SYDNIA, LLC
GSA Advantage Service Catalog

Contract Number: 47QTCA20D001W
Contract Period: November 6, 2019 to November 5, 2024
SIN # Number: 132-51–Information Technology Professional Services
Table of Contents

1. Location and Contact Information ....................................................................................................... 3
   1.1 Location: ......................................................................................................................................... 3
   1.2 Contact Persons: ............................................................................................................................ 3

2. Labor Categories and Category Descriptions ...................................................................................... 4
   2.1 GSA IT Schedule 70: General Purpose Commercial IT Equipment, Software & Services. ............ 4
   2.2 SIN 132-51: Information Technology Professional Services ........................................................ 4

3. Labor Descriptions, Experience and Qualifications ............................................................................. 5
   3.1 Cloud Computing/DC Transformation Project Manager ............................................................... 5
   3.2 Cloud Computing/DC Transformation Planning Consultant ......................................................... 5
   3.3 Cloud Computing/DC Transformation Cost Planning/Management Engineer ............................. 6
   3.4 Cloud Computing DevOps Engineer .............................................................................................. 6
   3.5 Computing/DC Transformation Consultant .................................................................................. 7
   3.6 Cloud Computing Cloud Architect ............................................................................................... 7
   3.7 Cloud Computing Database Migration and Data System Operations Engineer ............................ 8
   3.8 Database Planning and Design Consultant .................................................................................. 9
   3.9 Systems Analysis and Design Analyst .......................................................................................... 9
   3.10 Network Planning & Migration Service Consultant ....................................................................... 10
   3.11 Network Migration and Implementation Consultant .................................................................... 10
   3.12 Data/Records Planning and Storage Consultant ......................................................................... 10
   3.13 IT Professional Services Consultant ......................................................................................... 11

4. Terms and Conditions ........................................................................................................................ 12

5. Price List ............................................................................................................................................. 13
1. Location and Contact Information

1.1 Location:
Sydnia, LLC
127 Westwood Drive
Murphy, Texas 75094

1.2 Contact Persons:
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2. Labor Categories and Category Descriptions

2.1 GSA IT Schedule 70: General Purpose Commercial IT Equipment, Software & Services.

The GSA defines Schedule 70 to include resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, and other services relevant to 29CFR541.400. Specific within this schedule is the SIN 132-51 as described in the next section.

2.2 SIN 132-51: Information Technology Professional Services

Services required under this SIN includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, and other services relevant to 29CFR541.400. SYDNIA, LLC provides services within this SIN definition. The specific services provided and the qualification of resources available to provide the services are specified in section 3 of this document.
3. Labor Descriptions, Experience and Qualifications

3.1 Cloud Computing/DC Transformation Project Manager

3.1.1 Position Summary:
The Project Manager (PM) is recognized as an authority in project management and in the delivery of cloud computing and DC transformations projects. The SYDNIA PM independently handles unique situations and assists others, providing guidance to executives, as well as mentoring and helping develop less experienced project management staff. The PM responsibilities within this role also includes:

- Successful delivery of large and complex systems integration projects, including cloud-related modernization and migration, and digital transformation type projects.
- Leading a project team in delivering a solution to the client with overall performance responsibility for managing scope, cost, schedule, quality as well as contractual deliverables, which includes applying techniques for planning, tracking, change control, and risk management.
- Managing all project resources, including offshore global delivery resources, vendors and subcontractors, and for establishing an effective communication plan with the project team and the client.
- Providing day to day direction to the project team and regular project status to the client. The individual is expected to have very strong client facing governance capabilities, including C-suite communication and negotiation capabilities.

All SYDNIA PMs have experience managing complex Cloud-related projects (AWS), for example legacy modernization, application migration and new development efforts in cloud environments.

3.1.2 Education and Experience:
SYDNIA PMs have a minimum 5 years’ experience managing and delivering projects, a Bachelors degree and applicable PMP training, as well as AWS cloud certifications such as AWS Certified Cloud Practitioner or Equivalent.

3.2 Cloud Computing/DC Transformation Planning Consultant

3.2.1 Position Summary
The SYDNIA transformation planning consultant is well versed with Data Center architectures and technologies, and possess a strong background in planning and executing migrations from on-premise to public clouds. The planning consultant is responsible for drawing up schedules, timelines and high-level tasks and is able to work independently as well as solicit input from various stakeholders. The planning consultant is expected to draw up a SOW that lays out cost, timelines and resource plan, and is able to drive proof of concepts to build confidence in proposed solutions. The consultant works closely with Cloud Architects, Network & Storage Engineers and Windows, Unix administrators to build consensus on proposed plans.

3.2.2 Education and Experience
SYDNIA transformation planning Consultants have a minimum of 4 years’ planning transformations, a Bachelors degree as well as AWS cloud certifications such as AWS Certified Cloud Architect.
Associate certification or Equivalent.

3.3 Cloud Computing/DC Transformation Cost Planning/Management Engineer

3.3.1 Position Summary
The Cost Management engineer is an expert at pricing and cost management with respect to public cloud services and familiar with IaaS, PaaS & SaaS models. The engineer recommends and deploys tools for cost analysis and management, and provides daily and weekly reports to management with respect to cloud spend. The cost planning engineer is also responsible for outlining budgets for cloud services and report on variances, makes architectural recommendations to save cloud computing costs, develops a comprehensive resource tagging strategy to provide visibility per application, department, business unit and cost centers. In addition, the engineer provides insight into costs at the enterprise level all the way down to an individual cloud computing resource, suggesting billing strategies for consolidation as well as breakdowns by cost centers.

3.3.2 Education and Experience
The transformation cost engineers have a minimum of 4 years’ managing cloud computing costs, a Bachelors degree as well as AWS cloud certification such as AWS Cloud practitioner or equivalent.

3.4 Cloud Computing DevOps Engineer

3.4.1 Position Summary
The Cloud (AWS) DevOps Engineer is a subject matter expert in all things related to the AWS public cloud platform. In this role, the SYDNIA resource performs both architectural design and implementation of custom solutions. The engineer will add features and functionality to an automated managed services platform typically consisting of Lambda functions written in python using API gateway, CloudFormation, and Code Pipeline.

In this role, the SYDNIA engineer is also responsible for understanding user requirements and working with the client to ensure systems meet their documented needs. The resource serves as technical subject matter expert with clients, participating in meetings and calls to ensure customer needs are met. This person is also adept at identifying, analyzing, troubleshooting and resolving technical problems, and responsible for identifying trends, chronic problems, risks and root cause analysis as well as establishing plans for resolution of these issues.

The Cloud DevOps Engineer (AWS) will provide guidance and technical leadership to less-experienced team members and may be asked to assemble and perform training sessions on an as needed basis. This person will also be asked to develop documentation on new or existing systems. They will participate in special projects as required.

3.4.2 Education and Experience
The DevOps engineers have a minimum of 2 years’ managing cloud DevOps, a Bachelors degree as well as AWS cloud certification such as AWS Certified Developer Associate or equivalent.
3.5 Computing/DC Transformation Consultant

3.5.1 Position Summary
The SYDNIA transformation consultant has a proven experience in migrating, consolidating and/or re-platforming workloads from traditional data centers to the AWS or similar Cloud environments. In addition, the consultant has exceptional problem-solving skills, strong business judgment, and demonstrated technical experience leading cross-functional teams and proven leadership skills and the ability to execute both strategically and tactically. Other responsibilities include:

- Expertise - Collaborates with AWS and support clients in use of AWS services such as Amazon EC2 compute, Amazon S3 storage, Amazon Simple DB/RDS databases, Amazon CloudFront CDN, Service Catalog, Marketplace etc. Extensive experience leading and controlling large scale IT projects across multiple stakeholders.
- Solutions - Defines and delivers on-site technical engagements with clients, including participating in on-site visits, mapping customer business and technical requirements, and guiding the delivery of technical solutions designed to facilitate a better understanding of customer systems to be migrated to AWS.
- Delivery - Engagements include working with clients to perform discovery, build strategic and tactical plans and ultimately direct the activities for the migration and/or transformation of workloads to the cloud.

3.5.2 Education and Experience
The DC Transformation Consultants have a minimum of 4 years’ managing cloud computing costs, a Bachelors degree as well as AWS cloud certification such as AWS Certified Solutions Architect Associate or equivalent.

3.6 Cloud Computing Cloud Architect

3.6.1 Position Summary
The SYDNIA cloud architect possesses a unique balance of technical depth, strong interpersonal skills, and business acumen to drive enterprise transformation, and partners with clients and other AWS teams to develop and execute highly scalable, flexible, and resilient cloud solutions that address customer migration use cases and accelerate the adoption of AWS. The Architect develops and supports execution of strategy to deliver solutions for a broad range of customer use-cases primarily for large enterprise customers, and has a demonstrated ability to think strategically about business, products, and technical challenges.

The cloud architect has exceptional problem-solving skills, strong business judgment, and demonstrated technical experience leading cross-functional teams, with proven leadership skills and the ability to execute both strategically and tactically. Other responsibilities include:

- Expertise - Collaborate with AWS and support clients in use of AWS services such as Amazon EC2 compute, Amazon S3 storage, Amazon Simple DB/RDS databases, Amazon CloudFront CDN, Service Catalog, Marketplace etc. Extensive experience leading and controlling large scale IT projects across multiple stakeholders.
- Solutions - Define and deliver on-site technical engagements with clients. This includes participating in on-site visits, mapping customer business and technical requirements, and
guiding the delivery of technical solutions designed to dig deep into the details of customer systems to be migrated to AWS.

- Delivery - Engagements include working with clients to discover and map hardware and software solutions on customer’s premise or alternate cloud solutions in order to build migration plans to move customer workloads to AWS.

3.6.2 Education and Experience
The DC Transformation Consultants have a minimum of 4 years’ managing cloud computing costs, a Bachelors degree as well as AWS cloud certification such as AWS Certified Solutions Architect Associate or equivalent.

3.7 Cloud Computing Database Migration and Data System Operations Engineer

3.7.1 Position Summary
The DB/Data System Operation Engineer is an experienced database or a data warehousing architect who works with clients to solve the most complex and high scale data challenges and supports the development and use of new data analytics technologies. This engineer supports customers with services engagements focusing on customer solutions such as high volume OLTP environments, batch data processing, designing and deploying future state petabyte-scale data warehouse service and building and/or designing reference configurations to enable our customers and influence AWS RDS, Aurora, and Redshift adoption. Other responsibilities of the position include:

- Employing customer facing skills to represent SYD and AWS DB services well within the customer’s environment and drive discussions with senior personnel regarding trade-offs, standard methodologies, project management and risk mitigation
- Working closely with AWS RDS, Aurora and Redshift teams to help ensure the success of project consulting engagements with customer
- Working directly with customers’ technical resources to devise and recommend solutions based on the understood requirements
- Helping design and implement AWS RDS, Aurora and/or Redshift architectures and configurations for customer
- Thinking strategically about business, product, and technical challenges in an enterprise environment
- Analyzing on premise transactional database environments such as Oracle, SQL Server, MySQL and/or Postgres, evaluate and plan migrations to AWS RDS, Aurora
- Supporting the migration of load processes from Appliance DWH system (e.g. Netezza, Teradata) to AWS Redshift
- Consulting for optimal design of database environments, analyzing complex distributed production deployments, and making recommendations to optimize performance
- Developing innovative solutions to complex business and technology problems
- Experience working with high availability and server tuning including parameters, resources, contention, etc., backup/Restore and Disaster Recovery, migrating database environments from one platform to another, and OLTP and OLAP data administration needs.

3.7.2 Education and Experience
The DC Data migration and data systems operations engineers have a minimum of 6 years’ managing
data systems, a Bachelors degree as well as AWS cloud certification such as AWS Certified Developer Associate or Equivalent.

3.8 Database Planning and Design Consultant

3.8.1 Position Summary
The SYDNIA experienced database/data warehousing architect role is to solve the most complex and high scale data challenges and impact in the development and use of new data analytics technologies. Their services engagements focus on customer solutions such as high volume OLTP environments, batch data processing, designing and deploying future state petabyte-scale data warehouse service and building and/or designing reference configurations to enable efficient application environments for clients. Additional responsibilities in this role include:

- Employing customer facing skills to represent SYDNIA well within the customer’s environment and drive discussions with senior personnel regarding trade-offs, standard methodologies, project management and risk mitigation
- Working closely with development teams to help ensure the success of project consulting engagements with customer
- Working directly with customers’ technical resources to devise and recommend solutions based on the understood requirements
- Helping design and implement DB services architectures and configurations for customer
- Thinking strategically about business, product, and technical challenges in an enterprise environment
- Analyzing on premise transactional database environments such as Oracle, SQL Server, MySQL and/or Postgres, evaluate and plan migrations to AWS RDS, Aurora
- Consulting for optimal design of database environments, analyzing complex distributed production deployments, and making recommendations to optimize performance
- Developing innovative solutions to complex business and technology problems
- Experience working with high availability and server tuning including parameters, resources, contention, etc., backup/Restore and Disaster Recovery, migrating database environments from one platform to another, and OLTP and OLAP data administration needs, including data records planning and storage management.

3.8.2 Education and Experience
The DB Planning and Design consultants have a minimum of 10 years’ managing data systems, a Bachelors degree as well as experience migrating DB systems to cloud environments. AWS cloud certification such as AWS Certified Developer Associate or Equivalent.

3.9 Systems Analysis and Design Analyst

3.9.1 Position Summary
System and Design Analysts have experience in conducting system analysis and creating up design documents from the output from the analysis. The SYDNIA analyst in this role is proficient in peer reviewing application code and systems design with experience in reviewing User Interfaces and overall User Experience. Other key responsibilities in this role include:
• Employing customer facing skills to represent SYD well within the customer’s environment and drive discussions with senior personnel regarding System functionality, design and end use.
• Working closely with development teams to help ensure the design and analysis is captured using standard modeling frameworks.
• Working with System, Storage, Network and Database engineers to document the various views the system.
• Experience working with Client/Server, Web, Mobile and Legacy systems.

3.9.2 Education and Experience
The System/Design Analysts have a minimum of 10 years’ experience developing and rendering system designs and a Bachelors degree.

3.10 Network Planning & Migration Service Consultant

3.10.1 Position Summary
The SYDNIA consultant in this role has experience and a great understanding of networking and network administration, including knowledge of switches, routers, firewalls and other networking equipment. In addition, they have experience with the planning of data center migrations, consolidations and in extending client networks to the Cloud, experience and networking with the (Windows, Mac and Linux) operating environments, experience with Cisco Routers, Switches, VPN's, F5 Load Balancers, Palo Alto Firewalls, and experience with Cloud Computing Network capabilities.

3.10.2 Education and Experience
The network planning and migration service consultant in this role has a Bachelor’s degree, and a minimum of 10 years’ experience planning and migrating network systems.

3.11 Network Migration and Implementation Consultant

3.11.1 Position Summary
The Network Migration/Implementation engineer has experience and a great understanding of networking and network administration, including knowledge of switches, routers, firewalls and other networking equipment and experience with Cisco Routers, Switches, VPN's, F5 Load Balancers and Palo Alto Firewalls.

3.11.2 Education and Experience
The network migration and implementation consultant in this role has a Bachelor’s degree, and a minimum of 5 years’ experience planning network migration and implementing network systems.

3.12 Data/Records Planning and Storage Consultant

3.12.1 Position Summary
The resource in the role of Data Records Planning and storage consultant has strong analytical,
problem solving and verbal and written communication skills. They are detail-oriented individuals who can consistently meet deadlines and work well within a team environment, have strong planning, organizational and critical thinking skills and are familiar with project management processes such as budgeting and scheduling. In addition to these skills, the SYDNIA consultants in this role have capabilities that includes:

- Analyzing data details and accuracy
- Evaluating existing databases and systems
- Overseeing data mapping processes and creating custom solutions
- Adhering to best practices with respect to data retention, compliance requirements and litigation support.

3.12.2 Education and Experience
The data planning and storage consultant in this role has a Bachelor’s degree and a minimum of 5 years’ experience in a data planning and or storage systems support role.

3.13 IT Professional Services Consultant

3.13.1 Position Summary
The professional services consultant has experience working in partnership with clients, advising them on use of information technology in order to meet their business objectives or overcome problems, and to improve the structure and efficiency of IT systems in various organizations. Their responsibilities also include providing strategic guidance to clients with regard to technology and IT infrastructures and enable major business processes through enhancements to IT. They may also provide guidance and technical expertise during other processes as well, such as selection and procurement of new systems and user training and feedback.

Other responsibilities include:
Meeting with clients to determine requirements, defining the scope of a project, plan timescales and the resources needed

- Clarifying a client's system specifications, understanding their work practices and liaise with staff at all levels of a client organization
- Defining software, hardware and network requirements, analyzing IT requirements within companies and give independent and objective advice on the use of IT
- Developing agreed solutions and implementing new systems, presenting solutions in written or oral reports
- Help clients with change-management activities
- Supporting system design, test, installing and monitoring new systems, and preparing documentation and presenting progress reports to customers
- Organizing training for users and other consultants be involved in sales and support, and where appropriate, maintaining contact with client organizations
- Identifying potential clients and building and maintaining contacts.

3.13.2 Education and Experience
The professional services consultant has a Bachelor’s degree, and a minimum of 10 years’ experience in a consulting role helping organizations select, implement, and manage IT resources and teams working with key stakeholders to achieve organizational objectives.
## 4. Terms and Conditions

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<td>b. F.O.B. Shipping Terms</td>
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<td>e. Expedited Delivery Terms (Number of days/hours)</td>
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### 5. Price List

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<th>PRICE OFFERED TO GSA (including IFF)</th>
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