GSA Federal Supply Schedule

Contract Number - GS-03F-037BA

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov.

Professional Audio/Video & Telecommunications Solutions

General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List
FSC Group 58 I (MAS)

Contract Period: April 1, 2019 through March 31, 2024
Option Modification: PO-0007
Includes Amendment/MAS Modification A812, effective 5-20-2020

Business Size: Small, Women-owned, and Minority-owned Business (SwaM)

iSoft Solutions, LLC
5361 Cleveland Street, Suite B
Virginia Beach, VA 23462
Phone: (757) 275 - 7300
Fax: (757) 275 - 7301
Website: www.isoftusa.net
Email: info@isoftusa.net

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

1a. Awarded Special Item Numbers:
   - 334310  Professional Audio/Video Products
   - 541990AV  Professional Audio/Video Services
   - ANCILLARY  Ancillary Supplies and Services

1b. Lowest Priced Item:
   - 334310  Base VTC Upgrade Solution; $14,598.61
   - 541990AV  Junior AV Technician; $73.35 per hour
   - ANCILLARY  Junior AV Technician; $73.35 per hour

1c. Labor Descriptions & Rates:
   See Pages 4 through 9

2. Maximum Order:
   - 334310 $500,000
   - 541990AV $250,000
   - ANCILLARY $500,000

3. Minimum Order:
   $100.00

4. Delivery Area:
   Continental United States (CONUS) Only

5. Point of Production:
   Virginia Beach, VA

6. Basic Discounts:
   All prices herein are net with discounts already deducted.

7. Volume Discounts:
   N/A

8. Payment Terms:
   Net 30 Days

9a. Credit Cards:
   Government credit cards are accepted at or below the Micro Purchase Threshold of $3,500

9b. Credit Cards:
   Government credit cards are not accepted above the Micro Purchase Threshold of $3,500

10. Foreign Items:
    All packages assembled in the USA

11. Delivery Time:
    a. Normal - 45 Days ARO
    b. Expedited - 30 Days Available - Contact iSoft Solutions for Terms
    c. Overnight & 2 Day Delivery - Contact iSoft Solutions for Terms
    d. Urgent Requirements - Contact iSoft Solutions for Terms

12. FOB:
    Destination

13a. Ordering Address:
    iSoft Solutions
    5361 Cleveland Street, Suite B
    Virginia Beach, VA 23462
    Phone: (757) 275-7300
    Fax: (757) 275-7301

13b. Order Procedures:
    For ordering procedure, please contact iSoft Solutions at 757-275-7300.
14. Payment Address: iSoft Solutions  
5361 Cleveland Street, Suite B  
Virginia Beach, VA 23462  
Phone: (757) 275-7300  
Fax: (757) 275-7301  

15. Warranty:  
Warranty on Hardware: Standard Manufacturer Warranty  
Warranty on Service: 90 Days  

16. Export Packing Charges: N/A  

17. Terms and Conditions of Government Purchase Card acceptance: N/A  
(any thresholds above the micro-purchase level):  

18. Terms and Conditions of Rental, maintenance & repair: N/A  


20. Terms and Conditions of Repair Parts: N/A  

20a. Terms and Conditions for any other services: See Page 4 for service rates.  

21. List of service and distribution points: N/A  

22. List of participating dealers: N/A  

23. Preventative Maintenance: N/A  

24a. Special Attributes: N/A  

25. DUNS: 78-829-7336  

26. CCR/SAM Registration: Yes - Cage Code 4NV25
### GSA Labor Rates

**541990AV - Professional Audio/Video Services**

**ANCILLARY - Ancillary Supplies and Services**

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Labor Rates</th>
<th>GSA Rate</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS-LB-PJM</td>
<td>Project Manager</td>
<td>$114.60</td>
<td>Hour</td>
</tr>
<tr>
<td>GS-LB-SYSPROG</td>
<td>System Programmer</td>
<td>$110.32</td>
<td>Hour</td>
</tr>
<tr>
<td>GS-LB-SYSANA</td>
<td>Systems Analyst</td>
<td>$115.66</td>
<td>Hour</td>
</tr>
<tr>
<td>GS-LB-SRAVTECH</td>
<td>Senior AV Technician</td>
<td>$94.87</td>
<td>Hour</td>
</tr>
<tr>
<td>GS-LB-JRAVTECH</td>
<td>Junior AV Technician</td>
<td>$73.35</td>
<td>Hour</td>
</tr>
<tr>
<td>GS-LB-SRAVDESENG</td>
<td>Senior Audio Video Design Engineer</td>
<td>$118.48</td>
<td>Hour</td>
</tr>
<tr>
<td>GS-LB-AVSYSTRNR</td>
<td>Audio Visual Systems Trainer</td>
<td>$125.64</td>
<td>Hour</td>
</tr>
<tr>
<td>GS-LB-PROGMGR</td>
<td>Program Manager</td>
<td>$131.33</td>
<td>Hour</td>
</tr>
<tr>
<td>GS-LB-DIGSIGNDES</td>
<td>Digital Signage Designer</td>
<td>$110.17</td>
<td>Hour</td>
</tr>
</tbody>
</table>
Integration Labor Descriptions

Project Manager

**Job Description and Functional Responsibilities**

- The Project Manager is responsible for the management and coordination of the installation and implementation of potentially lengthy and complex communication projects.
- Must develop the project implementation schedule; ensure the execution of projects within cost and schedule objectives; work directly with customers, technicians, and support personnel to meet deadlines and work on a variety of projects simultaneously.
- Responsible for formulating and enforcing work standards and project schedules. Supervising personnel and communicating policies, purposes, and goals of the organization and/or project to subordinates.
- Responsible for the day-to-day operation and the overall project performance. Must possess an understanding of, and working knowledge of, program management functions including cost, schedule status and reporting.
- Must have ability to perform on-site engineering to address unforeseen issues with the implementation of the project.

**Education and Experience**

Bachelor’s Degree or 5 years of related experience

System Programmer

**Job Description and Functional Responsibilities**

- The System Programmer must have an understanding of professional sound systems and audio equipment, video projection and display systems, audio and video conferencing technologies as well as control systems and IP-based networks.
- Must have a technical understanding of A/V systems and their use, including audio conferencing and video.
- Responsible for the design, programming, and development of customer integrated control solutions for complex audio visual systems.
- Responsible for testing, troubleshooting, encoding and debugging complex audio, video, switching, and control system problems.
- Performs AMX, Crestron, Extron and Polycom control system programming, implementation and testing for System Integration client projects.
- Ensure operation of audiovisual equipment by completing preventative maintenance requirements.
- Leads programming code reviews, as required, and resolves field code issues.
- Contributes to design review and code review, as required.

**Education and Experience**

Bachelor’s Degree or 4 years of related experience
Integration Labor Descriptions

Systems Analyst

Job Description and Functional Responsibilities

- A Systems Analyst is responsible for providing technical support to the Sales and Service departments for numerous network and VTC system projects which include planning, installing, training and maintenance.
- Responsible for identifying, tracking, managing and resolving project issues and must be able to test, troubleshoot, encode, and debug complex audio, video, switching, and control system problems.
- Must be able to proactively manage scope to ensure that what was agreed upon is delivered, unless changes are approved through scope management.
- Responsible for the management of project schedules to ensure work is assigned and completed on time and within budget.
- Provides customer training and acceptance testing of integrated control systems.
- Factory trained on numerous Cisco (Tandberg) and Polycom products as well as experience with switches, KIV encryption devices, T1, ISDN, BRI, PRI, POTS and interface devices such as CSU/DSU, IMUX and NTI.

Education and Experience

Bachelor’s Degree or 8 years of related experience

Senior AV Technician

Job Description and Functional Responsibilities

- A Senior AV Technicians is responsible for leading the implementation of a project. Responsible for the supervision of Junior AV Technicians during the installation, operation, maintenance and troubleshooting of audio video equipment and related components.
- Responsible for the day-to-day operation of a new project.
- Must be able to read and interpret blueprints, drawings and schematics and communicate any changes made to the installed systems.
- Must be able to test equipment and its functionality and work with vendors to resolve technical issues.
- Responsible for training the end user on functionality of the system
- Required to have all the skill sets of a Junior AV Technician

Education and Experience

Bachelor’s Degree or 3 years of related experience
Integration Labor Descriptions

Senior Audio Video Design Engineer

Job Description and Functional Responsibilities

- A Senior AV Design Engineer must develop, devise, and/or modify procedures to address complex tasks or problems. Each solution must consider the functionality, capabilities and inter-relationships between Audio/Video equipment and applicable hardware and software.
- Tasks include the design and development of small to enterprise level networking projects, room integration products and/or audio and video bridging products.
- Responsible for the schematic development of each project along with a Statement of Work (SOW) describing the implementation of each project.
- Must research and be able to understand new leading edge technologies as they relate to our industry.
- Must communicate the engineered solution to member of Technical Services or other members of Professional Services for implementation.
- Assists the Sales Team in understanding the customers requirements and engineering the appropriate solution for the project.
- Experienced with design, installation, and service of projection screens, DLP, LCD, and CRT Projectors, Monitors, Plasma Displays, Sound Systems, Control Systems, Switchers, Distribution Amps, Scalers, Smart Boards, and Videoconferencing equipment.
- Must possess a tremendous knowledge of audio video equipment with a focus on video conferencing and projection systems.
- Must work with other trades to develop complete room solutions.
- Must have IP networking and wireless system experience.

Education and Experience

Bachelor’s Degree or 3 years of related experience

Junior AV Technician

Job Description and Functional Responsibilities

- A Junior AV Technician is responsible for installing, operating, maintaining and troubleshooting audio video equipment and related components.
- Must be able to read and interpret blueprints, drawings and schematics, having cabling experience, possess good problem solving skills and be capable of working in a physically demanding environment (lifting in excess of 50 lbs.).
- Must possess good customer interface skills and be punctual.

Education and Experience

High School Diploma or 1 year of related experience
Audio Visual Systems Trainer

Job Description and Functional Responsibilities
- An Audio Visual Systems Trainer designs and develops training outlines, scenarios, plans, objectives, curriculum and medium of presentation for specific education requirements.
- Identifies the best method for accomplishment of the necessary training considering the hardware, software, audience, and training parameters.
- Determines the necessary training feedback methods, type of examinations and training assessment and quality metrics.
- Delivers training seminars on-site or in-house to clients utilizing custom developed presentations and providing demonstrations on actual systems being utilized by the client.

Education and Experience
Bachelor’s Degree or 4 year of related experience

Program Manager

Job Description and Functional Responsibilities
- A Program Manager is our authorized primary interface with the client’s management personnel.
- Responsible for formulating and enforcing work standards, establishing program schedules, supervising personnel, and communicating policies, purposes, and goals of the organization to subordinates.
- Responsible for the overall contract performance to include information resource management, budget, and cost control.
- May directly lead a large project team engaged in a long-term contract or may be responsible for managing a large, multi-year task order type of contract with multiple task orders/projects and servicing as the direct liaison to the client.

Education and Experience
Bachelor’s Degree or 5 year of related experience
Job Description and Functional Responsibilities

- A Digital Signage Designer produces graphic sketches, designs, and copy layouts for online content.
- Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts.
- Familiar with a variety of AV/VTC concepts, practices and procedures.
- Relies on experience and judgment to plan and accomplish goals.
- Performs a variety of complicated tasks.
- A wide degree of creativity and latitude is expected.

Education and Experience

Graphics Design Degree or 3 year of related experience
iSoft Solutions is proud to offer GSA a diverse portfolio of proven audio-visual and video teleconferencing solutions that are custom designed to meet the demands of a variety of Federal Customer communication environments – Conference Rooms, Training Rooms, EOCs, Command HQ Facilities, etc. Please contact an iSoft sales representative for further details and discussion in taking advantage of iSoft’s integrated systems packages.

Phone: (757)-275-7300  
Email: salessupport@isoftusa.net

Notes:
1. Above System Packages INCLUDE system design, system documentation, Manufacturer’s Warranty and required Manufacturer’s Maintenance Contracts.  
2. Implementation services may be added utilizing iSoft’s GSA Labor Categories including installation, programming, training, etc. as required for each unique project environment.  
3. iSoft’s turn-key onsite maintenance support services are sold separately.