

**Synergetics® Incorporated**



**PRESENTS  
THIS GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST**

**Under the GSA schedule contract, Synergetics Incorporated offers Federal agencies a wide range of commercial product services with labor category pricing at fixed-price hourly rates. Orders may be placed for tasks including development, programming and production of application software including but not limited to geographic information systems, internet/intranet, y2k reconstruction; systems analysis, design, management; and resources and facility management.**

Special Item No. 132-51 Information Technology Professional Services

- FDPS Code D301.....IT Facility Operation and Maintenance
- FDPS Code D302.....IT Systems Development Services
- FDPS Code D306.....IT Systems Analysis Services
- FDPS Code D307.....IT Automated Information Systems Design and  
Integration Services
- FDPS Code D308.....Programming Services
- FDPS Code D309.....Millennium Conversion Services (Y2K)
- FDPS Code D310.....IT Backup and Security Services
- FDPS Code D311.....IT Data Conversion Services
- FDPS Code D313.....Computer Aided Design/Computer Aided  
Manufacturing (CAD/CAM) Services
- FDPS Code D316.....IT Network Management Services
- FDPS Code D399.....Other Information Technology Service, not elsewhere  
classified.

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**Table of Content**

**III. DESCRIPTION OF IT SERVICES AND PRICING ..... 3**

*Labor Category Descriptions* ..... 3

ADP HARDWARE SPECIALIST ..... 3

APPLICATION PROGRAMMER ..... 3

GIS APPLICATION PROGRAMMER..... 4

BUSINESS MANAGER..... 4

COMMUNICATION HARDWARE SPECIALIST ..... 5

COMMUNICATION NETWORK SPECIALIST ..... 5

COMMUNICATION SOFTWARE SPECIALIST..... 6

COMPUTER PROG/SYSTEMS ANALYST ..... 6

COMPUTER/TELECOMMUNICATIONS SECURITY SYSTEMS SPECIALIST ..... 7

DATA BASE MANAGEMENT SPECIALIST ..... 7

SUBJECT MATTER EXPERT ..... 8

IMAGING SPECIALIST ..... 8

INFORMATION SYSTEMS ENGINEER ..... 9

IRM ANALYST..... 9

OPERATIONS MANAGER ..... 10

PROCUREMENT PRODUCTS SPECIALIST ..... 10

PROGRAM MANAGER..... 11

QUALITY ASSURANCE SPECIALIST ..... 11

SOFTWARE ENGINEER..... 12

GIS SYSTEMS ENGINEER..... 12

SOFTWARE SYSTEMS SPECIALIST ..... 13

SUBCONTRACTING/RESOURCE MANAGER ..... 13

SYSTEMS ADMINISTRATOR/OPERATOR ..... 14

SYSTEMS ENGINEER..... 14

SYSTEMS PROGRAMMER..... 15

LEARNING PRODUCTS DEVELOPER ..... 15

TASK ORDER PROJECT MANAGER..... 16

TRAINING SPECIALIST ..... 17



**III. DESCRIPTION OF IT SERVICES <sup>1</sup>**

*Labor Category Descriptions*

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**ADP HARDWARE SPECIALIST**

Minimum/General Experience

Reviews computer systems in terms of machine capabilities and man-machine interface

Functional Responsibility

Prepares reports and studies concerning hardware. Prepares functional requirements and specifications.

Minimum Education

Associate Degree or Equivalent Experience.

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**APPLICATION PROGRAMMER**

Minimum/General Experience

Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Functional Responsibility

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<sup>1</sup> Persons claiming certification will require technology area certifications or progress towards certification.



Analyzes functional business applications and design specifications for functional applications and design specifications for functional areas such as payroll, logistics, and contracts.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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### **GIS APPLICATION PROGRAMMER**

Minimum/General Experience

Develops GIS block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the GIS computer software to produce the required product. Prepares required documentation including both program-level and user-level documentation. Enhances GIS software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Functional Responsibility

Analyzes functional business applications and design specifications for functional applications and design specifications for functional areas.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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### **BUSINESS MANAGER**

Minimum/General Experience

Manages substantial contract support operations involving multiple projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates planning and execution of all contract support activities. Has demonstrated communications skills with all levels of management. Establishes and alters (as necessary) management structure to effectively direct contract support activities. Meets and confers with Government management officials regarding the status of specific Contractor procurement activities



and problems, issues or conflicts regarding resolution. Shall be capable of negotiating and making binding decisions for the company.

Functional Responsibility

Serves as the Contractor counterpart of the Government Contracting Officer.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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**COMMUNICATION HARDWARE SPECIALIST**

Minimum/General Experience

Analyzes network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Adds, deletes and modifies, as required, host, terminal, and network devices. Assists and coordinates with communications network specialists in the area of communications software.

Functional Responsibility

Analyzes and implements communications standards and protocols according to site requirements.

Minimum Education

Associate Degree or Equivalent Experience.

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**COMMUNICATION NETWORK SPECIALIST**

Minimum/General Experience

Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network components and capabilities. Ensures maintenance of systems Coordinates requirements with users and suppliers.



Functional Responsibility

Provides support on all phases of analysis, design, testing, and implementation of networks and the telecommunications infrastructure to support EC/EDI functions.

Minimum Education

Associate Degree or Equivalent Experience.

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**COMMUNICATION SOFTWARE SPECIALIST**

Minimum/General Experience

Analyzes network and computer communications software characteristics and recommends software procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices in light of discerned software needs/problems.

Functional Responsibility

Assists and coordinates with communications network specialists in the area of communication software.

Minimum Education

Associate Degree or Equivalent Experience.

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**COMPUTER PROG/SYSTEMS ANALYST**

Minimum/General Experience

Develops and/or oversees plans for automated data processing systems from project inception to conclusion. Analyzes information to be processed. Defines and analyzes problems and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Provides support for the installation, testing implementation, and ongoing maintenance of the



hardware/software to support EC/EDI functions and provides expertise in the area of EC/EDI translation software and systems.

Functional Responsibility

Analyzes, develops, and/or reviews computer software processing a wide range of capabilities, including numerous engineering, business, and records management functions.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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**COMPUTER/TELECOMMUNICATIONS SECURITY SYSTEMS SPECIALIST**

Minimum/General Experience

Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena.

Functional Responsibility

Performs risk analyzes which also include risk assessment. Develops, analyzes, and implements security architectures as appropriate.

Minimum Education

Associate Degree or Equivalent Experience.

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**DATA BASE MANAGEMENT SPECIALIST**

Minimum/General Experience

Evaluates and recommends available Data Base Management Systems (DBMS) products and services to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

Functional Responsibility



Manages and/or develops data base projects. Provides highly technical expertise in the use of Data Base Management Systems (DBMS) concepts.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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### **SUBJECT MATTER EXPERT**

Minimum/General Experience

Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise so recognized in the professional community that the Government is able to qualify the individual as an expert, in the field for an actual Task Order. Demonstrates exceptional oral and written communication skills.

Functional Responsibility

Analyzes user needs to determine functional requirements.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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### **IMAGING SPECIALIST**

Minimum/General Experience

Process documents, brochures, logos, cover designs, multimedia designs, training, and presentations. Understands functionality of scanner. Knowledge in the operation of OCR software.

Functional Responsibility



Create various documents and graphs for presentation, proposal and deliverables. Experience in graphs software (Example: Corel Draw and Show, PowerPoint, and Freelance Graphics.) Experience in scanner software (Example: Graytouch, Catchword, and Wordscan Plus.)

Minimum Education

Associate Degree or Equivalent Experience.

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### **INFORMATION SYSTEMS ENGINEER**

Minimum/General Experience

Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

Functional Responsibility

Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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### **IRM ANALYST**

Minimum/General Experience

Ensures problem resolution and customer satisfaction for individual Task Orders. Performs technical and administrative efforts for tasks, including review of work products



for correctness, compliance with industry accepted standards, federal government legislative and regulatory requirements, and user standards specified in Task Orders.

Functional Responsibility

Develops requirements of IT product/service (including specifications, feasibility studies, requirements analyzes, etc.) from inception to conclusion on simple to complex projects.

Minimum Education

Associate Degree or Equivalent Experience.

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**OPERATIONS MANAGER**

Minimum/General Experience

Provides users with computer output. Oversees all operations to ensure downtime is minimized, necessary suppliers are restocked in a timely manner, customer requests/complaints are readily resolved, etc.

Functional Responsibility

Manages computer operations, including at Government facilities. Schedules machine time and directs data entry efforts.

Minimum Education

Associate Degree or Equivalent Experience.

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**PROCUREMENT PRODUCTS SPECIALIST**

Minimum/General Experience

Responsible for reviewing RFQ'S. Selecting suppliers and formulating quotations to the government. Maintaining a database of RFQ's. Monitoring activity of terms and conditions with suppliers.

Functional Responsibility



Procurement, execution and negotiation of subcontracts. Tracking of products.

Minimum Education

Associate Degree or Equivalent Experience.

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### **PROGRAM MANAGER**

Minimum/General Experience

Manages substantial program/technical support operations involving multiple projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates planning and execution of all program/technical support activities. Has demonstrated information technology expertise and communications skills to be able to Interface with all levels of management. Simultaneously plans and manages the transition of several highly technical projects. Establishes and alters (as necessary) management structure to effectively direct program/technical support activities. Meets and confers with Government management officials regarding the status of specific Contractor program/technical activities and problems, issues or conflicts regarding resolution.

Functional Responsibility

Serve as the Contractor counterpart to the Government program/technical managers.

Minimum Education

Masters Degree in Computer Science or Equivalent Experience.

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### **QUALITY ASSURANCE SPECIALIST**

Minimum/General Experience

Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual Task Order. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates



in formal and informal reviews at pre-determined points throughout the development life cycle.

Functional Responsibility

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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**SOFTWARE ENGINEER**

Minimum/General Experience

Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Interpret software requirements and design specifications code, and integrates and tests software components. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

Functional Responsibility

Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manage their implementation.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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**GIS SYSTEMS ENGINEER**

Minimum/General Experience



Manages GIS software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Interpret software requirements and design specifications code, and integrates and tests GIS software components. Estimates GIS software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises GIS software configuration management.

**Functional Responsibility**

Analyzes and studies complex GIS system requirements. Designs GIS software tools and subsystems to support GIS software reuse and domain analyses and manage their implementation.

**Minimum Education**

Bachelor's Degree in Computer Science or Equivalent Experience.

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**SOFTWARE SYSTEMS SPECIALIST**

**Minimum/General Experience**

Performs moderately complex analysis, design, development, testing and implementation of computer software in support of a range of functional and technical environments.

**Functional Responsibility**

Develops solutions to problems involving telecommunications, network design analysis, database design, etc.

**Minimum Education**

Bachelor's Degree in Computer Science or Equivalent Experience.

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**SUBCONTRACTING/RESOURCE MANAGER**

**Minimum/General Experience**



May perform complex evaluations of existing procedures, processes, and financial reporting. May perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report and recommend solutions. Prepares charts, tables, graphs, and diagrams to assist in analyzing problems.

Functional Responsibility

Directs all financial management and administrative activities, such as budgeting, manpower, subcontract arrangements, resource planning, and financial reporting.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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**SYSTEMS ADMINISTRATOR/OPERATOR**

Minimum/General Experience

Optimizes system operations and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business/computer systems. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

Functional Responsibility

Supervises and manages the daily activities of configuration and operation of business/computer systems.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.

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**SYSTEMS ENGINEER**

Minimum/General Experience



Ensures systems and applications are compliant with standards for open systems architectures, reference models, and profiles of standards, such as the IEEE Open Systems Environment reference model, as they apply to the implementation and specification of information management solutions on the application platform, across the application program interface, and the external environment/software application. Evaluates and recommends COTS applications and methodologies that can be acquired to provide interoperable, portable, and scalable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into interoperable information management design.

**Functional Responsibility**

Applies software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of systems for information management applications.

**Minimum Education**

Bachelor's Degree in Computer Science or Equivalent Experience.

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**SYSTEMS PROGRAMMER**

**Minimum/General Experience**

Modify existing software as well as create special purpose software to ensure efficiency and integrity between systems and applications.

**Functional Responsibility**

Creates and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs.

**Minimum Experience**

Bachelor's Degree in Computer Science or Equivalent Experience

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**LEARNING PRODUCTS DEVELOPER**



Minimum/General Experience

Gathers, analyzes, and composes technical information required for preparation of user manuals, training materials, installation guides, proposals, reports, etc. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.

Functional Responsibility

Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

Minimum Education

Associate Degree or Equivalent Experience.

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**TASK ORDER PROJECT MANAGER**

Minimum/General Experience

Directs completion of tasks within estimated timeframe and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with the Contractor's Program Manager as well as Government management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative. Reports in writing and orally to contractor management and Government representative.

Functional Responsibility

Provides competent leadership and responsibility program direction through successful performance of a variety of detailed, diverse elements of project transitioning.

Minimum Education

Bachelor's Degree in Computer Science or Equivalent Experience.



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**TRAINING SPECIALIST**

Minimum/General Experience

Training development and delivery (classroom small group and computer application labs) experience. Experience in the instructional systems Development (ISD). Experience in appropriate software.

Functional Responsibility

Provide classroom instruction, labs, and educational material.

Minimum Education

Associate Degree or Equivalent Experience.