ORDERING PROCEDURES: For services, the ordering procedures and information on Blanket Purchases Agreements (BPA's) are described in Federal Acquisition Regulation (FAR) 8.405-3.

13. PAYMENT ADDRESS: Same as contractor

14. WARRANTY PROVISION: N/A

15. EXPORT PACKING CHARGES: N/A

16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A

17. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

18. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

19. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

19a. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

20. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

21. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

22b. IF APPLICABLE, SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE IN ELECTRONIC AND INFORMATION TECHNOLOGY (EIT) SUPPLIES AND SERVICES AND SHOW WHERE FULL DETAILS CAN BE FOUND (E.G. CONTRACTOR'S WEBSITE OR OTHER LOCATIONS.) THE EIT STANDARDS CAN BE FOUND AT: N/A

23. Unique ID NUMBER: C98NUMK7NPA

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database.

APPROVED PRICING FOR SIN 811212
MAINTENANCE OF EQUIPMENT, REPAIR SERVICES

Manufacturer	Description	GSA Rate with IFF	Year 2	Year 3	Year 4	Year 5
Technical Specialties	Personal Computer and Printer Repair	$ 97.22	$99.55	$101.94	$104.39	$106.89
Technical Specialties	Network Fileserver Hardware Repair	$127.93	$131.00	$134.14	$137.36	$140.66

APPROVED PRICING FOR SIN 54151S
IT PROFESSIONAL SERVICES

Labor Category	GSA Base Year/Hour	Year 2	Year 3	Year 4	Year 5
TS1. Cable Installer, Senior	$ 41.35	$42.34	$43.36	$44.40	$45.46
TS2. Coordination Specialist	$ 30.85	$31.59	$32.35	$33.12	$33.92
TS3. Coordination Specialist, Senior	$ 38.61	$39.54	$40.49	$41.46	$42.45
TS4. Hardware Specialist	$ 28.18	$28.86	$29.55	$30.26	$30.98
TS5. Hardware Specialist, Senior Supervisor	$ 38.61	$39.54	$40.49	$41.46	$42.45
TS6. Help Desk Engineer	$ 54.27	$55.57	$56.91	$58.27	$59.67
TS7. Network Engineer, Senior	$ 27.50	$28.17	$28.85	$29.54	$30.25
TS8. Program/Project Manager	$ 60.32	$61.77	$63.25	$64.77	$66.32
TS9. Remote Access Coordinator Expert	$ 39.24	$40.18	$41.15	$42.13	$43.14
TS10. Remote Access Configuration, Expert	$ 39.24	$40.18	$41.15	$42.13	$43.14
TS11. Support Specialist II	$ 43.69	$44.74	$45.81	$46.91	$48.04

TS12. Support Specialist, Senior	$ 47.88	$49.03	$50.21	$51.41	$52.64
TS13. System Configuration, Expert	$ 39.24	$40.18	$41.15	$42.13	$43.14
TS14. System Configuration, Expert, Senior	$ 40.07	$41.03	$42.02	$43.02	$44.06
TS15. System Configuration, Manager	$ 48.14	$49.30	$50.48	$51.69	$52.93
TS16. Systems Engineer	$ 98.21	$100.57	$102.98	$105.45	$107.98
TS17. Systems Engineer, Senior	$113.71	$116.44	$119.23	$122.10	$125.03
TS18. Technician II	$ 40.57	$41.54	$42.54	$43.56	$44.61
TS19. Technician, Senior	$ 41.67	$42.67	$43.69	$44.74	$45.82

Labor Category Descriptions -IT Professional Services

TS1. CABLE INSTALLER, SENIOR

Minimum/General Experience: Three (3) to five (5) years of experience installing cables based on site drawings or instructions from technicians. Must have supervisory experience.
Functional Responsibility: Completes and tests cable installation, termination, and cross-connects. Builds specialized interconnecting cables in accordance with specifications.
Minimum Education: High School Diploma

TS2. 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.

TS3. 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.

TS4. 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.

TS5. 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.

TS6. HELP DESK ENGINEER

Minimum/General Experience: A minimum of three (3) years of experience including knowledge of PC and LAN/MAN/WAN operating systems.

Functional Responsibility: Provides phone support to users to assist in the continued operations of the client's information system/network. Serves as the initial point of contact for troubleshooting network, hardware/software PC, and printer problems.

Minimum Education: Associate's degree in Computer Science, Business, or other related scientific or technical discipline

TS7. NETWORK ENGINEER, SENIOR

Minimum/General Experience: A minimum of three (3) years of experience. Specific expertise includes: mainframe and/or client/server-based systems and local area networks from the application to the operating system.
Functional Responsibility: Administers daily activities of configuration and operation of business systems and Local Area and Wide Area Networks (LAN/WAN); optimizes system/network operation and resource utilization; and assists users with operations involving network access and resources.
Minimum Education: Bachelor's degree in Computer Science/Engineering, Information Systems, Business or other related scientific or technical discipline. Master's Degree in Computer Engineering/Science can be substituted for up to two (2) years of required experience. With additional three (3) years of relevant experience, a degree is not required.

TS8. PROGRAM/PROJECT MANAGER

General Experience: At least five (5) years of experience in project management.
Specialized Experience: At least five (5) years of experience in managing IT related projects and must demonstrate a leadership role in at least three successful projects that were delivered on time on a budget.
Duties: The Project Manager is assigned the management of a specific project and the work performed under assigned Task Orders. Performs day-to-day management of the project, identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between a State agency and IT contractor. Is responsible for ensuring that work performed under TOs is within scope, consistent with requirements, and delivered on time and on budget. Identifies critical paths, tasks, dates, testing and acceptance criteria. Provides solutions to improve efficiency (e.g., reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communication skills.
Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related disciplines. Master's degree or project management certification is preferred.

TS9. REMOTE ACCESS COORDINATOR, EXPERT

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.

TS10. REMOTE ACCESS CONFIGURATION EXPERT

Minimum/General Experience: Requires a minimum of three years of 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 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.

TS11. SUPPORT SPECIALIST II

Minimum/General Experience: Requires a minimum of five years of 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.

TS12. 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.

TS13. SYSTEM CONFIGURATION EXPERT

Minimum/General Experience: Requires a minimum of three years of 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.

TS14. SENIOR SYSTEM CONFIGURATION EXPERT

Minimum/General Experience: Requires a minimum of four years of 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.

TS15. SYSTEM CONFIGURATION MANAGER

Minimum/General Experience: Requires a minimum of five years of 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.

TS16. Job Title: Systems Engineer

Minimum/General Experience: A minimum of ten (5) years relevant experience. Specific areas of expertise include: Information, Network, and/or Telecommunications System functional and technical requirements analysis, systems/network analysis and design, systems programming/development/ engineering, and/or application design and documentation. Demonstrated experience in the implementation of information engineering projects, written and oral communications skills including conducting formal presentations. Ability to work independently or with only general guidance and direction.
Functional Responsibility: Follow direction of Senior Systems Engineer, Analyzes information system requirements. Applies process improvement practices to re-engineer business methodologies. Establishes standards for information systems and procedures. Develops enterprise-wide information models for use in designing and constructing integrated hardware/software solutions.
Minimum Education: Bachelor's degree in Computer Engineering/Science or other related scientific or technical discipline. Master's Degree in Computer Engineering/Science can be substituted for up to two (2) years of required experience. With additional three (3) years of relevant experience, a degree is not required.

TS17. Job Title: Senior Systems Engineer
Minimum/General Experience: A minimum of ten (10) years relevant experience. Specific areas of expertise include: Information, Network, and/or Telecommunications System functional and technical requirements analysis, systems/network analysis and design, systems programming/development/ engineering, and/or application design and documentation. Demonstrated experience in the implementation of information engineering projects, written and oral communications skills including conducting formal presentations. Ability to work independently or with only general guidance and direction.
Functional Responsibility: Analyzes information system requirements. Applies process improvement practices to re-engineer business methodologies. Establishes standards for information systems and procedures. Develops enterprise-wide information models for use in designing and constructing integrated hardware/software solutions.
Minimum Education: Bachelor's degree in Computer Engineering/Science or other related scientific or technical discipline. Master's Degree in Computer Engineering/Science can be substituted for up to two (2) years of required experience. With additional three (3) years of relevant experience, a degree is not required.

TS18. Job Title: Technician II

Minimum/General Experience: Five (5) to seven (7) years of experience including analysis, design, and installation of local area networks; and analysis and installation of communications systems.
Functional Responsibility: Assesses and documents current site configuration and user requirements. Installs, and optimizes network topologies. Follows engineering plans and site installation technical design packages. prepares drawings documenting configuration changes at each site. Executes site tests and prepares reports.
Minimum Education: High school diploma

TS19. Job Title: Senior Technician

Minimum/General Experience: Ten (10) or more years of experience in the supervision of installation technicians; analysis, design, and installation of local and wide area nets; and analysis and installation of communication systems. Familiar with engineering documentation, network configurations and topologies.
Functional Responsibility: Organizes and directs network or communications system installations and site surveys. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation and technical design packages. Develops installation schedules. Mobilizes and directs installation team.
Minimum Education: High school diploma.