

The AM Agency, LLC

**GSA Multiple Award
Schedule (MAS) 736
Temporary Help
Services**

**Supply Schedule, Price
List and Catalog**

Contract No: GS02F009GA

R2 TAMA Pricelist revised with updated Terms &
Conditions_03/18/2020



The AM Agency, LLC 213 West Southmore Ave Suite 316 Pasadena, TX 77502	Website: www.theamagency.com Email: victoria@theamagency.com
Voice: 832-582-5852 Fax: 888-437-5929	Business: HubZone certified, Small Woman Owned Business Contract No: GS02F009GA Contract Start: November 15, 2016

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Introduction



The services to be provided under this MAS Temporary Help Services Schedule 736 includes a broad range of staffing services.

The AM Agency (TAMA) offers an extensive team of professional consultants who are accessible through its TAPS Schedule.

TAMA has a proven in house recruiting department which provides quick and qualified personnel to fill any open positions we are tasked to fill. Whether its temporary assignments, permanent placement or contracts, we are able help our customers find qualified talents at reasonable rates. We never try to fit a round peg into a square hole. The person we send will be exactly what is necessary and not whoever is “sitting on our bench”. Our belief is that every position requires a custom fit which is why we employ a team of recruiters instead of keeping resources on board without work. The AM Agency is regularly called upon to provide other firms reach-back capabilities because of our quick turnaround time at placing personnel. We use many on line job boards and social media sites to recruit. TAMA recruiters then interview each candidate making sure their experience, qualifications, education and clearance levels match the requisitions. We submit our first applicant within 24 hours from receiving the request.

Terms and Conditions

The following chart reflects all agreed upon pricing, whether accepted as proposed or negotiated. The data also includes other proposed or negotiated discounts, e.g. volume discounts, prompt payment terms, etc. The AM Agency, LLC understands that the Industrial Funding Fee must be set aside for remittance to GSA on a quarterly basis.

	<i>Government (GSA)</i>
<i>Basic Discount:</i>	<i>5%</i>
<i>Quantity/Volume Discount:</i>	<i>None</i>
<i>Locations Offered:</i>	<i>Any location listed in SCA Wage Index Matrix</i>
<i>Minimum Order:</i>	<i>\$100</i>
<i>Maximum Order:</i>	<i>\$100,000</i>
<i>F.O.B. Shipping Terms:</i>	<i>Destination</i>
<i>Delivery Time:</i>	<i>N/A</i>
<i>Prompt Payment:</i>	<i>None</i>
<i>Warranty:</i>	<i>If for any reason you are not 100% happy with our applicant, you can send the applicant back to the AM Agency and we will find a replacement.</i>



1a. Table of Awarded Special Item Numbers. The following table identifies the schedule of items, by Special Item Number (SIN), that are available through this MAS Human Capital/Temporary Help Services Schedule.

SIN 561320SBSA ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

SIN 561320SBSA AUTOMATIC DATA PROCESSING OCCUPATIONS

SIN 561320SBSA GENERAL SERVICES AND SUPPORT

SIN 561320SBSA INFORMATION AND ARTS OCCUPATIONS, INCLUDING MISCELLANEOUS OCCUPATIONS

SIN 561320SBSA TECHNICAL AND PROFESSIONAL OCCUPATIONS

1b. Identification of Lowest Unit Price. Prices shown in our price lists herein are the lowest unit price offered. There is no differentiation in pricing between geographic locations.

2. Maximum Order. Orders that exceed \$1,000,000 may be accepted or returned within 5 days from receipt with a written notice stating reason for non-acceptance. An ordering activity may seek a price reduction for an order that exceeds the maximum order amount of \$1,000,000.

3. Minimum Order. The minimum dollar value of orders to be issued is \$100.

4. Geographic Coverage. The geographic coverage of this contract encompasses the 48 contiguous states, the District of Columbia, Alaska, Hawaii, and Puerto Rico. In addition, coverage may also include any country in which trade is not prohibited by the United States Government, subject to negotiation on an individual task order basis.

5. Discount From Price List. Prices shown on the Price List provided herein are net prices. Basic discounts have been deducted.

6. Quantity Discounts. None offered.

7. Prompt Payment Terms. Prompt payment terms are 0%, net 30 days from date of invoice.

8. Government Credit Cards. Government purchase/credit cards are not accepted.

9. Foreign Items. None offered.

10. Time of Delivery. Specific delivery time(s) will be established for individual task orders.

11. Expedited Delivery. Expedited delivery is negotiated on a case-by-case basis.

12. Urgent Requirements. Every effort will be made to respond within specified times to fulfill urgent requirements. Specific response times will be negotiated on a case-by-case basis.

13. F.O.B. Points. All deliveries are made F.O.B. destination unless otherwise negotiated and indicated in individual task orders.

14. Ordering Address:

The AM Agency, LLC
213 West Southmore Ave
Suite 316
Pasadena, TX 77502

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15. Payment Addresses:

(EFT Address)

JP Morgan Chase

Routing Transfer Number: 111000614

TAMA Depositor Account No.:617658583

(Postal Address)

The AM Agency, LLC

P.O. Box 131174

Houston, TX 77219

16. Warranty Provision. If for any reason you are not 100% happy with our applicant, you can send the applicant back to the AM Agency and we will find a replacement.

17. Environmental Attributes. Wherever possible, electronic media or recycled paper products will be used in the preparation of deliverable products.

18. Price Reductions. There may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price, requesting a price reduction could be advantageous. The potential volume of orders under these agreements may offer the ordering office the opportunity to secure greater discounts. While not all requirements are subject to further price reductions, there are special circumstances where schedule users or individual agencies may be offered additional price reductions.

19. Ordering Information. To place an order, contact the TAMA GSA toll free order desk at (888) 437-5929. We will be glad to walk you through the simplified acquisition process made easy by GSA.

20. Other Direct Costs (ODCs). Any Other Direct Costs incurred would be billed to include applicable indirect costs such as General & Administrative (G&A) and/or Material/Handling (M&H) costs.

Schedule of Items by Special Item Number (SIN)

SIN 561320SBSA ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

Word Processor III**

Word Processor II**

Word Processor I**

Supply Technician**

Service Order Dispatcher**

Maintenance Scheduler**

Order Clerk I**

Order Clerk II**

Production Control Clerk**

Rental Clerk**

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Administrative Assistant**
Customer Service Representative I**
Customer Service Representative II**
Customer Service Representative III**
Data Entry Operator I**
Data Entry Operator II**
Dispatcher, Motor Vehicle**
Document Preparation Clerk**
Duplicating Machine Operator**
General Clerk I**
General Clerk II**
General Clerk III**
Messenger Courier**
**Personnel Assistant (Employment) I
Personnel Assistant (Employment) II**
Personnel Assistant (Employment) III**
Secretary I**
Secretary II**
Secretary III**
Survey Worker**
Switchboard Operator/Receptionist**
Travel Clerk I**
Travel Clerk II**
Travel Clerk III**

SIN 561320SBSA AUTOMATIC DATA PROCESSING OCCUPATIONS

Computer Operator I**
Computer Operator II**
Computer Operator III**
Computer Operator IV**
Computer Operator V**
Computer Programmer I**
Computer Programmer II**
Computer Programmer III**
Computer Programmer IV**
Computer Systems Analyst I**
Computer Systems Analyst II**
Computer Systems Analyst III**
Peripheral Equipment Operator**

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Personal Computer Support Technician**
System Support Specialist**

SIN 561320SBSA GENERAL SERVICES AND SUPPORT

Material Coordinator**
Material Expediter**
Material Handling Laborer**
Order Filler**
Shipping Packer**
Shipping/Receiving Clerk**
Store Worker I**
Stock Clerk**
Tools And Parts Attendant**
Warehouse Specialist**

SIN 561320SBSA INFORMATION AND ARTS OCCUPATIONS, INCLUDING MISCELLANEOUS OCCUPATIONS

Technical Instructor**
Computer Based Training Specialist /
Instructor**
Technical Instructor/Course Developer**

SIN 561320SBSA TECHNICAL AND PROFESSIONAL OCCUPATIONS

Technical Writer I**
Technical Writer II**
Technical Writer III**

NOTE ** indicates proposed labor categories/services which are subject to the SCA

Labor Category Descriptions

Computer Systems Analyst I
Computer Systems Analyst II
Computer Systems Analyst III

Minimum Year Experience: 5

Minimum Education: B.S. in Computer Science or equivalent technical degree

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Responsibilities:

Applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g., develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, work load, and practices of the assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of a change in assigned system.

Reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; and upon approval of synopsis, prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates the work with program, users, etc.; orients user personnel on new or changed procedures. May conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

**Computer Operator V
System Support Specialist**

Minimum Year Experience: 5

Minimum Education: B.S. in Computer Science or equivalent technical degree

Responsibilities: Resolves a variety of difficult operating problems (e.g., making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. May spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists in resolving problems.

- Server and Network administration
- Evaluate and monitor system (server) performance and reports any warnings
- Address account creation, account deletion, shared drive access on a timely basis and meet SLA
- Oversee set up and troubleshoot communications between computers, networks, data switches, printers, and other network and wireless resources.

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- Maintain the computer networking system by tracking server activity, perform upgrades of software, maintain computer hardware, and install security patches
- Manage individual workload within SLA and achieve agreed targets in terms of quality, time and cost
- Run Active directory report for any discrepancies on user's account according to SOP.
- Perform server disk management as tasked
- Provide weekly status report as tasked by the lead
- Address network outages in a timely manner
- Apply diagnostic utilities to aid troubleshooting and act as a point of escalation whenever necessary
- Address OSB security incidents, security vulnerability, SCCM
- Manage/Monitor Network printers and troubleshoot
- Troubleshoot and provide assistance to MAC users
- Resolve CRQs and Incidents to customer's satisfaction
- Generate Printer queue report and clean up obsolete queues
- Assign RSA token to users and Troubleshoot Citrix related issues
- Identify and learn appropriate software and hardware implemented and supported by the organization
- Establish and maintain user environment, directories, and security attributes.
- Manage and maintain AD security groups, User/workstation accounts, Resource Accounts, Distribution List and other AD related activities
- Identify and address technical problems (including installation, repair and system integrity) in computers, printers and other related equipment
- Provide monthly vulnerabilities status reports
- Remediate Security vulnerabilities
- Provide deployment assistance for Hardware/software/VDI/mobile devices
- Address assigned tickets in a timely manner
- Work as an escalation point amongst all groups – Tier II, PSC techs, Resource Techs, QMs.
- Address issues related to desktop (PC/MAC), RSA Token, VDIs, VTCs, Wireless connectivity, OSD, etc
- Back-up and restore data

Peripheral Equipment Operator

Personal Computer Support Technician

Minimum Year Experience: 2

Minimum Education: High school

Responsibilities:

Installation and configuration of personal computers and peripherals including operating systems, hardware and software to attach workstations to a Local Area Network.

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Record all work in Remedy ticketing system.

Possess 2+ year experience of enterprise level imaging of MAC OS in a Windows Networked environment -Setup MAC computers for users

Possess 2+ year experience of enterprise level imaging for PC's in a Windows Networked environment – Setup PC computers for users

Technical Experience / Knowledge Requirements: MAC OS, Microsoft products; Windows XP; Windows 7; Active Directory; Thorough understanding of computer platforms and desktop operating systems; Installation and configuration, of personal computers and peripherals including operating systems, hardware/software to attach workstations to the network, various approved desktop applications, email client software, internet access tools, and remote access software.

Requires two years of work experience in the field of hardware/software operations including at least one year of concentrated hands-on experience in the specific discipline(s) of IT. Excellent verbal and written communication skills and the ability to communicate and interact with all levels of employees and staff. Must demonstrate ability to work independently and be resourceful. This position will require a criminal or civil background checks, pre-employment drug screening, fingerprinting, and completion of the required government security forms for government facility access clearance.

Computer Systems Analyst III

Minimum Year Experience: 2

Minimum Education: B.S. in Computer Science or equivalent technical degree

Responsibilities: Applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing; finance management; engineering, accounting, or statistics; logistics planning; material management, etc. Usually, there are multiple users of the system, however, there may be complex one-user systems, e.g., for engineering or research projects. Requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources is responsible for recognizing probable conflicts and integrating diverse data elements and sources. Produces innovative solutions for a variety of complex problems.

Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility

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studies; recommends optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist. May serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs.

Responsible for managing IT Department of 25 technicians and all operations. Will be required to either organize and schedule solutions or provide break/fix service themselves to any type of trouble ticket. Must have at least 2 years of managing 10+ direct reports.

Job Qualifications:

- Candidate must be able to effectively communicate with internal and external customers
- Provide a high level of flexibility and creativity, able to work independently and in a team environment.
- Assists IT Techs whenever required.
- Provides responsive customer service and support at all times. Detail orientated to perform immediate analysis of problem resolutions and implements corrective actions to improve service delivery and avoid recurrence. Position may be required to perform other related duties as assigned.
- Can demonstrate leadership and project management skills.
- Must have good problem solving skills evidenced by past performance and the ability to work under tight deadlines when needed.
- Must be flexible and able to manage multiple/detail-orientated tasks
- Minimum 10 years working in a technical help desk/service desk
- Good organizational skills are a must
- B.S. degree in Computer Science, or equivalent
- Ability to communicate effectively
- U.S. Citizenship is required
- Background check required

Skills:

- working knowledge of XP, Windows 7, Office 2007
- experience with pc hardware including, desktops, laptops, printer, monitors, and fax machines
- experience with network printing
- experience with mobile devices
- Apple and MAC OS knowledge
- experience with DNS, TCP/IP, DHCP, Cisco or Juniper VPN software
- Establishes system by planning and executing the selection, installation, configuration, and testing of PC and server hardware, software, LAN and WAN networks, and operating and system management systems; defining system and operational policies and procedures.

Material Coordinator

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Material Expediter

Minimum Year Experience: 3

Minimum Education: Four year degree from an accredited university or 5 years of experience

Responsibilities: Coordinates and expedites flow of material, parts, and assemblies within or between departments in accordance with production and shipping schedules or department supervisors' priorities. Reviews production schedules and confers with department supervisors to determine material required or overdue and to locate material. Requisitions material and establishes delivery sequences to departments according to job order priorities and anticipated availability of material. Arranges for in-plant transfer of materials to meet production schedules.

Reviews production schedules inventory reports, and work orders to determine types, quantities, and availability of required material and priorities of customer orders.

Inventory Department Lead is responsible for supervising the operations of a receiving and inventory department at the IT department. The individual must have strong MS Excel skills, excellent written and oral communication and a proven management record.

The department is responsible for:

- *Stock of Miscellaneous parts such as hard drives, monitors and printers
- *Imaging and Issuing Desktops & Laptops
- *Maintaining fully patched Loaner laptops and desktops
- *Check in/out of PC Loaners
- *Delivery of equipment to/from other locations
- *Receipt of new orders
- *Storage and Accountability of Agency Bulk Purchases
- *Storage of non-surplus equipment
- *Storage of Political Appointee Equipment
- *Warranty Support
- *Excess removal

Computer Operator III

Computer Operator IV

Minimum Year Experience: 4

Minimum Education: High School

Responsibilities: Adapts to a variety of nonstandard problems which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide

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a solution (e.g., reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems. Typically, completed work is submitted to users without supervisory review.

- respond to requests for technical assistance in person, via phone, electronically
- diagnose and resolve technical hardware and software issues
- research questions using available information resources
- advise user on appropriate action
- log all user interactions
- redirect problems to appropriate resource
- identify and escalate situations requiring urgent attention
- prepare status reports
- stay current with system information, changes and updates
- support moving of technical hardware

Education and Experience

- working knowledge of Windows 7, Office 2007
- experience with pc hardware including, desktops, laptops, printer, monitors, and fax machines
- experience with network printing
- experience with DNS, TCP/IP, DHCP, Cisco or Juniper VPN software
- experience in customer service a must

2 year degree/ A+, N+, MCP a plus

2 yrs to 3 yrs of End User support

- Apple Certified Associate -- Mac Integration 10.6 & 10.7
- Apple Certified Support Professional

Computer Operator I Computer Operator II

Minimum Year Experience: 2

Minimum Education: High School

Responsibilities: Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. May serve as an assistant operator, working under general supervision.

- respond to requests for technical assistance via phone, electronically
- diagnose and resolve technical hardware and software issues
- research questions using available information resources

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- advise user on appropriate action
- follow standard help desk procedures
- log all help desk interactions
- redirect problems to appropriate resource
- identify and escalate situations requiring urgent attention
- prepare status reports
- stay current with system information, changes and updates
- support moving of technical hardware
- Create/delete/modify Active Directory user accounts
- Create email accounts

Word Processor III

Word Processor II

Word Processor I

Production Control Clerk

Administrative Assistant

Customer Service Representative I

Customer Service Representative II

Customer Service Representative III

Data Entry Operator I

Data Entry Operator II

Survey Worker

Document Preparation Clerk

Duplicating Machine Operator

General Clerk I

General Clerk II

General Clerk III

Personnel Assistant (Employment) I

Personnel Assistant (Employment) II

Personnel Assistant (Employment) III

Secretary I

Secretary II

Secretary III

Switchboard Operator/Receptionist

Minimum Year Experience: 3

Minimum Education: High School

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Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions. Independently completes assignments and resolves problems. Operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Operates small binding machines. Performs clerical duties associated with the request for printing and photographic services. Prepares assembly sheets and printing requisitions with specifications for printing and binding. Keeps record of work, and delivers and picks up work.

Responsibilities: Quality control, report creation

- Assist in the Daily, weekly, monthly ticket and customer satisfaction dashboard reports/notices creation and publications.
- Conduct daily reviews in a schedules or unscheduled basis to ensure effective resolution notes in addition to verification of applicable contracts and timely issue resolutions is exercised.
- Confer and attend to special project support activities in a planned/unplanned basis as identified by the QM team Lead member.
- Meet expectations defined in the Queue Management Support Process; Queue Manager (QM) Review Guideline, the Mailbox Support process and all associated checklists or logs supplementing all daily tasks and assignments.
- Adhere to work output in a controlled/uncontrolled basis with a high level of accuracy.
- Follow company and customer's safety and quality regulations including attendance, dress appearance and field trainings procedures.
- Safeguard equipment in use and any hardware/software designated to provision to customers.

Skills and Qualifications:

High degree of computer's hardware and applications knowledge, Advance excel and typing application skills, Telephone Skills, Goal and Deadline-Oriented, Multi-tasking, Scheduling, Data Entry Skills, Process driven, Professionalism, Attention to Detail, Organization, Stress tolerance, Dependability /Reliability and Adaptability/Flexibility skills.

Service Order Dispatcher
Supply Technician
Order Clerk I
Order Clerk II
Rental Clerk
Order Filler
Shipping/Receiving Clerk
Stock Clerk

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**Tools and Parts Attendant
Dispatcher, Motor Vehicle
Maintenance Scheduler**

Minimum Year Experience: 2

Minimum Education: Four year degree from an accredited university

Responsibilities:

- Tracking asset information for all customer-facing systems including asset tagging.
- Disposal of equipment including degaussing
- Tracking of all software assets, to include license keys, version and renewal information. This includes recovery of licenses/keys as customers depart the agency.
- Maintaining warranty information on all systems supported.
- Managing customer equipment loaner pools (including laptops, AV equipment, peripherals, smartphones, tablets, etc.) for in-office needs as well as travelling customers.
- Assisting customer with procurement of software and hardware (as needed basis).
- Assistance with large-scale deployments of equipment to customer regional offices as well as customers working in a home office or in a regulated institution's facility. This includes delivery logistics, tracking of inventory flows and customer communication regarding schedule, disposition, shipping problems, etc.

Shipping and receiving:

1. Updating Remedy Asset Management daily with a status until items are received.
2. Collections and processing equipment from packing list from incoming equipment and merchandise once received.
3. Reviewing packing slips for accuracy of equipment received and matches BPA's spreadsheets.
4. Scan all packing slips into Asset Management by the appropriate CRQ to reflect the current order status.
5. Update CRQ's daily with information pertinent to order status
6. Once Order is completed closing CRQ's to reflect final review.

Physical Inventory:

1. Conduct physical inventory of Deployed equipment, laptops, desktop, printers, etc. to update/correct errors from audit reports.
2. Assist with shipping and receiving to move and store equipment.

Prepare Daily Dashboard:

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1. Review and correct errors in Asset Management from audit reports
2. Physical inventory of asset management from audit reports.

Material Handling Laborer
Warehouse Specialist
Shipping Packer
Store Worker I
Messenger Courier

Minimum Year Experience: 1

Minimum Education: High School

Responsibilities: As directed, performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Work involves most of the following: Verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. May operate hand or power trucks in performing warehousing duties.

Prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers and may involve one or more of the following: Knowledge of various items of stock in order to verify content; selection of appropriate type and size of container; inserting enclosures in container; using excelsior or other material to prevent breakage or damage; closing and sealing container; and applying labels or entering identifying data on container.

- Verifies and keeps records on incoming and outgoing shipments and prepares items for shipment: Compares identifying information on incoming and outgoing shipments to verify information against orders and/or other records.
- Conducts daily physical inventory.
- Properly packing equipment and placing shipping labels on packed cartons.
- Deliver and pick up equipment.
- Inserts shipped equipment into containers, using spacers, fillers, and protective padding.
- Updating the shipping/ receiving log daily on a excel spreadsheet
- Properly surplus excess equipment
- Utilizing and updating tickets in Remedy.

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- Unpacks and verifies incoming shipments, rejects damaged items, records shortages, and corresponds with shipper to rectify damages and shortages.
- Reroutes equipment to miss shipped departments.
- Examines outgoing shipments to ensure shipments meet specifications.
- Maintains inventory of shipping materials and supplies.

Technical Writer I
Technical Writer II
Technical Writer III

Minimum Year Experience: 2

Minimum Education: Four year degree from an accredited university

Responsibilities:

Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. Receives assignment from supervisor. Observes production, developmental, and experimental activities to determine operating procedure and detail. Interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods. Reviews manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment. Studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. Organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. May maintain records and files of work and revisions. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. May assist in laying out material for publication. May arrange for typing, duplication and distribution of material. May write speeches, articles, and public or employee relations releases. May edit, standardize, or make changes to material prepared by other writers or plant personnel. May specialize in writing material regarding work methods and procedures.

Edits for organization, content, technical accuracy, and style. Exercises good judgment in assessing the level of edit a piece of documentation requires at every stage of the process. Edits multiple pieces at various levels of development. Creates an internal style guide and word lists for group use. Follows corporate legal guidelines to create accurate copyright pages and checks the copyeditor's legal edits. Determines schedule and workflow for the team, as needed. Develops and executes internal and external review processes of documentation as needed. Reviews corporate style guide for accuracy as needed. 2-4 years of editing experience in an online, Web or print environment required.

Computer Programmer IV

Minimum Year Experience: 5

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Minimum Education: Four year degree from an accredited university

Responsibilities: Applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc. Plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements which are usually from different sources; solves difficult programming problems. Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.

A subject matter expert (SME) is the definitive source of knowledge, technique, or expertise in a specific subject area, such as business management, information technology, software development, process engineering. The SME functions as the organizational ambassador for his knowledge area, and he applies his expertise to support an organization's vision and strategic direction.

A subject matter expert understands, articulates and implements best practices related to his area of expertise. Depending on the work environment, the subject matter expert may lead or be an active participant of a work-group with the need for specialized knowledge. The subject matter expert provides guidance on how his area of capability can resolve an organizational need and actively participates in all phases of the software development life cycle.

Software Development

During software development assignments, the subject matter expert is responsible for defining business requirements and recommending a technical approach to meet those needs. He also generates design specifications for software development, which typically involves translating business requirements into detailed algorithms for coding.

The SME oversees the development, testing and implementation of the technical solution and validates that the final product satisfies the defined requirements. He reviews technical documentation, such as user guides, training manuals and system specifications, prior to distribution to end-users and ensures his subject area is accurately represented.

Computer Programmer I
Computer Programmer II
Computer Programmer III

Minimum Year Experience: 4

Minimum Education: Four year degree from an accredited university

Responsibilities: Performs such duties as: develops, modifies, and maintains assigned programs; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by

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diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data; and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) Tests and documents work and writes and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Experience/Skills: 4+ years of Software Engineering with in-depth understanding of the complete Software lifecycle -- requirements analysis and design, software design, documentation, code development, unit and integration test, debugging/troubleshooting.

Front End testing, Prototyping and Developing. Sharepoint emphasis with client side scripting including CSOM, JSOM and Sharepoint Master Page Customizations

Experience in

Mocking, Python, jQuery, Jenkins, Test Automation

Javascript, SVG, Canvas, KML

XHTML, CSS, C#, ASP.Net, MVVM, RAZOR, Patterns

Education: B.S. in Computer Science discipline, or equivalent work experience

Travel Clerk I
Travel Clerk II
Travel Clerk III

Minimum Year Experience: 2

Minimum Education: High School

Responsibilities: At this level, all major modes of transportation are used, and most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, replanning, or rearranging, with many side trips, requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections.

A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information.

The incumbent is characterized by independence of action, with very little instruction, guidance and review, except for review of accomplishments of broad objectives and conformance to policy. The

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incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and responsible as the principal point of liaison with other elements and with carriers and other facilities.

Responsible for organizing, planning and providing support (travel, visas, hotel, telecons, etc) for meetings, functions or events abroad or in the United States.

- Prepare necessary paperwork and reporting for each assignment including travel requests.
- Provide any and all types of business logistics to customers traveling abroad
- Provide meeting support
- Service schedules
- Vendor interface
- Proposal submittal and cost budgeting

Technical Instructor
Computer Based Training Specialist / Instructor
Technical Instructor/Course Developer

Minimum Year Experience: 2

Minimum Education: A degree from a four year accredited university

Responsibilities:

Has primary responsibility for the effective delivery of instruction by means of computer. During the design phase of Instructional Systems Development (ISD), contributes to the effective use of graphics, windowing, animation, feedback, and branching. Plans, designs, and coordinates the use of the Interactive Video Disc. Uses hardware and software to input data efficiently and to program and restructure both the Computer Aided Instruction and Computer Managed Instructional Programs. Verifies tests and validates computer based courseware.

To deliver IT training on a range of applications. To assist in the development of high quality training materials to include manuals, teaching aids, PowerPoint presentations, handouts and e-learning.

Training Elements including, but not limited to:

- Communication Plan
- Communication Elements (Email Templates, Digital Display Board Announcement, Website postings.....)
- PowerPoint Presentation
- Talking Points for the presentation.
- End-User Hand-outs

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To deliver IT training on a range of desktop applications to staff
To deliver training as necessary, on a one to one basis or to larger groups both in the classroom and at a variety of workplaces.
To help with the production and development of high quality learning resources.
In conjunction with colleagues to develop assessment methods and evaluation processes in relation to IT training.
To liaise with other departments to establish training needs and support users delivering workplace training as necessary.
To produce personal course/lesson plans for all training to be delivered and undertake evaluation of the learning

Specific Knowledge & Skills

Microsoft Certifications desirable
In-depth knowledge of Microsoft operating systems, Windows 7
In-depth knowledge of Microsoft Office 2003, 2007
Internet/email use
Theories and techniques of effective adult learning
Knowledge of e-learning
Good administrative skills and an ability to manage own workload
Excellent communication skills both written and verbal
Excellent presentation skills

Special Experience

Delivery of training to large groups
Experience training adults of mixed abilities
IT training experience
Developing training materials
Multimedia presentations

Price List

SIN 561320SBSA ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

Word Processor III**	\$ 37.98
Word Processor II**	\$ 34.64
Word Processor I**	\$ 31.58
Supply Technician**	\$ 55.22
Service Order Dispatcher**	\$ 31.86
Maintenance Scheduler**	\$ 33.08

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Order Clerk I**	\$ 29.00
Order Clerk II**	\$ 31.04
Production Control Clerk**	\$ 43.82
Rental Clerk**	\$ 30.85
Administrative Assistant**	\$ 55.22
Customer Service Representative I**	\$ 28.49
Customer Service Representative II**	\$ 31.23
Customer Service Representative III**	\$ 33.46
Data Entry Operator I**	\$ 28.93
Data Entry Operator II**	\$ 30.97
Dispatcher, Motor Vehicle**	\$ 34.86
Document Preparation Clerk**	\$ 32.32
Duplicating Machine Operator**	\$ 32.32
General Clerk I**	\$ 28.40
General Clerk II**	\$ 30.40
General Clerk III**	\$ 34.06
Messenger Courier**	\$ 30.84
**Personnel Assistant (Employment) I	\$ 33.67
Personnel Assistant (Employment) II**	\$ 36.89
Personnel Assistant (Employment) III**	\$ 40.37
Secretary I**	\$ 33.08
Secretary II**	\$ 36.18
Secretary III**	\$ 43.67
Survey Worker**	\$ 35.96
Switchboard Operator/Receptionist**	\$ 29.40
Travel Clerk I**	\$ 30.45
Travel Clerk II**	\$ 32.24
Travel Clerk III**	\$ 34.14

SIN 561320SBSA AUTOMATIC DATA PROCESSING OCCUPATION

Computer Operator I**	\$ 34.33
Computer Operator II**	\$ 37.64
Computer Operator III**	\$ 41.19
Computer Operator IV**	\$ 45.04
Computer Operator V**	\$ 49.19
Computer Programmer I**	\$ 45.24
Computer Programmer II**	\$ 75.52

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Computer Programmer III**	\$ 87.26
Computer Programmer IV**	\$ 101.93
Computer Systems Analyst I**	\$ 72.59
Computer Systems Analyst II**	\$ 87.26
Computer Systems Analyst III**	\$ 94.59
Peripheral Equipment Operator**	\$ 34.33
Personal Computer Support Technician**	\$ 45.04
System Support Specialist**	\$ 63.33

SIN 561320SBS GENERAL SERVICES AND SUPPORT

Material Coordinator**	\$ 43.82
Material Expediter**	\$ 43.82
Material Handling Laborer**	\$ 26.86
Order Filler**	\$ 28.71
Shipping Packer**	\$ 33.05
Shipping/Receiving Clerk**	\$ 33.05
Store Worker I**	\$ 26.11
Stock Clerk**	\$ 33.56
Tools And Parts Attendant**	\$ 35.38
Warehouse Specialist**	\$ 35.38

SIN 561320SBSA GENERAL SERVICES AND SUPPORT

Technical Instructor**	\$ 49.51
Computer Based Training Specialist / Instructor**	\$ 60.07
Technical Instructor/Course Developer**	\$ 59.08

SIN 561320SBSA TECHNICAL AND PROFESSIONAL OCCUPATIONS

Technical Writer I**	\$ 45.20
Technical Writer II**	\$ 53.81
Technical Writer III**	\$ 63.74

NOTE ** indicates proposed labor categories/services which are subject to the SCA

Economic price adjustments are based on an agreed-upon publically available market indicator. The requested publically available market indicator is **2.3%** based on Department of Labor BLM Table 5.

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