Telecommunication Solutions Group, Inc.
Providing Enterprise Management Solutions

Telecommunication Solutions Group, Inc.

5540 Centerview Drive Suite 304,

Raleigh, NC 27606

919-233-7300 Corp. Office   Fax 919-233-7335

Website: www.telcomsg.com

Dated 12/13/2025

Proposed Information Technology Schedule

GSA MAS

Contract Number: **47QTCA18D00EX**

Period Covered by Contract: June 26, 2018 through June 25, 2028

Price List Current Mod#PS#0016

Federal Supply Service Authorized Federal Supply Schedule Price List Online access to contract ordering information, terms and conditions, up to date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu driven database system. The internet address for GSA Advantage!® is: GSAAdvantage.gov.

AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL
INFORMATIONTECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Product Catalog

2. Maximum order. None

3. Minimum order. None

4. Geographic coverage (delivery area). CONSUS

5. Point(s) of production (city, county, and State or foreign country). N/a

6. Discount from list prices or statement of net price. None

7. Quantity discounts. None

8. Prompt payment terms. Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices:

Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

1% Discount Net 10 days

9. Foreign items (list items by country of origin). None

10a. Time of delivery. (Contractor insert number of days.) NA

10b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. None

10c. Overnight and 2 day delivery. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. NA

10d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery.

11. F.O.B. point(s). FOB destination

12a. Ordering address(es). 5540 Centerview Drive Ste 304, Raleigh, NC 27606 12b. Ordering procedures: For supplies and services, the ordering procedures,

information on Blanket Purchase Agreements (BPAs) are found in Federal

Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es). 5540 Centerview drive, Ste 304 Raleigh, NC 27606
2. Warranty provision. NA

3. Export packing charges, if applicable. NA

16. Terms and conditions of rental, maintenance, and repair (if applicable). NA

17. Terms and conditions of installation (if applicable). NA

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).

18b. Terms and conditions for any other services (if applicable).

2. List of service and distribution points (if applicable).

3. List of participating dealers (if applicable).

21. Preventive maintenance (if applicable).

22a. Special attributes such as environmental attributes (e.g., recycled content,

energy efficiency, and/or reduced pollutants). None

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and

show where full details can be found (e.g., Contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/. www.telcomsg.com

23. Unique Entity Identifier (UEI) number: VZZDQJ565K65

Established in 2000, Telecommunication Solutions Group, Inc. (TSG, Inc.) is an ISO 9001:2018 registered, CVE-verified Veteran Owned Small Business (VOSB), providing Systems Integration and Enterprise Management Solutions. Our product and service offerings include telecommunications, cyber-security, application development, audio/visual network & information technology services provided to the Federal, State, Local Government, Military, and Private sectors. We support the client's architectural needs by designing and implementing state-of-the-art technology solutions and personnel to provide ongoing support.

For more information on ordering from Federal Supply Schedules go to the

GSA Schedules page at GSA.gov or TSG website www.telcomsg.com

TSG, Inc. Offers Services & Equipment in the following areas:

Telecommunication Systems & Support
Cybersecurity
Video Conferencing & Audio-Visual Systems
Specialized Computer Equipment & Software
Network and Computer Support
Application Development
Project Management
Financial Systems Support
Logistics Support
Staff Augmentation

SIN# 54151S – Information Technology Professional Services GSA Pricing

Service	Labor Category	Price Offered to GSA (including IFF)
TSG, Inc. Labor	Sr. Project Manager	$113.64
TSG, Inc. Labor	Sr. Network Engineer	$90.90
TSG, Inc. Labor	Network Engineer	$78.78
TSG, Inc. Labor	Senior Applications Programmer	$78.78
TSG, Inc. Labor	Technical Project Manager	$90.90
TSG, Inc. Labor	Technical Consultant	$90.90
TSG, Inc. Labor	Senior Field Engineer	$77.56
TSG, Inc. Labor	Application Systems Analyst/Programmer - Senior	$106.58
TSG, Inc. Labor	Business Systems Analyst Senior	$107.88
TSG, Inc. Labor	Systems Administrator	$93.34
TSG, Inc. Labor	Systems Programmer	$96.35
TSG, Inc. Labor	Database Administrator	$90.90
TSG, Inc. Labor	Help Desk Support Services Specialist Intermediate	$60.60
TSG, Inc. Labor	Help Desk Support Services Senior	$71.52
TSG, Inc. Labor	LAN Administrator Senior	$78.78
TSG, Inc. Labor	PC Systems Specialist	$66.66
TSG, Inc. Labor	Quality Assurance Analyst Senior	$92.03
TSG, Inc. Labor	Software Systems Engineer Senior	$109.20
TSG, Inc. Labor	Telecommunication Analyst /Technician	$92.03
TSG, Inc. Labor	Telecommunication/Communication Integration Engineer	$104.25
TSG, Inc. Labor	Project Engineer	$109.09
TSG, Inc. Labor	IT Subject Matter Specialist	$143.00

LABOR CATEGORIES DESCRIPTIONS

Senior Project Manager

Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end-users, computer services, and client services. Defines scope and objectives, and develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and responsible for project tracking and analysis. Ensures adherence to quality standards and reviews vendor deliverables. Provides technical and analytical guidance to the project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum Education – Bachelor   Minimum Years of Experience - 10

Senior Network Engineer

Under general direction, manages the purchases, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems and making recommendations. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provide work leadership and training to lower-level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications.

Minimum Education – Bachelor   Minimum Years of Experience - 5

Network Engineer

Under general direction, oversees the purchases, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Assist in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications.
Qualifications:

Minimum Education – Bachelor   Minimum Years of Experience - 3

Senior Application Programmer

Able to plan, design, develop, modify, and test application programs. Able to translate systems/subsystems designs and detailed designs into applications logic. Provide advice on differing control systems applications designs and access methods in problem resolution, design, and development situations. Functional Responsibility: Able to work with other senior technical and user staff to complete projects as well as provide assistance and guidance to less experienced technical staff.

Minimum Education – Bachelor   Minimum Years of Experience – 7

Technical Project Manager
Qualified in leading the design, development, and maintenance of IT projects including developing layout and detailed drawings, preparing written specifications, performing design calculations, and developing cost estimates. Able to plan, design, develop, modify, test, and support software applications/interfaces as well as translate design and program specifications into functioning software code. Able to coordinate project needs with other design disciplines. Capable of investigating project design alternatives as identified by the Senior Design Engineer. Able to perform research to identify acceptable materials or equipment. Capable of performing on-site inspections of projects.
Functional Responsibility: Acts as the senior technical focal point for all projects within the program and is responsible for all contractual, staffing, financial, performance, and delivery issues.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Technical Consultant
Able to plan, architect, and design complex systems. Able to translate systems/subsystems designs and detailed designs into application logic. Provide advice on differing control systems applications designs and access methods in problem resolution, design, and development situations. Functional Responsibility: Able to work with other senior technical and user staff to complete projects, and provide assistance and guidance to less experienced technical staff.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Senior Field Engineer
Provide IT services for hardware, software, and telecommunications support as they are responsible for the support of all IT equipment, network servers, Personal Computers (PCs), printers, portable computers, Radio Frequency (RF) equipment, LAN/WAN hardware/software and other miscellaneous IT equipment to include Blackberry PDAs. The position requires the performance of services to analyze, implement, evaluate, document, integrate, and provide support to the end-users and LAN.
Functional Responsibility: Able to work with other senior technical and user staff to complete projects, as provide assistance and guidance to less experienced technical staff. MCSE certification is required. CCNA is desired but not required.

Minimum Education – Bachelor Minimum Years of Experience - 7
Associate Degree - Equal to 2 years of relevant experience 7 years of Experience

Applications Systems Analyst/Programmer – Senior
Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debug, and document those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analysts/programmers.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Business Systems Analyst - Senior

Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user
needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Systems Administrator

Coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between the development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establishes and enforces processes to ensure a consistent, well-managed, and well-integrated data warehouse infrastructure. Expands and improves data warehouse to include data from all functions of the organization using data manipulation, transformation, and cleansing tools.

Minimum Education – Bachelor   Minimum Years of Experience - 5

Systems Programmer

Responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs/implements data strategy methods. Develops appropriate programs and systems documentation. Assists with Metadata repository management. Prepares/implements data verification and testing methods for the data warehouse. Creates index and view scripts. Two years of experience in the field is required.

Minimum Education – Bachelor   Minimum Years of Experience - 5

Database Administrator

Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.

Minimum Education – Associate/Associate degree equal to 2 years of relevant experience Minimum Years of Experience - 5

Help Desk Support Services Specialist - Intermediate

Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in the field of expertise. Escalates more complex problems to the senior level.

Minimum Education – Associate/Associate degree equal to 2 years of relevant experience Minimum Years of Experience - 5

Help Desk Support Services Specialist - Senior

Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and the highest level of technical skill in the field of expertise.

Minimum Education – Associate/Associate degree equal to 2 years of relevant experience Minimum Years of Experience - 5

LAN Administrator - Senior

Under general direction, responsible for administration and day-to-day operation of the organization's local area network (LAN). Provides integrated team support and maintenance of LAN hardware and software. Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including planning and scheduling, testing, and coordination. Studies vendor products to determine those that best meet organization needs; assists in the presentation of information to management resulting in the purchase, and installation of hardware, software, and telecommunications equipment. Performs LAN security procedures, including implementing login requests. Evaluate new products and technologies to determine impact on existing system configurations. Prepares proposals, cost/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors, and internal support group as needed. Typically requires five to seven years of experience. Frequently reports to an information system executive.

Minimum Education – Bachelors   Minimum Experience 7

PC Systems Specialist

Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine the types of hardware and software required. Writes

programs to fulfill requirements or selects appropriate off-the-shelf software and modifies it to suit. May maintain or utilize telecommunications protocols. Install new hardware and maintain existing hardware. Trains end users in the use of equipment and software. Frequently reports to a PC Support Manager.

Quality Assurance Analyst - Senior

Under general direction, carries out procedures to ensure that all information systems, products, and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as an information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.
Frequently reports to a Quality Assurance Manager.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Software Systems Engineer – Senior

Under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debug, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system's technical software.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Telecommunications Analyst/Technician

Provides maintenance of the switching equipment. Performs more complex activities for routine maintenance on the switch. Reads and interprets circuit diagrams and electrical schematics.
Minimum Education – Associate   Minimum Years of Experience – 7
Associate Degree equal to 2 years relevant experience

Telecommunications/Communications Integration Engineer

Provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing, and maintaining large-scale telecommunications/ communications networks and services with computer systems. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems.

Minimum Education – Associate   Minimum Years of Experience 7
Associate Degree equal to 5 years relevant experience

Project Engineer

Manages long-term IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Review reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems.

Minimum Education – Bachelor   Minimum Years of Experience - 7

IT Subject Matter Specialist

Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate-level knowledge of the subject matter for effective implementation.

Minimum Education – Bachelor   Minimum Years of Experience 10

Services & Products for SIN 541990AV

Service	Labor Category/Service Title	Price Offered to GSA (including IFF)
TSG, Inc. Labor	Sr. Project Manager	$113.64
TSG, Inc. Labor	Sr. Network Engineer	$90.90
TSG, Inc. Labor	Network Engineer	$78.78
TSG, Inc. Labor	Senior Applications Programmer	$78.78
TSG, Inc. Labor	Technical Project Manager	$90.90
TSG, Inc. Labor	Technical Consultant	$90.90
TSG, Inc. Labor	Senior Field Engineer	$77.56
TSG, Inc. Labor	Application Systems Analyst/Programmer - Senior	$106.58
TSG, Inc. Labor	Business Systems Analyst Senior	$107.88
TSG, Inc. Labor	Systems Administrator	$93.34
TSG, Inc. Labor	Systems Programmer	$96.35
TSG, Inc. Labor	Database Administrator	$90.90
TSG, Inc. Labor	Help Desk Support Services Specialist Intermediate	$60.60
TSG, Inc. Labor	Help Desk Support Services Senior	$71.52
TSG, Inc. Labor	LAN Administrator Senior	$78.78
TSG, Inc. Labor	PC Systems Specialist	$66.66
TSG, Inc. Labor	Quality Assurance Analyst Senior	$92.03
TSG, Inc. Labor	Software Systems Engineer Senior	$109.20
TSG, Inc. Labor	Telecommunication Analyst /Technician	$92.03
TSG, Inc. Labor	Telecommunication/Communication Integration Engineer	$104.25
TSG, Inc. Labor	Project Engineer	$109.09
TSG, Inc. Labor	IT Subject Matter Specialist	$143.00

Labor Categories Descriptions: SIN 541990AV

Sr. Project Manager

Responsible for all aspects of the development/implementation of assigned projects/provides a single point of contact for projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end-users, computer services/client services. Defines scope/objectives, and develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking/analysis. Ensures adherence to quality standards and reviews vendor deliverables. Provides technical and analytical guidance to a project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum Education – Bachelor   Minimum Years of Experience - 10

Sr. Network Engineer

Under general direction, manages the purchases, installation, and support of AV systems when needed to be run through the A/V network. Responsible for evaluating current systems and making recommendations. Works on complex problems where situation analysis requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provide work leadership and training to lower-level engineers. Requires expert knowledge of A/V systems, networks, and applications.

Minimum Education – Bachelor Minimum Years of Experience - 5

Network Engineer

Under general direction, oversees the purchases, installation, and support of network communications, and A/V systems. Responsible for evaluating current systems. Works on problems of diverse scope where situation analysis requires evaluation and judgment. Assist in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of A/V systems, networks, and applications.

Minimum Education – Bachelor Minimum Years of Experience - 3

Senior Applications Programmer

Able to plan, design, develop, modify, and test application programs associated with A/V. Able to translate systems/subsystems designs and detailed designs into application logic. Able to provide advice on differing control systems applications designs and access methods in problem resolution, design, and development situations. Functional Responsibility: Able to work with other senior technical and user staff to complete projects as well as provide assistance and guidance to less experienced technical staff.

Minimum Education – Bachelor Minimum Years of Experience - 7

Technical Project Manager

Qualified in leading the design, development, and maintenance of A/V projects including developing layout and detailed drawings, preparing written specifications, performing design calculations, and developing cost estimates. Able to plan, design, develop, modify, test, and support software applications/interfaces as well as translate design and program specifications into functioning software

code. Able to coordinate project needs with other design disciplines. Capable of investigating project design alternatives as identified by the Senior Design Engineer. Able to perform research for identification of acceptable materials or equipment. Capable of conducting on-site inspections of projects.   Functional Responsibility: Acts as the senior technical focal point for all projects within the program. Responsible for all contractual, staffing, financial, performance, and delivery issues.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Technical Consultant
Able to plan, architect, and design complex A/V systems. Able to translate systems/subsystems designs and detailed designs into application logic. Able to provide advice on differing control systems applications designs and access methods in problem resolution, design, and development situations. Functional Responsibility: Able to work with other senior technical and user staff to complete projects as well as provide assistance and guidance to less experienced technical staff.

Minimum Education – Bachelor   Minimum Years of Experience - 7
Senior Field Engineer
Provide A/V services for hardware, software as well as telecommunications support as they are responsible for the support of all A/V equipment, including microphones, radio receivers, AV receivers, CD players, tape recorders, amplifiers, mixing consoles, effects units, headphones, and speakers. The position requires the performance of services to analyze, implement, evaluate, document, integrate, and provide support to the end-users.   Functional Responsibility: Able to work with other senior technical and user staff to complete projects as well as provide assistance and guidance to less experienced technical staff.

Minimum Education – Bachelor Minimum Years of Experience - 7
Associate Degree - Equal to 2 years of relevant experience 7 years of Experience

Application Systems Analyst/Programmer - Senior
Designs develops, and maintains the software code that controls and manages audio-visual systems, including tasks like programming control systems (like Crestron or AMX), creating user interfaces, integrating with other systems, troubleshooting technical issues, and ensuring smooth operation of the AV equipment within a venue or facility.   Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debug, and document those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for the completion of a phase of a project. Regularly provides guidance and training to less-experienced analysts/programmers.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Business Systems Analyst Senior

Analyze current audio-visual systems within an organization, identifying areas for improvement and recommending technological solutions to optimize their functionality, ensuring they align with the business needs and facilitate smooth operations for events, presentations, and other multimedia requirements; essentially bridging the gap between business goals and the technical capabilities of the AV equipment and systems.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Systems Administrator

Managing and maintaining the technical infrastructure behind audio-visual systems, including hardware, software, networks, and control systems, ensuring smooth operation of video conferencing, presentation equipment, and other AV technologies within an organization, often troubleshooting issues, performing updates, and coordinating with vendors for repairs and maintenance

Minimum Education – Bachelor   Minimum Years of Experience - 5

Systems Programmer

Supports and maintaining audio-visual technologies, networks, and servers, System monitoring: Verifies the integrity of A/V hardware, server resources, and system, conducts network analysis, monitoring, and capacity management, Designs, codes, tests, implements, and supports custom software applications
Minimum Education – Bachelor   Minimum Years of Experience - 5

Database Administrator

Participates in the design, creation, and maintenance of computerized databases. responsible for the maintenance, security, and operation of databases, including those that store audio and video: Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.

Associates	5	Associate degree equal to two years of relevant experience.

Help Desk Support Services Specialist Intermediate

Responsible for providing technical assistance to users experiencing issues with audio-visual equipment, including troubleshooting problems with projectors, microphones, speakers, video conferencing systems, and other related technology, answering questions about their operation, and guiding users through setup and usage, essentially acting as the first point of contact for any AV related technical support needs within an organization.

Associates	3	Associate's Degree equal to two years of relevant experience.

Help Desk Support Services Senior

Responsible for providing technical assistance to users experiencing issues with audio-visual equipment, including troubleshooting problems with projectors, microphones, speakers, video conferencing systems, and other related technology, answering questions about their operation, and guiding users through setup and usage, essentially acting as the first point of contact for any AV related technical support needs within an organization.

Associates	5	Associate degree equal to two years of relevant experience.

LAN Administrator Senior

Responsible for managing the network infrastructure that supports the audio-visual systems, including tasks like maintaining network connectivity, ensuring smooth data transfer for video streaming, troubleshooting network issues related to AV equipment, and overseeing security measures on the AV network to protect sensitive information; essentially, they ensure the technical network side of audio-visual systems operates seamlessly.

Bachelors	7	Associate degree equal to two years of relevant experience.

PC Systems Specialist

Focuses on the computer technology aspect of audio-visual systems, including managing the network infrastructure, software applications, and hardware that power video displays, streaming platforms, presentation systems, and other digital elements within an AV setup; essentially acting as a bridge between the IT and AV teams to ensure smooth integration and functionality of computer-based audio-visual components

Associates	7	Associate degree equal to two years of relevant experience.

Quality Assurance Analyst Senior

Responsible for ensuring that all audio and video equipment, systems, and productions meet established quality standards by testing functionality, identifying potential issues, and reporting defects to ensure a smooth and high-quality experience for the audience, whether in a live event or recorded setting; essentially, they act as a "quality gatekeeper" to guarantee the technical aspects of the audiovisual production are flawless.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Software Systems Engineer Senior

Primarily focuses on the software side of audio-visual systems, which includes designing, developing, implementing, and maintaining the software applications that control and manage AV equipment, often integrating with network infrastructure to ensure seamless operation and user experience across various devices like video conferencing platforms, digital signage, and presentation systems; essentially acting as a bridge between hardware and software to optimize AV functionalities within a system.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Telecommunication Analyst /Technician

Managing the network infrastructure that supports audio and video systems, including installing, maintaining, and troubleshooting the cabling and network devices that enable the transmission of video signals and audio data within an AV setup, often working closely with AV technicians to ensure seamless operation of the overall system

Associates   3   Associate degree equal to two years of relevant experience.

Telecommunication/Communication Integration Engineer

Responsible for connecting and integrating audio-visual systems with existing telecommunication networks, ensuring smooth data transfer and functionality for video conferencing, live streaming, and other multimedia applications, by managing network infrastructure, configuring protocols, and troubleshooting connectivity issues between AV devices and the wider network.

Associates   7   Associate degree equal to two years of relevant experience.

Project Engineer

Focuses on designing, integrating, and managing the network infrastructure needed to support audio-visual systems, including aspects like video conferencing, live streaming, digital signage, and other multimedia applications, ensuring seamless connectivity and data transmission between different AV devices across a network.

Minimum Education – Bachelor   Minimum Years of Experience - 7

IT Subject Matter Specialist

Acts as the expert on all aspects of audio-visual technology within an organization, providing technical support, troubleshooting complex issues, training users on equipment operation, and ensuring the smooth integration of AV systems with other IT infrastructure, all while staying up-to-date with the latest AV technology trends.

Minimum Education – Bachelor   Minimum Years of Experience - 7

561499N – Network Connectivity Support Services

Services & Products for SIN 561499N

Service	Labor Category/Service Title	Price Offered to GSA (including IFF)
TSG, Inc. Labor	Sr. Project Manager	$113.64
TSG, Inc. Labor	Sr. Network Engineer	$90.90
TSG, Inc. Labor	Network Engineer	$78.78
TSG, Inc. Labor	Senior Applications Programmer	$78.78
TSG, Inc. Labor	Technical Project Manager	$90.90
TSG, Inc. Labor	Technical Consultant	$90.90
TSG, Inc. Labor	Senior Field Engineer	$77.56
TSG, Inc. Labor	Application Systems Analyst/Programmer - Senior	$106.58
TSG, Inc. Labor	Business Systems Analyst Senior	$107.88
TSG, Inc. Labor	Systems Administrator	$93.34
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TSG, Inc. Labor	Database Administrator	$90.90
TSG, Inc. Labor	Help Desk Support Services Specialist Intermediate	$60.60
TSG, Inc. Labor	Help Desk Support Services Senior	$71.52
TSG, Inc. Labor	LAN Administrator Senior	$78.78
TSG, Inc. Labor	PC Systems Specialist	$66.66
TSG, Inc. Labor	Quality Assurance Analyst Senior	$92.03
TSG, Inc. Labor	Software Systems Engineer Senior	$109.20
TSG, Inc. Labor	Telecommunication Analyst /Technician	$92.03
TSG, Inc. Labor	Telecommunication/Communication Integration Engineer	$104.25
TSG, Inc. Labor	Project Engineer	$109.09
TSG, Inc. Labor	IT Subject Matter Specialist	$143.00

Labor Categories

Sr. Project Manager

Responsible for all aspects of the development/implementation of assigned projects/provides a single point of contact for projects. Takes projects from original concept through final implementation. Interfa with all areas affected by the project including end-users, computer services/client services. Defines scope/objectives, and develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking/analysis. Ensures adherence to quality standards and reviews vendor deliverables. Provides technical and analytical guidance to the project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum Education – Bachelor   Minimum Years of Experience – 10

Sr. Network Engineer

Under general direction, manages the purchases, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems and making recommendations. Works on complex problems where situation analysis requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provide work leadership and training to lower-level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications.

Minimum Education – Bachelor   Minimum Years of Experience – 5

Network Engineer

Under general direction, oversees the purchases, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on problems of diverse scope where situation analysis requires evaluation and judgment. Assist in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications.

Minimum Education – Bachelor   Minimum Years of Experience - 5

Senior Applications Programmer

Able to plan, design, develop, modify, and test application programs. Able to translate systems/subsystems designs and detailed designs into application logic. Able to provide advice on differing control systems applications designs and access methods in problem resolution, design, and development situations. Functional Responsibility: Able to work with other senior technical and user staff to complete projects as well as provide assistance and guidance to less experienced technical staff.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Technical Project Manager

Qualified in leading design, development, and maintenance of IT/Network projects including developing layout and detailed drawings, preparing written specifications, performing design calculations, and developing cost estimates. Able to plan, design, develop, modify, test, and support software

applications/interfaces as well as translate design and program specifications into functioning software code. Able to coordinate project needs with other design disciplines. Capable of investigating project design alternatives as identified by the Senior Design Engineer. Able to perform research for identification of acceptable materials or equipment. Capable of conducting on-site inspections of projects.   Functional Responsibility: Acts as the senior technical focal point for all projects within the program, responsible for all contractual, staffing, financial, performance, and delivery issues.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Technical Consultant

Able to plan, architect, and design complex systems. Able to translate systems/subsystems designs and detailed designs into application logic. Able to provide advice on differing control systems applications designs and access methods in problem resolution, design, and development situations. Functional Responsibility: Able to work with other senior technical and user staff to complete projects as well as provide assistance and guidance to less experienced technical staff.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Senior Field Engineer

Provide IT services for hardware, software, and telecommunications support as they are responsible for the support of all IT equipment, including network servers, Personal Computers (PCs), printers, portable computers, Radio Frequency (RF) equipment, LAN/WAN hardware/software and other miscellaneous IT equipment to include Blackberry PDAs. The position requires the performance of services to analyze, implement, evaluate, document, integrate, and provide support to the end-users and LAN.   Functional Responsibility: Able to work with other senior technical and user staff to complete projects as well as provide assistance and guidance to less experienced technical staff.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Application Systems Analyst/Programmer - Senior

Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debug, and document those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for the completion of a phase of a project. Regularly provides guidance and training to less-experienced analysts/programmers.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Business Systems Analyst Senior

Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and

limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Systems Administrator

Coordinates the data administration technical function for both data warehouse development and maintenance. Plans, and oversees the technical transitions between the development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers.   Establishes and enforces

processes to ensure a consistent, well-managed, and well-integrated data warehouse infrastructure. Expands and improves data warehouse to include data from all functions of the organization using data manipulation, transformation, and cleansing tools. Requires three years of experience in the field.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Systems Programmer

Coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between the development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers.   Establishes and enforces

processes to ensure a consistent, well-managed, and well-integrated data warehouse infrastructure. Expands and improves data warehouse to include data from all functions of the organization using data manipulation, transformation, and cleansing tools. Requires three years of experience in the field.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Database Administrator

Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.

Minimum Education – Associate degree equal to 2 years of relevant experience
Minimum Years of Experience - 5

Help Desk Support Services Specialist Intermediate

Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and a high level of technical skill in the field of expertise. Escalates more complex problems to the senior level.

Minimum Education – Associate degree equal to 2 years of relevant experience
Minimum Years of Experience - 5

Help Desk Support Services Senior

Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and the highest level of technical skill in the field of expertise.

Minimum Education – Associate degree equal to 2 years of relevant experience
Minimum Years of Experience - 5

LAN Administrator Senior

Under general direction, responsible for administration and day-to-day operation of the organization's local area network (LAN). Provides integrated team support and maintenance of LAN hardware and software. Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including planning and scheduling, testing, and coordination. Studies vendor products to determine those that best meet organization needs; assists in the presentation of information to management resulting in the purchase, and installation of hardware, software, and telecommunications equipment. Performs LAN security procedures, including implementing login requests. Evaluate new products and technologies to determine impact on existing system configurations. Prepares proposals, cost/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors, and internal support group as needed. Typically requires five to seven years of experience. Frequently reports to an information system executive

Minimum Education – Associate degree equal to 2 years of relevant experience
Minimum Years of Experience - 7

PC Systems Specialist

Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine the types of hardware and software required. Writes programs to fulfill requirements or select appropriate off-the-shelf software and modifies to suit. May

maintain or utilize telecommunications protocols. Install new hardware and maintain existing hardware. Trains end users in the use of equipment and software. Frequently reports to a PC Support Manager

Minimum Education – Associate degree equal to 2 years of relevant experience
Minimum Years of Experience - 7

Quality Assurance Analyst Senior

Under general direction, carries out procedures to ensure that all information systems, products, and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents
and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as an information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Software Systems Engineer Senior

Under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debug, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system's technical software.

Minimum Education – Bachelor   Minimum Years of Experience - 7

Telecommunication Analyst /Technician

Provides maintenance of the switching equipment. Performs more complex activities for routine maintenance on a switch. Reads and interprets circuit diagrams and electrical schematics.

Minimum Education – Associate degree equal to 2 years of relevant experience
Minimum Years of Experience - 7

Telecommunication/Communication Integration Engineer

Provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing, and maintaining large-scale telecommunications/ communications networks and services with computer systems. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Analyzes network

performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems.

Minimum Education – Associate degree equal to 2 years of relevant experience
Minimum Years of Experience - 7

Project Engineer

Manages long-term IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Review reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems.

Minimum Education – Bachelor   Minimum Years of Experience - 7

IT Subject Matter Specialist

Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate-level knowledge of the subject matter for effective implementation.

Minimum Education – Bachelor   Minimum Years of Experience - 7