



## GENERAL SERVICES ADMINISTRATION

### Federal Supply Service

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 of GSA Advantage! is: <http://www.GSAAdvantage.gov>

**Schedule Title:** Multiple Award Schedule

**Solicitation Number:** 47QSMD20R0001

**Refresh Number:** 0001

**Contract Number:** GS-21F-0129Y

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>

**Contract Period:** July 3, 2012 through July 4, 2022

**Contractor:** SIGNET Electronic Systems, Inc.  
90 Longwater Drive  
Norwell, Massachusetts 02061

Telephone (781) 871-5888

Toll Free (800) 444-9614

Fax (781) 871-4757

[www.signetgroup.net](http://www.signetgroup.net)

**Administrator:** Gregory S. Hussey, Vice President of Engineering  
email: [greg.hussey@signetgroup.net](mailto:greg.hussey@signetgroup.net)

Jennifer A. Zaiatz, Director of Business Operations

Email: [jen.zaiatz@signetgroup.net](mailto:jen.zaiatz@signetgroup.net)

**Business Size:** Large

## CUSTOMER INFORMATION

Special Item Number (SIN)	Item Description
541513 OLM	Smart Buildings Systems Integrator Order-Level Materials (OLMs)

- 1a. **Awarded Special Item Number(s):** *(see page 13 for pricing)*
- 1b. **Lowest price model number and lowest unit price for each SIN:** Not Applicable
- 1c. **Description of all corresponding commercial job titles, experience, functional responsibility and education:** *(see page 14 for labor category descriptions)*
2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographical Coverage:** Domestic
5. **Point of Production:** 90 Longwater Drive, Norwell, MA 02061
6. **Discount From List Prices or Statement of Net Price:** 7%
7. **Quantity Discount:** Additional 3% on orders of \$300,000.00 or more
8. **Prompt Payment Terms:** 1% 20 days net 30
- 9a. **Government purchase cards are accepted at or below the micro-purchase threshold.**
- 9b. **Government purchase cards are accepted above the micro-purchase threshold.**
10. **Foreign Items:** None
- 11a. **Time of Delivery:** Negotiated with end-user
- 11b. **Expedited Delivery:** Negotiated with end-user
- 11c. **Overnight and 2-Day Delivery:** Negotiated with end-user
- 11d. **Urgent Requirements:** Contact the Contract Administrator for further information
12. **FOB Point(s):** Not Applicable

- 13a. Ordering Address:** SIGNET Electronic Systems, Inc.  
90 Longwater Drive  
Norwell, MA 02061
- 13b. Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. Payment Address:** SIGNET Electronic Systems, Inc.  
90 Longwater Drive  
Norwell, MA 02061
- 15. Warranty Provision:** One Year Parts and Labor Warranty
- 16. Export Packing Charges:** Not Applicable
- 17. Terms and conditions of government purchase card acceptance (any thresholds above the micro-purchase level):** In accordance with the requirements of Clause 552.232-77
- 18. Terms and conditions of rental, maintenance, and repair:** Not Applicable
- 19. Terms and conditions of installation:** Not Applicable
- 20. Terms and conditions of repair parts indicating date and parts price lists and any discounts from list prices:** Not Applicable
- 21. List of service and distribution points:** SIGNET Electronic Systems, Inc.  
90 Longwater Drive  
Norwell, MA 02061  
  
SIGNET Electronic Systems, Inc.  
63 Sockanosset Crossroad, Suite 1A  
Cranston, RI 02920
- 22. List of participating dealers:** Not Applicable
- 23. Preventive maintenance:** Contact the Contract Administrator for further information
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
- 24b. Section 508 Compliance Information:** Not Applicable
- 25. Data Universal Number System (DUNS) Number:** 07-6623560
- 26. Notification regarding registration in Central Contractor Registration (CCR) database:** SIGNET Electronic Systems, Inc. is registered in SAM (Cage Code 1XRS7).

## SIGNET'S CORPORATE OVERVIEW

Founded in 1974, SIGNET Electronic Systems, Inc. is the largest privately held systems integrator in New England. We support our Clients' projects by providing complete integration solutions including design-build, installation, training, technical support and service.

Our offices are located in Massachusetts, Maine and Rhode Island. With over 150 employees, and a fully equipped fleet of over 60 service vehicles, SIGNET is New England's premier integrator of mission-critical technologies.

We have strategic partnerships with industry leading manufacturers and suppliers, allowing us the flexibility to provide solutions that are innovative, flexible, scalable and state-of-the-art.

## SIGNET'S OFFERINGS

**541513 Smart Buildings Systems Integrator.** This SIN includes the comprehensive integration of building systems and technology using a non-proprietary and open architecture. Typical building systems to be integrated include: building automation, life safety, telecommunications, facilities management, security, energy and environmental control, HVAC, lighting, building envelope, access control, power management, cabling infrastructure/wireless, VOIP, video distribution, video surveillance, data network, etc. Typical integration functions include, but are not limited to: requirements analysis, strategic systems planning, system configuration, implementation alternatives, integration planning, system component acquisition, component integration, testing and analysis, interaction with Building Operations Centers, collection/manipulation of smart building component data, configuration management and control, design-guide development, operational training and support, monitoring, reporting and managing of the systems, and systems maintenance contracting.

**OLM Order-Level Materials (OLMs)** are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA).

### **SERVICE**

#### **Service is Our Roots**

SIGNET was founded as a service organization and has been helping protect people and property since 1974. As a family-owned and operated business, we understand the personalized approach required to help maintain the highest levels of uptime and availability of your complex systems, while meeting all local codes and regulations. Additionally, SIGNET is a UL-certified service and testing company.

## A Name You Can Trust

We understand the importance of having a trusted partner. Every SIGNET employee holds a current security clearance certificate from the Department of Public Safety and many are HIPPA and Reprax / Vendormate certified. Our technicians arrive at your site in a clearly identified vehicle, uniformed, badged, OSHA certified, and CORI cleared.

## Power of One

Our highly trained staff can service all types of fire alarm, sprinkler, security, nurse call, communication, master clock, and audio visual systems, regardless of the size, complexity, or system manufacturer.

## Find Out Why

SIGNET is your one source for all mission-critical technology systems. Contact us today at 800-444-9614 or [service@signetgroup.net](mailto:service@signetgroup.net).



### Preventive Maintenance Programs

Eliminate

unexpected costly repairs and downtime by securing a tailored maintenance program customized for you by our dedicated service agreement specialists. Periodic testing and maintenance, often code-required, will mitigate the risk of your investments and will ensure that your systems are compliant and operating at peak performance.



### 24/7/365 Response

Emergencies don't wait for business

hours. Your critical after-hours requests are answered by a live operator who delivers the needed level of response to protect your people and property around the clock.



### Monitoring Service

We're on the job when you can't be.

Our central station monitoring service is certified by both UL and Factory Mutual to provide you with the greatest level of protection. Professional operators are trained to identify incoming alarms and notify the proper authorities and individuals needed to respond.



### Fire Alarm System Services

Our distinguished, NICET certified

technical team is experienced with the rigorous requirements of today's complex fire alarm systems from a wide variety of manufacturers. From integration to acceptance testing, inspections, troubleshooting, and preventive maintenance, proper operation of your fire alarm system will ensure unwanted false alarms.



### Nurse Call System Services

We understand that your patients are

your clients. Ensuring that your communication systems are meeting the rigorous standards of patient care while being cost effective, scalable and state-of-the-art is our highest priority. Our services include remote diagnostics, critical component stocking, ongoing user training, and certification for facility personnel.



### Audio Visual System Services

From boardrooms to smart-

classrooms, large screen presentation systems or complex auditorium sound systems, we recognize the magnitude of seamless performance events and prompt meeting times. Entrust these interactive tools to our professional technology experts in AV solutions and management, holding CTS®, CTS-D®, and CTS-I® certifications.



### **Fire Sprinkler System Services**

Ensure that your systems are trouble-free and meeting the latest NFPA requirements. The dependability of your system is reliant upon the integrity of its supporting components. Water supply degradation, fire pump operation, control valve closure, and occupancy classification changes are examples of everyday deficiencies that are critical to proper system operation.



### **Communication System Services**

We don't underestimate the importance of your telephone, voicemail, and public address systems. Whether commercial or educational, these critical communication methods can be the difference between your business success or the welfare of your students. Whether your needs be productivity or safety, from repair to parts replacement or system expansion, we are your premier service provider.



### **Premise Cabling**

Why outsource various elements of your next project? Our in-house installation crew and RCDD, BICSI certified management team has years of experience with all facets of premise cabling from network, fiber optic, and all types of low voltage cabling and termination.



### **Security System Services**

Trust your mission-critical security strategies to no one but SIGNET. Our skilled team is trained at the forefront of the latest technology with best-in-class providers. Services include on-site and remote solutions to ensure uninterrupted protection for your CCTV, card access and intrusion systems.



### **Master Clock System Services**

It's about TIME. Keeping everyone in your facility, campus, or district on time and in sync is critical. We are one of the few local companies with in-house expertise in the repair of clocks and clock systems. We are dedicated to supporting the unique needs for schools, colleges, and healthcare facilities.



### **Consultative Services**

Have questions? We have answers. Our expert engineers can work with you or directly with your developers, architects, or consultants to help assess your needs and assist with component/feature selection, creating a complete, strategic implementation plan.

## **LIFE SAFETY**

**Throughout New England, clients rely on SIGNET's in-depth expertise to ensure their life-safety systems achieve peak performance and their facilities reach code compliance.**

Using the strength and quality of the highly respected Edwards System Technology (EST) brand, we provide advanced solutions for customers throughout New England. Plus, we complement our products with tools and resources to support contractors, engineers, building owners, and local fire officials in the design, installation, service, and oversight of fire alarm and mass notification systems.

SIGNET's Engineering Department is continually trained on the latest innovations in the life safety industry. Every engineer, technician, and sales associate is NICET certified ensuring a high level of expertise when it comes to design, implementation, and testing of your critical systems.

SIGNET's Central Station Monitoring Service provides 24/7/365 electronic surveillance for thousands of customers across New England, and specializes exclusively on serving commercial, industrial, and institutional clients. This ensures the highest level of coverage for our customers, avoiding service problems associated with mass-volume "residential service" providers.

### **Fire Detection and Prevention**

SIGNET fire detection systems are designed to provide the maximum in performance and value for any size building. Our solutions utilize technology to protect the lives and livelihoods of our valued clients, their personnel and property. From educational institutions to office buildings to the world's finest hotels and museums, SIGNET's technology consistently delivers.

### **Carbon Monoxide Detection**

With no smell, taste or color, dangerous amounts of carbon monoxide can accumulate in boilers, engines, water heaters, oil burners and solid fuel appliances as a result of poor installation, substandard maintenance or damage. Hazardous levels of the toxic gas are also evident in construction projects where extra duty insulation and double glazing are incorporated. SIGNET CO detection systems are designed to ensure the safety of all who work or live in the buildings we service.

### **Mass Notification**

At SIGNET, our mass notification solutions are designed around one simple objective—evacuating a building swiftly in the event of an emergency. Our proven voice evacuation systems ensure that occupants receive clear, concise instructions when imminent danger strikes.

### **Service**

As a leading service provider in the life safety industry, SIGNET is distinguished by our scope, reach, and experience. We can help you keep your facilities in compliance with applicable codes. Our scheduled testing, inspection and maintenance services can help ensure the performance and reliability of your life safety and property protection systems, including those from other major manufacturers. And, wherever you are, we offer around-the-clock emergency coverage, along with an extensive inventory of replacement parts.

*Our technicians bring to your facilities exceptional training in the completion of all phases of Inspection, Testing and Maintenance. They also bring an all important, up-to-date understanding of the local and national codes that apply to your systems. Their goal is to keep your equipment at peak performance, your facilities code-compliant.*

### **INTEGRATED SECURITY**

**For more than 45 years, clients have relied on SIGNET's security technology solutions.**

SIGNET understands the complexities of data and video networks and can design solutions to conquer every IT and security concern, from integration with an existing network to the design and installation of a fully independent system. SIGNET reliably meets the challenge to provide worry-free security platforms that are flexible, scalable and delivered on time and within budget.

### **Access Control**

Dependable and easy to use—there's no better way to describe the card access and door control solutions offered by SIGNET. Our skilled design team can implement systems to satisfy the security demands of a wide range of facilities. And our strategic partners are technology leaders who share the SIGNET commitment to best-in-class security products and systems.

## **Video Surveillance**

Creating a deterrent to crime is at the core of video surveillance. At SIGNET we take pride in delivering the real-time local and remote monitoring solutions that give our clients peace of mind. And in the event of unwanted entry, our technology provides the critical information necessary to expedite investigations and evaluate operational issues.

## **Intrusion Detection**

Immediate notification of an intruder is crucial to a security strategy. SIGNET's systems are designed to ensure instant response for the protection of people and property. Our expert design team fully understands that safeguard needs are unique to specific buildings; as such we work to create the most cost-effective solutions—from the simplest to the most sophisticated—to meet all security challenges while minimizing and controlling nuisance.

## **Service**

As security platforms become more technologically advanced, our valued clients can rest assured that SIGNET has the in-house expertise needed to maintain, update, support, troubleshoot, and repair their mission critical security systems and components. Leveraging our own Department of Public Safety and OSHA Certified personnel, SIGNET offers 24/7/365 security system emergency response and remote system diagnostic services to ensure the uninterrupted protection of our clients' key assets, personnel, and peace of mind.

### **Services offered include:**

- Off-Site System Monitoring
- Remote System Diagnostics
- Software Maintenance Programs
- Technology Refresh Programs
- Preventive Maintenance
- Critical Component Stocking
- Equipment Repair
- Equipment Replacement
- Cleaning and Adjustment

## **HEALTHCARE COMMUNICATIONS**

**As the largest provider of nurse call systems in New England, more than 130 hospitals and even more long-term care facilities rely on SIGNET to engineer the solutions that reduce noise pollution, improve patient safety and employee satisfaction, enhance workflow and shorten staff response time.**

Our products and system solutions are designed to meet the specific needs of each healthcare facility with cost-effective, state-of-the-art technology and service programs so vital to our healthcare industry clients.

### **Nurse Call**

Swift, personalized response is a must when it comes to patients' needs. As a Rauland partner for more than 25 years, SIGNET offers the most technologically advanced and dependable equipment available, including the Responder® 5, an integrated platform that combines traditional nurse call functions with a variety of additional workflow and communications tools to allow rapid response to patients from anywhere within the facility.



**Hospital TVs**

Our solutions inform, educate, and entertain patients during their hospital stay. SIGNET provides a single source offering that brings hospital TVs and nurse call together.

**System Integration/Software**

SIGNET engineers design system integration approaches that utilize the latest technologies to help ensure caregivers have consistent access to vital information and knowledge in real-time.

**Wireless GPS Clock Systems**

SIGNET's complete offering of Primex, Rauland, and Sapling branded GPS synchronized timekeeping solutions makes it easier for your staff members to provide around-the-clock care to patients.

**Wireless Telephony**

Doctors, caregivers, and technicians stay connected using SIGNET wireless phone solutions. Calls are routed from nurse call instantly to the appropriate caregiver through Ascom and Spectralink wireless phones. Additionally, mobile alerts and priority messaging are displayed and prioritized in order of criticality.

**Staff Duress**

From portable staff badges and personal protection/location options to comprehensive instant notification technology, SIGNET delivers staff duress solutions.

**Real-Time Location System (RTLS)**

Used to provide immediate or real-time tracking and management of medical equipment, staff and patients, RTLS has become an invaluable system for hospitals and long-term care facilities. SIGNET's ability to integrate RTLS with other healthcare IT solutions and provide overall support/service enables facilities to improve workflow, reduce costs and increase clinical quality.

**Service**

As products and systems become more technologically advanced, our clients can depend on SIGNET's in-house experts to support their individually tailored solutions. Leveraging our own factory-trained, Reptrax/Vendormate credentialed personnel, SIGNET offers 24/7/365 on-site emergency response and VPN remote system diagnostic services to ensure no downtime and provide peace of mind.

**Services offered include:**

- Remote System Diagnostics
- Software Maintenance Programs
- Preventive Maintenance
- Critical Component Stocking
- Equipment Repair
- Equipment Replacement
- Ongoing User Training Refresh
- Hospital Personnel Technical Training Courses/Certification

**Products**

Our technology product recommendations are based upon experience, application and client budgetary concerns. To ensure we provide a best-in-class solution for every challenge, we partner with premier platform and solution providers including: Rauland/Ametek, STANLEY Healthcare, Ascom, Spectralink, LG, Stentofon, PDi, Primex and CenTrak.

## **COMMUNICATIONS**

From campus access control, shooter detection systems and life safety systems to communications infrastructure, clients rely on SIGNET's technology vital solutions.

Our products and services consistently improve the way in which our clients communicate with customers, employees, suppliers, vendors and satellite offices. SIGNET systems are custom designed based on the unique needs of each client. By offering ongoing maintenance, testing, and upgrades, we can guarantee optimum system performance for the present and the future.

### **Telecommunication Systems**

SIGNET provides phone systems designed to improve the way organizations communicate locally, nationally and globally. System technology includes:

- Call Center Applications
- Voicemail
- VoIP unified messaging
- Call Accounting Systems

Our application specialists can design the system to fit any and all business requirements.

### **School Telecom/Master Clock**

SIGNET understands the communication demands of schools. Our total classroom solution, the Rauland Telecenter U® network-based platform, includes:

- Hands-free Intercom
- One-touch Call-in
- Built-in Master Clock and Atomic Time

Our IP system solutions feature:

- Network Simplicity
- Simplified Maintenance
- Reduced Technical Training with Simplified Remote System Access over the Internet, WAN or via Modem

### **Shooter Detection Systems**

SIGNET designs, installs, and services active shooter detection solutions, which provide immediate and precise location information to security professionals and first responders. SIGNET will seamlessly integrate the fully-automated system into your existing infrastructure.

### **Public Address/Paging**

There are times when it's necessary to communicate to large and widely dispersed groups within a facility or across campus. SIGNET's paging solutions allow for quick and effective dissemination of information and instructions for the orderly management of any event.

### **Premise Cabling**

SIGNET's infrastructure expertise can be applied to all network cabling needs including:

- Voice and Data
- CATV / Coaxial Cable

- Telecommunications
- Wireless Access Points
- Voice over Internet Protocol (VoIP)
- Integrated Security Cabling
- Audio Visual Cabling
- Building Automation Cabling
- Fiber Optic Cabling & Terminations
- Fiber Fusion Splicing
- Underground Cabling
- Overhead Cabling
- Complete Testing and Certification

### **Service**

SIGNET understands how vital your communications infrastructure is to your business operations and is prepared to offer outstanding client care and support through our professional, knowledgeable, and experienced Service Department. From your first contact to the final resolution, you will be treated as a valued client and will have confidence that your request is being handled promptly and with expert care. You will have peace of mind knowing that our technicians are factory trained and certified.

### **Services offered include:**

- First-Class Client Response
- Emergency Support
- Vendor Product Service Escalation Available
- On-site and Remote Troubleshooting and Diagnostics
- One of the Largest Fleet of Service Vehicles in New England
- Dedicated Project Managers for Coordination of Installations
- Dedicated Training Staff
- 24/7/365 Response
- Customizable Maintenance Plans (Hardware, Software, Labor)
- IP Network Assessments
- Free Dial Tone Review and Assessment to Ensure Proper Utilization of Phone Service
- Remote Telephone Support and Diagnosis

### **Products**

SIGNET's partners with world-class technology providers that meet evolving communications challenges with best-in-class solutions, and a technical support center that stands behind what they sell, by training SIGNET's application specialists and technicians. Some of our strategic technology partners include: Rauland, NEC, BIAMP Systems and Shooter Detection Systems.

### **AUDIO VISUAL**

**SIGNET's team of engineers, designers, and installation specialists are experienced in planning, executing, and installing the simplest to the most complex audio visual solutions.**

Our goal is to provide cost-effective solutions with close coordination throughout the planning, installation, testing, and acceptance phases of each project.

Upfront planning for audio visual systems can drastically reduce infrastructure costs, ensuring that the needs of the client are met, at a budget they can afford. Our staff of audio visual professionals include Certified Technology Specialists (CTS)®, Certified Technology Designers (CTS-D)®, and Certified Technology Installers (CTS-I)®, as well as a team that is factory-certified on a wide range of products.

All custom audio visual control systems assembled by SIGNET are programmed and tested in our 10,000 square foot testing laboratory, which is also used to demonstrate system operation and train our valued clients before the systems are released to the field.

### **Comprehensive Audio Visual Design & Integration**

We provide site inspections, user needs analysis, CAD drawings, network consulting, and infrastructure design. We represent all major AV equipment manufacturers and will select the components for your system based on quality, functionality, and appropriateness to your needs. Our installers are trained in the latest AV technologies and our state-of-the art technology lab ensures that all rack-based systems are fully-tested and functioning before installation.

### **AV Installation**

Includes shop fabrication, infrastructure preparation, equipment installation, testing, and commissioning.

### **Control System Programming**

Our focus is on ease-of-use, and our programming services include user needs analysis, touch panel design, shop and field testing, and on-site commissioning.

### **User Training**

Includes training of your technical service staff and end-users.

### **Service**

Preventive maintenance to your digital communication equipment often catches problems before they occur, saving you embarrassing and costly disruptions at critical times. Our service plans protect our clients' investments by providing them with the hardware and software support and training suited to your company's exclusive needs and circumstances. We ensure the maximum return on your investment while minimizing your total cost of ownership.

### **Services offered include:**

- We service almost any brand of audio, video, control, and video conferencing equipment, regardless of installation vendor.

## LABOR PRICE LIST

SIN	Labor Category Descriptions	Price Offered to GSA (Including IFF) Hourly Rates
003 01	Sr. Project Engineer	\$147.16
003 01	Project Engineer	\$121.86
003 01	Sr. Project Manager	\$137.97
003 01	Project Manager	\$112.56
003 01	Electrician	\$98.39
003 01	Audio/Visual Journeyman Technician	\$138.01
003 01	Fire Alarm Journeyman Technician	\$138.01
003 01	Nurse Call Journeyman Technician	\$138.01
003 01	Security Journeyman Technician	\$138.01
003 01	Telecom Technician	\$121.83
003 01	Wet Systems Journeyman Technician	\$196.78
003 01	Low-Voltage Installer	\$98.39
003 01	Low-Voltage Apprentice	\$79.65
003 01	Trainer	\$112.56
003 01	CAD Technician	\$98.39
003 01	Project Administrator	\$74.96

## LABOR CATEGORY DESCRIPTIONS

## JOB DESCRIPTION

**Job Title:** Sr. Project Engineer

### **Job Duties Description:**

Responsible for working with sales and purchasing to assemble a bill of materials and labor estimate for telecommunication, voice, data, audio/visual, intercom, public address, and video projects and bids. Responsible for accurately determining the necessary equipment, cable and labor quantities and pricing.

#### Responsibilities:

- Surveying architectural, electrical and communications blueprints and project specifications
- Determine all facets of system layout
- Accurately developing bill of materials to include appropriate amount of job-related labor to perform the project
- Develop a comprehensive set of CAD drawings for the project
- Assisting sales department in creating the sales order by using company designated sales quote
- Generating comprehensive project description and scope of work
- Produce project technical submittals and one line diagrams for installation/technical staff
- Other duties as required or assigned

### **Education Level Required:**

- High School Diploma or equivalent
- Bachelors of Science Degree
- 10 Years related field experience

### **Certification Requirements:**

- S-License
- Working knowledge of communications, networking infrastructure, fiber optic cabling, voice, audio-visual, public address, intercom, video and data cabling systems
- RCDD, NICET IV, PSAP, C-EST, CTS-I, CTS-D, ESS, PMP, CAD experience

### **Skill Requirements:**

- Excellent written and verbal communication skills
- Proficient in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint, CAD and Outlook
- Strong interpersonal skills
- Proficient in planning, organizing and implementing, to insure successful completion of projects by specific due dates
- Ability to multi-task and effectively handle stressful situations
- Must be able to read and effectively interpret general business documentation
- Valid driver's license required

## JOB DESCRIPTION

**Job Title:** Project Engineer

### **Job Duties Description:**

Responsible for working with sales and purchasing to assemble a bill of materials and labor estimate for telecommunication, voice, data, and video projects and bids. Responsible for accurately determining the necessary equipment, cable and labor quantities and pricing. Engineer and document systems and provide integration plans. Submissions, theory of operations and compatibility testing.

#### Responsibilities:

- Surveying architectural, electrical and telecommunications blueprints and project specifications
- Working with technical staff to determine system layout
- Accurately developing bill of materials to include appropriate amount of job-related labor to perform the project
- Working with CAD to develop a comprehensive set of drawings for the project
- Assisting sales department in creating sales order by using company designated sales submittals
- Generating comprehensive project description and scope of work
- Assisting sales department in creating job file for installation/technical staff and produce project technical submittals and one line diagrams
- Other duties as required or assigned

### **Education Level Required:**

- High School Diploma or equivalent
- Associates Degree
- 5 Years related field experience

### **Certification Requirements:**

- S-License
- Working knowledge of communications, networking infrastructure, fiber optic cabling, voice, video and data cabling systems
- NICET III, CTS-I, EST-L2, CAD experience

### **Skill Requirements:**

- Excellent written and verbal communication skills
- Proficient in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint, CAD and Outlook
- Strong interpersonal skills
- Proficient in planning, organizing and implementing, to insure successful completion of projects by specific due dates
- Ability to multi-task and effectively handle stressful situations
- Must be able to read and effectively interpret general business documentation
- Valid driver's license required

## JOB DESCRIPTION

**Job Title:** Sr. Project Manager

**Job Duties Description:**

- Responsible for overseeing all low voltage and electrical aspects of SIGNET's installation projects
- Manage SIGNET's project management team consisting of multiple project managers and assistant project managers
- Report directly to President on all financial aspects of project installation and coordinate on a daily basis labor requirements throughout SIGNET
- Forecast and work with Human Resources Dept. , as well as Vice President of Operations on project labor requirements (present and future)
- Work in conjunction with SIGNET engineering staff on a daily basis on all technical issues pertaining to installation, including installation procedures, cost management, programming and troubleshooting.

**Education Level Required:**

- High School Diploma or equivalent
- Bachelors of Business degree
- 10+ Years project management experience

**Certification Requirements:**

- S-License
- OSHA 30, Master Electrical License, PMP, Master Alarm License, CSPM

**Skill Requirements:**

- Excellent written and verbal communication skills
- Proficient in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint, and Outlook
- Strong interpersonal skills
- Proficient in planning, organizing and implementing, to insure successful completion of projects by specific due dates
- Ability to multi-task and effectively handle stressful situations
- Must be able to read and effectively interpret general business documentation
- Valid driver's license required



## JOB DESCRIPTION

**Job Title:** Project Manager

### **Job Duties Description:**

- Review project drawings, specifications and addenda
- Review project handoff, manage project details and initiate project kickoff
- Estimate and design with engineering/foreman. Review means and methods plan with foreman
- Create project schedules, manage labor and material budgets, schedule labor for projects, manage material releases according to project schedule; manage system build-out and release, and arrange material and equipment deliveries
- Review and respond to job-related correspondence including RFIs, project price requests, scope changes, COR, PR, CCD, ASI, and CRs; communicate with contracting party
- Make site visits as needed for project meetings, walkthroughs, kickoffs, and site reviews with the foreman
- Troubleshoot and diffuse project related issues including; back-charges, job requisition cuts, personnel problems, contractor-related problems
- Provide project billings and project forecasting including labor and material estimates
- Manage project closeout: review punchlists, issue warranty dates/documents, initiate O & M release/warranty, help collect final payments as needed, initiate required owner training dates, handoff projects to service department with any special job notes, support and advise service dept during warranty period
- Assist senior project manager with annual reviews of staff, work with project engineering team on job related tasks, reference technical data sheets, one-line diagrams and other resources, pull and stage stock in warehouse, deliver stock to site

### **Education Level Required:**

- High School Diploma or equivalent
- Associates Degree
- 5 Years project management experience

### **Certification Requirements:**

- S-License
- OSHA 30, Electrical Journeyman License / Alarm, CSPM

### **Skill Requirements:**

- Excellent written and verbal communication skills
- Proficient in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint, CAD and Outlook
- Strong interpersonal skills
- Proficient in planning, organizing and implementing, to insure successful completion of projects by specific due dates
- Ability to multi-task and effectively handle stressful situations
- Must be able to read and effectively interpret general business documentation
- Valid driver's license required

## JOB DESCRIPTION

**Job Title:** Electrician

**Job Duties Description:**

- Responsible for the installation of sound/voice/data/video solutions into public and private sector commercial buildings; responsible for the installation of card access, security, fire alarm, and CCTV systems; responsible for the installation of conduit systems and medium voltage circuits; reliable transportation and a valid driver's license required.

**Education Level Required:**

- High School Diploma or equivalent

**Certification Requirements:**

- S-License
- OSHA 10 to 30 hour
- Journeyman B license (New England)
- Valid state-mandated licensing, as required
- Certifications in industry-related technology/systems

**Skill Requirements:**

Must be able to perform a variety of duties which may change often; maintain silence regarding confidential information; evaluate information and analyze problems logically to develop solutions; make decisions based on personal judgment; work under pressure; do basic arithmetic and write legibly; work within precise limits or standards of accuracy.

## JOB DESCRIPTION

**Job Title:** Audio Visual Journeyman Technician

**Job Duties Description:**

- Provide repair/maintenance/testing and installation of audio video solutions into public and private sector commercial buildings; responsible for obtaining a signed service slip from customer for each call, must include date, time, duration, materials used and description of action. Valid driver's license required.

**Education Level Required:**

- High School Diploma or equivalent
- 5 Years experience

**Certification Requirements:**

- S-License
- CTS-I, OSHA 10
- Crestron, Extron Certified
- Certifications in industry-related technology/systems
- Valid state-mandated licensing, as required

**Skill Requirements:**

- Must be able to perform a variety of duties which may change often; maintain silence regarding confidential information; evaluate information and analyze problems logically to develop solutions; make decisions based on personal judgment; work under pressure; do basic arithmetic and write legibly; work within precise limits or standards of accuracy.

## JOB DESCRIPTION

**Job Title:** Fire Alarm Journeyman Technician

**Job Duties Description:**

- Provide repair/maintenance/testing and installation of fire alarm/sound/voice/data/video solutions into public and private sector commercial buildings; responsible for obtaining a signed service slip from customer for each call, must include date, time, duration, materials used and description of action. Valid driver's license required.

**Education Level Required:**

- High School Diploma or equivalent
- 5 Years experience

**Certification Requirements:**

- S-License
- NICET III, Journeyman Alarm, Sprinkler, Reprax, OSHA 10
- EST, Honeywell, Simplex Trained Certified
- Certifications in industry-related technology/systems
- Valid state-mandated licensing, as required

**Skill Requirements:**

- Must be able to perform a variety of duties which may change often; maintain silence regarding confidential information; evaluate information and analyze problems logically to develop solutions; make decisions based on personal judgment; work under pressure; do basic arithmetic and write legibly; work within precise limits or standards of accuracy.

## JOB DESCRIPTION

**Job Title:** Nurse Call Journeyman Technician

### **Job Duties Description:**

- The Nurse Call Journeyman Technician will perform cabling, equipment installation, equipment configuration, commissioning, testing and end-user training for HealthCare Communication Systems
- Experience with Rauland Nurse Call equipment, GE, TekTone, Executone, Dukane, Bogen, West-Com, Cornell, InterCall and Hill-Rom Nurse Call or HealthCare Communication Systems

### **Education Level Required:**

- High School Diploma or equivalent
- Experience with the installation & commissioning of HealthCare, Low Voltage, Audio / Visual, Telephony or Data Communication Systems

### **Certification Requirements:**

- S-License
- Massachusetts Class D and/or Rhode Island TST License, OSHA 10, Reprax
- Manufacturer Certification Training on systems noted in job description
- Certifications in industry-related technology/systems
- Valid state-mandated licensing, as required

### **Skill Requirements:**

- Familiar with HealthCare communication, public address and telephony equipment
- Proficient with computers and basic Microsoft Windows applications
- Must be able to demonstrate persistence, tactfulness and responsibility; maintain silence regarding confidential information; make decisions based on personal judgment and verifiable criteria; deal effectively with people in actual job duties beyond giving and receiving instructions; perceive details in a variety of written materials; communicate effectively; understand and apply proper terminology and methods; reason clearly and logically; work with numbers; read and interpret reports; communicate well
- Must be self-motivated and must work well with others in a team environment
- Must possess strong written and oral communications skills. Must be able to provide daily project status updates and communication to the Project Management Team
- Able to produce accurate documentation of the system commissioning and testing results
- Able to participate in a service on-call rotation
- Must have a valid driver's license

## JOB DESCRIPTION

**Job Title:** Security Journeyman Technician

**Job Duties Description:**

- Provide repair/maintenance/testing and installation of security solutions into public and private sector commercial buildings; responsible for obtaining a signed service slip from customer for each call, must include date, time, duration, materials used and description of action. Valid driver's license required.

**Education Level Required:**

- High School Diploma or equivalent
- 5 Years related experience

**Certification Requirements:**

- S-License
- Hirsch, GE, DSX, Bosch, ONSSI, Genetec, S2 Certified, OSHA 10, Reprax
- Certifications in industry-related technology/systems
- Valid state-mandated licensing, as required

**Skill Requirements:**

- Must be able to perform a variety of duties which may change often; maintain silence regarding confidential information; evaluate information and analyze problems logically to develop solutions; make decisions based on personal judgment; work under pressure; do basic arithmetic and write legibly; work within precise limits or standards of accuracy.

## JOB DESCRIPTION

**Job Title:** Telecom Technician

**Job Duties Description:**

- Provide repair/maintenance/testing and installation of sound/voice/data/video solutions into public and private sector commercial buildings; responsible for obtaining a signed service slip from customer for each call, must include date, time, duration, materials used and description of action. Valid driver's license required.

**Education Level Required:**

- High School Diploma or equivalent
- Telecommunications and/or low voltage service experience

**Certification Requirements:**

- S-License
- OSHA 10 to 30 hour
- Certifications in industry-related technology/systems

**Skill Requirements:**

- Must be able to perform a variety of duties which may change often; maintain silence regarding confidential information; evaluate information and analyze problems logically to develop solutions; make decisions based on personal judgment; work under pressure; do basic arithmetic and write legibly; working within precise limits or standards of accuracy.

## JOB DESCRIPTION

**Job Title:** Wet Systems Journeyman Technician

**Job Duties Description:**

- Service and inspect wet, dry, pre-action and deluge sprinkler systems per NFPA standards. Maintain proper documentation for work performed. Identify and meet customer's expectations. Ensure that assigned inspections are completed and have achieved 100% customer satisfaction. Complete all pre-planned scheduled inspections and inspection reports in a complete and timely manner and obtain customer signature after work has been completed. Immediately contact management and client regarding any errors or deficiencies. Ensure proper clean up and disposal of materials. Valid driver's license required

**Education Level Required:**

- High School Diploma or equivalent
- 7 Years related experience

**Certification Requirements:**

- S-License
- Fully licensed wet systems, pipefitter, OSHA 30, Reprax
- Certifications in industry-related technology/systems
- Valid state-mandated licensing, as required

**Skill Requirements:**

- Effective communication skills, with both internal and external customers; must be able to perform a variety of duties which may change often; maintain silence regarding confidential information; evaluate information and analyze problems logically to develop solutions; make decisions based on personal judgment; work under pressure; do basic arithmetic and write legibly; work within precise limits or standards of accuracy



## JOB DESCRIPTION

**Job Title:** Low Voltage Installer

**Job Duties Description:**

- Provide installation of low voltage systems into public and private sector commercial buildings; perform complete turnkey installations and supervise apprentice(s).

**Education Level Required:**

- High School Diploma or equivalent
- 5 Years related experience

**Certification Requirements:**

- S-License
- Electrical Journeyman License, Alarm, OSHA 30, Reprax
- Certified on all products installed
- Valid state-mandated licensing, as required

**Skill Requirements:**

- Must be able to perform a variety of duties which may change often; maintain silence regarding confidential information; evaluate information and analyze problems logically to develop solutions; make decisions based on personal judgment; work under pressure; do basic arithmetic and write legibly; work within precise limits or standards of accuracy.

## JOB DESCRIPTION

**Job Title:** Low Voltage Apprentice

**Job Duties Description:**

- Obtain training and work experience through participation in an 8000 hour Apprenticeship Program sponsored by Company through the Commonwealth of Massachusetts Department of Labor Division of Apprentice Training; assist Technician(s) with repair/maintenance and installation of voice/data/sound and video systems throughout New England; must complete 600 hours related instruction training; perform other duties per managers' request. Reliable transportation and a valid driver's license required.

**Education Level Required:**

- High School Diploma or equivalent

**Certification Requirements:**

- S-License
- OSHA 10, enrolled in certified apprentice training program

**Skill Requirements:**

- Must be able to rate information using measurable standards; understand and follow written and oral instructions; observe differences in written copy and recognize errors in spelling and numbers; use common sense in solving problems; communicate effectively; do basic arithmetic and write legibly; work under pressure; work within precise limits or standards of accuracy; perform a variety of duties which may change often.

## JOB DESCRIPTION

**Job Title:** Trainer

### **Job Duties Description:**

- Responsible for developing and organizing in-depth technical training for products being installed.
- Collaborates with Sales Engineering, System Integration and Project Management to obtain information required to develop training materials on all aspects of the product.
- Develops training content - handouts, outlines, agendas and syllabi.
- Tailors training content based on client specific needs.
- Contributes to team planning for both training and development schedules.
- Delivers training programs based on the training plan requirements and according to a client driven schedule.
- Incorporates motivating, creative, and interactive training techniques to enhance the training experience, in an effort to maximize learning and retention.
- Ensures new training methodologies incorporated into training approach.

### **Education Level Required:**

- High School Diploma or equivalent
- Bachelors of Communications Degree

### **Certification Requirements:**

- S-License
- OSHA 10 to 30 hour
- Certifications in industry-related technology/systems

### **Skill Requirements:**

- Must be able to perform a variety of duties which may change often; maintain silence regarding confidential information; evaluate information and analyze problems logically to develop solutions; make decisions based on personal judgment; work under pressure; do basic arithmetic and write legibly; working within precise limits or standards of accuracy.

## JOB DESCRIPTION

**Job Title:** CAD Technician

### **Job Duties Description:**

- Be the main resource for all AutoCAD/drafting throughout SIGNET
- Be responsible for producing, correcting and administrating all as-built documentation
- Be liaison between project management and technical staff/engineering as related to documentation and drafting
- Be a resource throughout the engineering department for AutoCAD related technical issues
- Be a resource for printing, converting, producing mark-ups related to larger than standard printing sizes
- Train, where required, engineering staff on use of AutoCAD
- Develop and/or maintain AutoCAD resources i.e. templates, borders/fonts and standards

### **Education Level Required:**

- High School Diploma or equivalent

### **Certification Requirements:**

- S-License
- 2 Year technical certification in drafting

### **Skill Requirements:**

- Excellent written and verbal communication skills
- Proficient in the use of personal computers including such programs as CAD, MS Word, Excel, Access, PowerPoint, and Outlook
- Strong interpersonal skills
- Proficient in planning, organizing and implementing, to insure successful completion of projects by specific due dates
- Ability to multi-task and effectively handle stressful situations
- Must be able to read and effectively interpret general business documentation
- Valid driver's license required

## JOB DESCRIPTION

**Job Title:** Project Administrator

### **Job Duties Description:**

- Responsibilities include, but are not limited to planning, organizing, directing and controlling project pre-work activities required for the effective management of jobs. Works with financial, contract management and other management tools to define proper project setup to assure project profitability.
- Key Duties and Responsibilities:
  - Tracking of submittals
  - Obtaining bonds / certificates of insurance
  - Creating, scanning / linking, filing job folders and documents
  - Disseminating / distributing reports
  - Copying / scanning / mailing BL invoices
  - Processing completed / closed jobs, including service management handoff
  - Maintain interdepartmental communication with sales, service, accounting and project management staff

### **Education Level Required:**

- High School Diploma or equivalent
- Associates Degree
- 2 Years administrative experience

### **Certification Requirements:**

- S-License

### **Skill Requirements:**

- Excellent written and verbal communication skills
- Proficient in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint, and Outlook
- Must be able to deal effectively with others beyond giving and receiving instruction; see details and recognize errors in numbers, spelling and punctuation in written and numerical data; use logical procedures in work, acquire and apply knowledge of contracts, credit, market conditions and legal responsibilities; evaluate information and arrive at judgments and decisions; negotiate and persuade; demonstrate above average skill in math
- Proficient in planning, organizing and implementing, to insure successful completion of projects by specific due dates
- Ability to multi-task and effectively handle stressful situations
- Must be able to read and effectively interpret general business documentation
- Valid driver's license required