



TALISEN TECHNOLOGIES, INC.

Integrated Solutions for Enterprise Sustainability



Ordering Services and
Products Through GSA
Contract #GS-21F-0020Y



Energy Management
Planning and Strategies



Metering Services



Ancillary Supplies and/or
Services, Relating to
Energy Management

Talisen Technologies, Inc.
12655 Olive Boulevard
Suite 500
St. Louis, MO 63141-6362

Telephone: 314-317-7700
Fax: 314-317-7701

www.talisentech.com



TABLE OF CONTENTS

GSA Contract Documents

1	Corporate Experience	<i>Pages 3-5</i>
2	Contract Specifications	<i>Pages 6-10</i>
3	Labor Pricing Schedule (SINs 871 202 and 871 204)	<i>Page 11</i>
4	Labor Categories (SINs 871 202 and 871 204)	<i>Pages 12-26</i>
5	Product Pricing Schedule (SIN 871 100 Only)	<i>Page 27</i>



1 Corporate Experience

Talisen Technologies, Inc. is a software product development and integration company that develops and deploys enterprise IT solutions for critical infrastructure. Our solutions focus on managing information in the following markets: Secure Supply Chain, Enterprise Energy, Facilities and Workplace Management.

Talisen builds on its legacy technology to support clients with mission critical, enterprise IT infrastructures that are seeking ways to be energy wise. Talisen utilizes its experience in Software Development, Business Process Management, and Enterprise IT Management to create entirely new solutions in a cohesive environment around Facilities Information and Energy Management. Facilities and Energy Management is increasingly more important as the impact of energy consumption on the environment is felt globally.

Talisen develops and deploys platforms that are designed to provide:

- Transparency
- Reporting capabilities
- Cost reductions
- Efficiencies
- Energy conservation
- Infrastructure enhancement

Talisen's services and solutions include Facilities Information Management, Business Process Management, and Enterprise Technologies Solutions for large organizations in aerospace & defense, government, and facility management.

Leveraging technologies and years of experience developed for the Defense Industry, Talisen created a new product line for accurately managing facilities information from a large organizational portfolio view. In 2005, Talisen created the Enterprise Sustainability Platform (ESP) which is an all encompassing solution that brings together all of the different enterprise functions under a single, integrated and secure platform. ESP is a building life cycle management solution from a global and total cost of ownership perspective. At its core, the ESP converts data from real estate, operational, energy and capital sources into a visual knowledge that drives sustainable decisions that when acted on results



in cost savings and efficiencies. This visual knowledge becomes real time “business intelligence” data.

As the Master Integrator of the ESP solution, Talisen integrates existing and new separate applications using a secure communications backbone and a global portal environment to view data in a flexible graphical format. The applications integrated, range from very sophisticated bi-directionally controlled proprietary systems to simple flat file home developed processes. The key to the platform is its ability to pull information from the various applications and manipulate, analyze and display information in an open format leveraging the power of the internet and web based protocols. As a result, thousands of points of information can be analyzed real time on an ongoing basis.

In order to bring such a robust, one of a kind solution around Enterprise Sustainability Platform, Talisen partners with key industry leaders in the fields of energy management, network engineering, collaborative solutions, computer-aided facilities management and business process management.

Brief History - Founded in 1991, Talisen Technologies, Inc., formerly AeroTech Service Group, was an early pioneer in the transmission of secure information over the internet. Talisen Technologies, Inc. is a SBA 8(a) certified, minority owned business. The company has been recognized as a multi-year winner of the Deloitte and Touche Fast 50 Program and most recently named one of the 2009 Excellence Award Winners for Largest Minority-Owned Businesses in North America and around the world. Headquartered in St. Louis, Missouri, Talisen Technologies, Inc, continues to be a profitable, expanding business with multi-national presence in Europe and partnerships in Holland, United Arab Emirates and the United Kingdom.

Resources Acquisition & Hiring Practices - The Company has established guidelines in the areas of recruitment, selection, promotion, compensation, and applicant tracking. This is to ensure that the most qualified employees and subcontractors are the correctly identified for each opportunity. The Human Resource department will be responsible for directing compliance initiatives and ensuring compliance. The process includes job requisition, job posting, recruitment advertising, and extensive interviewing by management and executive team.

Use of Subcontractors - Talisen Technologies does engage in the use of subcontractors. Subcontractors can be invaluable for special contract or project work where we do not have sufficient resources to meet project needs or



timetables, or where subject matter or technical expertise may not exist within our organization. Human Resources, along with the hiring manager, will ensure that the department that is engaging the subcontractor is aware of their roles and the respective relationships with others within the organization. Human Resources and the hiring manager will assist the subcontractor in understanding the organizational requirements and project requirements the subcontractor will be responsible for adhering to during the course of the assignment.

Market Services - Our client acquisition strategy for the federal market includes working directly with contacts within the government, their trusted advisors and partners to understand how we can apply Talisen's experience to help drive better management of facilities and energy usage. We will use our vast experience in dealing with both federal and commercial clients to ensure our solution uses the leading technology and integrates with legacy systems.



2 GSA Contract Specifications

GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

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: www.GSAAdvantage.gov.

SCHEDULE: 03FAC

TITLE: FACILITIES MAINTENANCE AND MANAGEMENT

DUNS NUMBER: 789618022

SPECIAL ITEM NUMBERS:

- 871 100 Ancillary Supplies and/or Services, Relating to Energy Management
- 871 202 Energy Management Planning and Strategies
- 871 204 Metering Services

FSC/PSC CLASS: R498 Other Professional Services

CONTRACT NUMBER: GS-21F-0020Y

For more information on ordering from Federal Supply Schedules
Go to FSS Schedules at www.gsa.gov

CONTRACT PERIOD: 11/22/2011-11/21/2016

CONTRACTOR: Talisen Technologies, Inc.
12655 Olive Boulevard
Suite 500
St. Louis, MO 63141-6362



CONTRACTOR: Telephone: (314) 317-7700
 Fax: (314) 317-7701
 Website: www.talisentech.com

ADMINISTRATOR: Thomas J. Haake
 (314) 317-7669
thaake@talisentech.com

BUSINESS SIZE: Other than small business

1. AWARDED SPECIAL ITEM NUMBERS

Special Item Number (SIN)	Description
871 100	Ancillary Supplies and/or Services, Relating to Energy Management
871 202	Energy Management Planning and Strategies
871 204	Metering Services

2. MAXIMUM ORDER

\$1,000,000 *

* If the "best value" selection places your order over the Maximum Order, identified in this catalog/price list, the opportunity exists to obtain a better schedule price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement, (2) offer the lowest price available under this contract, or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the maximum order under the Schedule contract in accordance with FAR 8.404



- 3. MINIMUM ORDER:** \$100.00
- 4. GEOGRAPHIC COVERAGE:** Domestic Delivery Only
- 5. POINTS(S) OF PRODUCTION:** The management of these products and services is headquartered in St. Louis, MO with the location of products and services at the direction of the client
- 6. DISCOUNTS FROM LIST PRICES:** 20% (SIN 871 100 Only)

All prices for services reflect the net price
0% to 8% discount off listed Commercial Rate
(SINs 871 202 and 871 204)
- 7. QUANTITY DISCOUNTS:** N/A
- 8. PROMPT PAYMENT TERMS:** Net 30
- 9. PAYMENT METHODS:** Electronic wire, check, and other Government procurement or credit cards
- 10. FOREIGN ITEMS:** None
- 11a. TIME OF DELIVERY:** 30 Days ARO (SIN 871 100 Only)

Time of delivery for services is specified in the delivery/task order (TO)
- 11b. EMERGENCY DELIVERY:** N/A
- 11c. EXPEDITED DELIVERY:** N/A
- 11d. URGENT REQUIREMENTS** Services are available for "Urgent Requirements"



- 12. FOB POINT:** Destination
- 13a. ORDERING ADDRESS:** Same as Contractor Address
- 13b. ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA) can be found at www.gsa.gov
- 14. PAYMENT ADDRESS:** Same as Contractor Address
- 15. WARRANTY PROVISION:** Standard One Year Warranty (For Products)
- 16. EXPORT PACKING CHARGES:** N/A
- 17. TERMS AND CONDITIONS OF GOVERNMENT PROCUREMENT CARDS:** Any thresholds above the micro-purchase level
- 18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
- 19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
- 20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM PRICE LISTS PRICES (IF APPLICABLE):** N/A
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES:** N/A
- 21. LIST OF SERVICES AND DISTRIBUTION POINTS:** N/A



- 22. LIST OF PARTICIPATING DEALERS:** N/A
- 23. PREVENTATIVE MAINTENANCE:** N/A
- 24a. ENVIRONMENTAL ATTRIBUTES (e.g. RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS):** N/A
- 25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER:** 789618022
Cage Code: 0V8D8
- 26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Valid until August 3, 2012



3 GSA Labor Pricing Schedule

(SINs 871 202 and 871 204)

TALISEN TECHNOLOGIES, INC.
GSA HOURLY LABOR RATES
November 2011

Labor Category	Final GSA Rate w/IFF
Data Analyst I	\$56.83
Data Analyst II	\$76.57
Data Analyst III	\$96.73
DB Administrator I	\$123.12
DB Administrator II	\$134.41
DB Administrator III	\$154.76
Integration Engineer II	\$137.33
Practice Manager	\$177.73
Project Manager	\$148.11
System Administrator II	\$137.33
Technical Support I	\$59.24
Technical Support II	\$118.49



4 GSA Labor Categories

(SINs 871 202 and 871 204)

DATA ANALYST I

POSITION SUMMARY:

The Data Analyst I provides services related to the implementation, maintenance and upkeep of facilities management data in Computer Aided Facilities Management applications. Data conversions, transfers and scrubbing are a primary function of this position.

ESSENTIAL RESPONSIBILITIES:

- Receive data in Microsoft Excel, Delimited Text, or XML formats.
- Scrub the data to allow it to be easily imported into the destination database.
- Transfer the above listed data into a Microsoft SQL Server or Oracle database.
- Test all data to verify the accuracy and validity of the data transferred.
- Configure user access to the Computer Aided Facilities Management application.
- Maintain constant contact with Talisen's Project Manager to take direction, provide guidance or support regarding the Computer Aided Facilities Management system.

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- Bachelors Degree in Computer Science or Information Systems
- 1- 3 years experience with database usage, design and administration (Microsoft SQL Server, Microsoft Access, FileMaker Pro)
- Experience in Microsoft Word and Microsoft Excel.
- Exposure to Computer Aided Facilities Management software (ARCHIBUS, Tririga, FM Systems, eCenterOne, FAMIS/FIS, FM Desktop, etc.).
- High attention to detail.



- Effective oral and written communications skills. Understands the importance of formal written communication.
- Ability to communicate in a professional manner with client and executive management.
- Ability to work on multiple projects and tasks simultaneously.

DATA ANALYST II

POSITION SUMMARY:

The Data Analyst II provides services related to the implementation, maintenance and upkeep of facilities management data in Computer Aided Facilities Management applications. Data conversions, transfers and scrubbing are a primary function of this position.

ESSENTIAL RESPONSIBILITIES:

- Receive data in Microsoft Excel, Delimited Text, or XML formats.
- Scrub the data to allow it to be easily imported into the destination database.
- Transfer the above listed data into a Microsoft SQL Server or Oracle database.
- Test all data to verify the accuracy and validity of the data transferred.
- Configure user access to the Computer Aided Facilities Management application.
- Maintain constant contact with Talisen's Project Manager to take direction, provide guidance or support regarding the Computer Aided Facilities Management system.

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- Bachelors Degree in Computer Science or Information Systems
- 3 - 5 years experience with database usage, design and administration (Microsoft SQL Server, Microsoft Access, FileMaker Pro)
- Experience in Microsoft Word and Microsoft Excel.
- Exposure to Computer Aided Facilities Management software (ARCHIBUS, Tririga, FM Systems, eCenterOne, FAMIS/FIS, FM Desktop, etc.).
- High attention to detail.
- Effective oral and written communications skills. Understands the importance of formal written communication.



- Ability to communicate in a professional manner with client and executive management.
- Ability to work on multiple projects and tasks simultaneously.

DATA ANALYST III

POSITION SUMMARY:

The Data Analyst III provides services related to the implementation, maintenance and upkeep of facilities management data in Computer Aided Facilities Management applications. Data conversions, transfers and scrubbing are a primary function of this position.

ESSENTIAL RESPONSIBILITIES:

- Receive data in Microsoft Excel, Delimited Text, or XML formats.
- Scrub the data to allow it to be easily imported into the destination database.
- Transfer the above listed data into a Microsoft SQL Server or Oracle database.
- Test all data to verify the accuracy and validity of the data transferred.
- Configure user access to the Computer Aided Facilities Management application.
- Maintain constant contact with Talisen's Project Manager to take direction, provide guidance or support regarding the Computer Aided Facilities Management system.
- Supervise and oversee work of other data analysts

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- Bachelors Degree in Computer Science or Information Systems
- 5+ years experience with database usage, design and administration (Microsoft SQL Server, Microsoft Access, FileMaker Pro)
- Experience in Microsoft Word and Microsoft Excel.
- Exposure to Computer Aided Facilities Management software (ARCHIBUS, Tririga, FM Systems, eCenterOne, FAMIS/FIS, FM Desktop, etc.).
- High attention to detail.
- Ability to work on multiple projects and tasks simultaneously.
- Effective oral and written communications skills. Understands the importance of formal written communication.



- Ability to communicate in a professional manner with client and executive management.

DATABASE ADMINISTRATOR I

POSITION SUMMARY:

The Database Administrator I will be assist in the planning, maintenance and development of a database. This person will ensure that data remains consistent across the database, is clearly defined, ensure that users access data concurrently in a form that suits their needs, and there is provision for data security and recovery control. The Database Administrator is responsible for the environmental aspects of a database which includes recoverability, integrity, security, availability, performance and development, and testing support.

ESSENTIAL RESPONSIBILITIES:

- Plan data flows for a new or revised database
- Map out the conceptual design for a planned database in outline
- Consider both back-end organization of data and front-end accessibility for end-users
- Test new systems
- Maintain data standards
- Control access permissions and privileges
- Ensure that storage, archiving, backup and recovery procedures are functioning correctly
- Communicate regularly with technical, applications, and operational staff to ensure database integrity and security

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- Bachelor's Degree in Computer Science preferred or equivalent combination of education and experience
- Minimum 1 - 3 years relative experience
- Experience with managing multiple MS SQL 2000 & 2005 RDBMS on large systems
- Experience with monitoring and tuning a database to provide a high availability service.
- Practical experience of managing the MySQL database a plus
- Proven hands on experience is required



- Must be willing to work additional hours as necessary

DATABASE ADMINISTRATOR II

POSITION SUMMARY:

The Database Administrator II will be responsible for the planning, maintenance and development of a database. This person will ensure that data remains consistent across the database, is clearly defined, ensure that users access data concurrently in a form that suits their needs, and there is provision for data security and recovery control. The Database Administrator is responsible for the environmental aspects of a database which includes recoverability, integrity, security, availability, performance, and development and testing support.

ESSENTIAL RESPONSIBILITIES:

- Plan data flows for a new or revised database
- Map out the conceptual design for a planned database in outline
- Consider both back-end organization of data and front-end accessibility for end-users
- Test new systems
- Maintain data standards
- Control access permissions and privileges
- Ensure that storage, archiving, backup and recovery procedures are functioning correctly
- Communicate regularly with technical, applications, and operational staff to ensure database integrity and security

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- Bachelor's Degree in Computer Science preferred or equivalent combination of education and experience
- Minimum 3 - 5 years relative experience
- Experience with managing multiple MS SQL 2000 & 2005 RDBMS on large systems
- Experience with monitoring and tuning a database to provide a high availability service.
- Practical experience of managing the MySQL database a plus
- Proven hands on experience is required
- Must be willing to work additional hours as necessary



DATABASE ADMINISTRATOR III

POSITION SUMMARY:

The Database Administrator III will be responsible for the planning, maintenance and development of a database. This person will ensure that data remains consistent across the database, is clearly defined, ensure that users access data concurrently in a form that suits their needs, and there is provision for data security and recovery control. The Database Administrator is responsible for the environmental aspects of a database which includes recoverability, integrity, security, availability, performance, and development and testing support.

ESSENTIAL RESPONSIBILITIES:

- Plan data flows for a new or revised database
- Map out the conceptual design for a planned database in outline
- Consider both back-end organization of data and front-end accessibility for end-users
- Test new systems
- Maintain data standards
- Control access permissions and privileges
- Ensure that storage, archiving, backup and recovery procedures are functioning correctly
- Communicate regularly with technical, applications, and operational staff to ensure database integrity and security

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- Bachelor's Degree in Computer Science preferred or equivalent combination of education and experience
- 5+ years relative experience
- Experience with managing multiple MS SQL 2000 & 2005 RDBMS on large systems
- Experience with monitoring and tuning a database to provide a high availability service.
- Practical experience of managing the MySQL database a plus
- Proven hands on experience is required
- Must be willing to work additional hours as necessary



INTEGRATION ENGINEER II

POSITION SUMMARY:

The Integration Engineer II is a member of the systems integration team. This role has responsibility for the design of IT infrastructure, systems and integration mechanisms for legacy systems and applications, and new integrated system solutions and architecture components.

ESSENTIAL RESPONSIBILITIES:

- Architect, develop and implement systems consisting of multiple technologies and computing platforms to deliver secure network, collaboration or remote access solutions.
- Integrate software applications to deliver synergy from the software components, single sign-on, identity management and system security.
- Design and implement development of own secure gateway software product.
- Support technologies including various software applications, web servers, LDAP, Databases, networks, etc.
- Research and evaluate and recommend technical solutions including open source and commercial-off-the-shelf (COTS) products.

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- Bachelor's degree in Computer Science, Management Information Systems, or related field or a minimum of 5 years relevant experience.
- Proven experience of engineering and integration of complex systems which bring multiple technologies and computing platforms together is essential.
- Good understanding of infrastructure components including UNIX servers, windows servers, firewalls, routers, VPN appliances, backup devices etc.
- Must have excellent analytical skills, have the ability to multitask and have solid project management skills.
- Experience with Java, Perl, xml and Solaris. Experience with web servers such as apache, IIS, Sun iPlanet/Netscape is desirable.
- Strong communication and presentation skills along with excellent technical skills.



PRACTICE MANAGER

POSITION SUMMARY:

The Practice Manager will be responsible for leading and further developing Talisen's consulting practice. This includes annual bookings, labor revenue and profit margin goals and will have direct input in the formulation of the business plan.

ESSENTIAL RESPONSIBILITIES:

- Achieve a substantial component of Talisen's annual business plan including annual bookings, revenue, new account growth, backlog, profitability and quality goals
- Manage all necessary activities for successfully developing and managing client relationships for existing and prospective accounts
- Responsible for all business development and sales activities for new consulting opportunities
- Proposal preparation, pricing, scope review, support and QA/QC
- Develop and package new and innovative consulting service offerings consistent with Talisen's core business focus
- Recruit, hire, mentor and train Practice Leads and Project Managers
- Management of staff including monthly project and staffing reviews, financial performance reviews, performance reviews with staff, and sales efforts reviews
- Responsible for executing consulting projects within budget, schedule, and meeting customer expectations for quality
- Serve as a nationally recognized industry leader

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- B.S. in Business, Information Technology or Engineering, advanced education degree a plus, registered professional and/or PMP a plus
- 10 - 15 years of technology-related consulting experience in facilities management with 5 years at the Principal Consultant level
- Experience managing multiple teams and multiple consultants
- Extensive consulting experience in the following:
 - IT Strategic Planning, with hands-on delivery capability
 - Disaster Recovery Planning
 - Requirements definition and software selection



- Implementation of ERP, CMMS, CIS, LIMS, IW Pretreatment and GIS applications
- Business Process Improvement
- Program and Project Management
- Communications Master Planning
- Telecommunications
- Excellent business development, marketing, sales and closing skills
- Extensive experience writing and producing winning proposals

PROJECT MANAGER

POSITION SUMMARY:

The Project Manager is responsible for directing and assisting in the overall planning, direction and coordination of a project. The Project Manager will be the main point of contact between Talisen and our client(s). Primary responsibilities include schedule and financial management.

ESSENTIAL RESPONSIBILITIES:

- Manage all aspects of assigned projects following initial sales activity.
- Duties to include planning and scheduling of all phases of assigned projects, serve as primary customer contact and liaison, financial and budgetary responsibility, ensure level of technical quality is achieved and maintained and coordinate resource allocation.
- Accountable for continual tracking and analysis of project performance against project plan to ensure project success.
- Define system specifications in cooperation with customer, working within the boundaries of system capabilities and functionalities.
- Demonstrates leadership by facilitating requirements gathering sessions, writing well-defined statements of work and specification documents, and driving projects to successful deployment by leveraging internal resources.
- Manage, control and report all project costs and activities.
- Provide regular and appropriate status to senior management and customer regarding project updates, problems, schedule changes, etc. Prepare and coordinate action plans to address specific business issues/problems.
- Ensures proper reporting procedures are followed internally and to customer requirements.



EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- Four year degree or equivalent in Computer Science, Computer Engineering (or related technical field or four years experience in delivering technology projects).
- 5-7 years experience in technical project management, implementing mid-size project implementations, to include specifications, implementation, reporting, cost and schedule management.
- Capability to comprehend and effectively translate customer's requirements into functional technical specifications.
- Must be confident and at ease dealing with a variety of personalities, both internally and externally.
- Must possess excellent analytical skills allowing for thorough consideration of all aspects associated with project implementation(s).
- Must have the resiliency to work extended hours, when required, specifically for proposal responses with specific time deadlines.
- Solid knowledge of project management principles, practices, techniques, and tools.
- Proven project management experience with excellent communication skills and ability to manage multiple, and sometimes conflicting, priorities.
- Ability to manage multiple tasks/project simultaneously while meeting company's commitments including project deadlines, quality, budget, and customer expectations.
- Demonstrated problem solving skills and persistence, and ability to exercise multiple initiatives in a dynamic and fast-paced environment.
- Ability to develop strong business relationships with individuals serving as part of the project team, internal and external resources, and customers.
- PC skills (MS Office Suite, Project, etc.), especially with MS Project or similar tool, managing complex projects.
- High level interpersonal, communication (both verbal and written), negotiation and conflict management skills; able to work with a variety of people.
- Ability to travel as required.
- PMP, Six Sigma, ITIL or other training/experience a plus



SYSTEMS ADMINISTRATOR II

POSITION SUMMARY:

The Systems Administrator II will assist in deploying and be responsible for managing internal systems.

ESSENTIAL RESPONSIBILITIES:

- Troubleshooting and correcting problems across multiple systems
- Rely on his/her ability with systems, network devices (routers, switches, load balancers, etc.), and application flow to narrowly identify and resolve configurations issues or bugs
- Managing IT system infrastructure and any processes related to these systems.
- Provide second level problem identification, diagnosis and resolution of problems.
- Provide support for the dispatch system and hardware problems and remain involved in the resolution process.

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- BS in Computer Science or Engineering, or related technical discipline or comparable experience
- 3+ years of experience
- Outstanding oral and written communication and interpersonal skills are required
- Must be a self-starter who takes initiative; but also works well in a team environment
- Ability to meet deadlines and work independently (essential skills)
- Familiarity with Java application servers/LDAP/DNS/Mail/RPM (desired)
- Knowledge of multiple operating systems is required (Solaris, Linux, and NT/2000)
- Understanding of how various Network Applications (Web Servers, databases, and application servers) work together for an overall systems solution



TECHNICAL SUPPORT I

POSITION SUMMARY:

The Technical Support I will be responsible for ensuring the proper monitoring, reporting, escalation, and resolution of problems identified by various diagnostic systems. This includes the interpretation of alarms on all network management systems, ensuring that proactive measures are taken to ensure network integrity. He/she monitors, tests, and analyzes network connectivity to ensure prompt, efficient, and complete diagnostic and corrective actions in support of the services being provided.

ESSENTIAL RESPONSIBILITIES:

- Proactively monitors network systems and facilities to detect service degradation and/or failures in power, communications equipment, software, or circuits.
- Proactively monitors transport services such as Private Line, Frame Relay, ATM, Internet Access Services, Voice Services, etc. for availability, performance, degradations and/or failures.
- Responds to trouble calls in a timely and professional manner.
- Escalates network problems to appropriate vendors and/or internal personnel in accordance with department standards.
- Tests, analyzes, performs corrective actions and restores network equipment and services in a timely and accurate manner.
- Develops and improves documentation to enhance and support problems analysis and resolution.
- Performs trend analysis of systems and event logs to ensure optimal performance.
- Accurately reports and processes network problem information in the problem tracking system in accordance with department standards.
- Performs preventative maintenance tasks.
- Generates network performance reports as prescribed

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- BS in Computer Science, Engineering, Mathematics or related professional experience
- Knowledge of data communications, networking, telecommunications, fiber optic transmission, Internet and related industries



- Working knowledge of hardware/software used to identify, isolate, and capture the cause of service impacting problems
- Flexibility to work diverse schedules
- Ability to work effectively in mission-critical environment
- Good oral and written communication skills
- Ability to work closely with others/teamwork
- Ability to react quickly in crisis situation
- Skills that would be a plus include:
- Knowledgeable and capable of supporting and troubleshooting Carrier Transport Offerings
 - i. Private Line (56Kb through DS3)
 - ii. Frame Relay
 - iii. MPLA
- Cisco Technology
 - i. Routers (72xx, 36XX, 28XX Series Routers)
 - ii. Switches (35XX, 29XX, 6509)
- Knowledge of Firewalls and Security (plus)
 - i. Cisco PIX, Checkpoint Firewalls
 - ii. Intrusion Detection
- Good understanding and working knowledge of IP address schemes
 - i. Understand NATs, Access Lists
 - ii. Subnetting and address schemes
- Good understanding and working knowledge of routing protocols
 - i. BGP, EIGRP
- Well versed in Network Management Applications
 - i. HP Open View NNM
 - ii. Concord Live Health and eHealth
 - iii. Cisco Works
- Experience with protocol analyzers (Observer, Sniffer, Net Scout)
- Basic Understanding of UNIX Commands is a plus

TECHNICAL SUPPORT II

POSITION SUMMARY:

The Technical Support II will be responsible for ensuring the proper monitoring, reporting, escalation, and resolution of problems identified by various diagnostic systems. This includes the interpretation of alarms on all network management systems, ensuring that proactive measures are taken to ensure network integrity. He/she monitors, tests, and analyzes network connectivity to ensure prompt,



efficient, and complete diagnostic and corrective actions in support of the services being provided.

ESSENTIAL RESPONSIBILITIES:

- Proactively monitors network systems and facilities to detect service degradation and/or failures in power, communications equipment, software, or circuits.
- Proactively monitors transport services such as Private Line, Frame Relay, ATM, Internet Access Services, Voice Services, etc. for availability, performance, degradations and/or failures.
- Responds to trouble calls in a timely and professional manner.
- Escalates network problems to appropriate vendors and/or internal personnel in accordance with department standards.
- Tests, analyzes, performs corrective actions and restores network equipment and services in a timely and accurate manner.
- Develops and improves documentation to enhance and support problems analysis and resolution.
- Performs trend analysis of systems and event logs to ensure optimal performance.
- Accurately reports and processes network problem information in the problem tracking system in accordance with department standards.
- Performs preventative maintenance tasks.
- Generates network performance reports as prescribed

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- BS in Computer Science, Engineering, Mathematics or related professional experience
- Minimum 2 years experience
- Knowledge of data communications, networking, telecommunications, fiber optic transmission, Internet and related industries
- Working knowledge of hardware/software used to identify, isolate, and capture the cause of service impacting problems
- Flexibility to work diverse schedules
- Ability to work effectively in mission-critical environment
- Good oral and written communication skills
- Ability to work closely with others/teamwork
- Ability to react quickly in crisis situation
- Skills that would be a plus include:



- Knowledgeable and capable of supporting and troubleshooting Carrier Transport Offerings
 - i. Private Line (56Kb through DS3)
 - ii. Frame Relay
 - iii. MPLA
- Cisco Technology
 - i. Routers (72xx, 36XX, 28XX Series Routers)
 - ii. Switches (35XX, 29XX, 6509)
- Knowledge of Firewalls and Security (plus)
 - i. Cisco PIX, Checkpoint Firewalls
 - ii. Intrusion Detection
- Good understanding and working knowledge of IP address schemes
 - i. Understand NATs, Access Lists
 - ii. Subnetting and address schemes
- Good understanding and working knowledge of routing protocols
 - i. BGP, EIGRP
- Well versed in Network Management Applications
 - i. HP Open View NNM
 - ii. Concord Live Health and eHealth
 - iii. Cisco Works
- Experience with protocol analyzers (Observer, Sniffer, Net Scout) Basic Understanding of UNIX Commands is a plus



5 GSA Product Pricing Schedule

(SIN 871 100 Only)

TALISEN TECHNOLOGIES, INC.
GSA PRODUCT PRICING
November 2011

Product Category	Final GSA Rate w/IFF
Gateway 6 Product License <i>(10 to 25 licenses/users)</i>	\$80,605
Product Maintenance <i>(10 to 25 licenses/users)</i>	\$14,509
Gateway 6 Product License <i>(26 to 5,000 licenses/users)</i>	\$161,209
Product Maintenance <i>(26 to 5,000 licenses/users)</i>	\$29,018
Gateway 6 Product License <i>(5,001 to 15,000 licenses/users)</i>	\$282,116
Product Maintenance <i>(5,001 to 15,000 licenses/users)</i>	\$50,781
Gateway 6 Product License <i>(15,001 to 100,000 licenses/users)</i>	\$403,023
Product Maintenance <i>(15,001 to 100,000 licenses/users)</i>	\$72,544