

FYI BLANKET PURCHASE AGREEMENT FOR TRAINING AND GRAPHICS SUPPORT  
WITH THE U.S. COAST GUARD  
HSCG79-10-F-PTG058

PERIOD OF PERFORMANCE 9/30/2010 – 9/29/2015

FYI provides all necessary training and graphics support for C4IT-HQSUP, also known as HQ Electronics Support Staff Washington. Contractor support services shall include:

- instructor-led training,
- one-on-one assistance
- developing, updating, and revising user guides, training curriculum outlines, lesson plans, course listings, course manuals, workbooks, handouts, completion certificates, and evaluation surveys
- graphic design for print, web and multimedia applications
- video editing, capturing and format conversion

This is a five-year blanket purchase agreement. It is used at Washington, DC Headquarters and in the Districts. USCG Point of Contact: Mr. Thomas W. Howcroft, COTR, (703) 313-5460 or [thomas.w.howcroft@uscg.mil](mailto:thomas.w.howcroft@uscg.mil)

## **BPA Labor Categories and Rates**

There are nine labor categories awarded under this BPA:

- Project Manager
- System Analyst II
- System Analyst III
- Training Specialist
- Information Technology Specialist
- Visual Information Specialist
- Web Master
- Lead/Sr. Analyst/Programmer
- LAN Support Technician – Senior

Please contact FYI for current rates for these labor categories. 301-586-8500 or [FYI@fyinfo.com](mailto:FYI@fyinfo.com)

<b>Labor Category</b>	<b>Labor Category Description</b>
<b>Project Manager</b>	Provide supervision to technical staff and be ultimately responsible for the project and ensure that all aspects of the project are carried out according to the Requirement Specifications. Duties include planning, budgeting, staffing, personnel management, and training.
<b>System Analyst II</b>	Provide second level help desk support for hardware and software including operating systems, networking, and office automation applications. Perform system administration tasks such as backups, user account management, e-mail administration, and load balancing.
<b>System Analyst III</b>	Provide high level technical support to Systems Analysts I and II. Develop plans, strategies and implementation details for improving, enhancing, and upgrading overall Systems including hardware and software. Research, test, develop, and implement software distribution, license metering, load balancing, system security, and data integrity. Develop software utilities to automate system administration tasks.
<b>Training Specialist</b>	Provide classroom training for operating systems, office automation software, e-mail software, groupware, and web/graphics development tools. Develop training materials, reference manuals, user guides, and lesson plans for students.
<b>Information Technology Specialist</b>	Provide help desk support for office automation software. Provide one-on-one software application training. Develop user guides and aides to office automation applications. Qualifications: Bachelor's degree in the Computer Information Systems field; and three years of office automation application support and information technology experience is preferred.
<b>Visual Information Specialist</b>	Provide end-user support in developing and designing graphics and web pages. Create logos, layouts, and artwork by free hand as well as using software. Provide audio and visual support including setup and configuration of teleconferencing systems.

<b>Labor Category</b>	<b>Labor Category Description</b>
<b>Web Master</b>	Design and develop web pages and web sites. Maintain and administer web sites and web servers. Provide end-user support for developing web pages and web applications. Provide help desk support for web related problems.
<b>Lead/Sr. Analyst/Programmer</b>	Experienced in assessing requirements for new or modified systems, performing detailed systems design, preparing written specification, programming, and conducting module and integration tests. Experienced in design and maintenance of database management systems, use of CASE technology, and in structured requirements analysis methodologies such as information engineering. Knowledgeable of pertinent and system development processes.
<b>LAN Support Technician – Senior</b>	Monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide LAN server support.