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

MULTIPLE AWARD SCHEDULE
FSC GROUP: INFORMATION TECHNOLOGY

Note: Contractor has been awarded all SINs under the Cooperative Purchasing and Disaster Recovery Programs.

DYONYX, L.P.
13430 NW Fwy – Suite 1000
Houston, TX 77040
(p) 713.485.7021 (f) 713.830.5909
www.DYONYX.com
Contract Administrator: Melissa Harrocks
Email: contractsdl@DYONYX.com

CONTRACT NUMBER: GS-35F-0320N

PERIOD COVERED BY CONTRACT:
February 13, 2003 through February 12, 2023

BUSINESS SIZE:
Other than Small Business
Current Through Mod PO-0055 effective November 15, 2021

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 GSA Advantage!® is: GSAA Advantage.gov. For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
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### INFORMATION FOR ORDERING ACTIVITIES
**APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINS):**

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151HACS</td>
<td>Highly Adaptive Cybersecurity Services (HACS)</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>Electronic Commerce and Subscription Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See price list below

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See price list below

2. **MAXIMUM ORDER PER SIN:**

<table>
<thead>
<tr>
<th>SIN</th>
<th>MAXIMUM ORDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151HACS</td>
<td>$500,000 per Order</td>
</tr>
<tr>
<td>54151S</td>
<td>$500,000 per Order</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>$500,000 per Order</td>
</tr>
</tbody>
</table>

3. **MINIMUM ORDER LIMITATION:** $100 per Order

4. **GEOGRAPHIC COVERAGE (DELIVERY AREA):** Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. **POINT OF PRODUCTION:** United States

6. **DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE:** Prices listed are net, discounts have been deducted and the industrial funding fee has been added.

7. **QUANTITY DISCOUNT:** None
8. PROMPT PAYMENT TERMS: *Net 30 Days*

9. FOREIGN ITEMS: *None*

10a. TIME OF DELIVERY: *As negotiated between Contractor and Ordering Activity*

10b. EXPEDITED DELIVERY: *Contact Contractor*

10c. OVERNIGHT AND 2-DAY DELIVERY: *Contact Contractor*

10d. URGENT REQUIREMENTS: *Contact Contractor*

11. F.O.B. POINT: *Destination*

12a. ORDERING ADDRESS:  
*DYONYX, L.P.*  
13430 NW Fwy – Suite 1000  
Houston, TX 77040

12b. 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.*

13. PAYMENT ADDRESS: *Same as ordering address*

14. WARRANTY PROVISION: *Standard Commercial Warranty*

15. EXPORT PACKING CHARGES: *Not Applicable*

16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: *Not Applicable*

17. TERMS AND CONDITIONS OF INSTALLATION: *Not Applicable*

18a. TERMS AND CONDITIONS OF REPAIR PARTS: *Not Applicable*

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: *Not Applicable*

19. LIST OF SERVICE AND DISTRIBUTION POINTS: *Not Applicable*
20. LIST OF PARTICIPATING DEALERS: *Not Applicable*

21. PREVENTIVE MAINTENANCE: *Not Applicable*

22a. SPECIAL ATTRIBUTES: *Not Applicable*

22b. SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE ON ELECTRONIC AND INFORMATION TECHNOLOGY (EIT) SUPPLIES AND SERVICES. Full details can be found here: [http://dyonyx.block2150.com/industries/gsa-508](http://dyonyx.block2150.com/industries/gsa-508). The EIT standards can be found at [www.section508.gov](http://www.section508.gov/).

23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER: 958760654

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE. Contractor is registered and active in SAM. Cage code: 1YQD5
TERMS AND CONDITIONS APPLICABLE TO HIGHLY ADAPTIVE CYBERSECURITY SERVICES (HACS) (SPECIAL ITEM NUMBER 54151HACS)

Vendor suitability for offering services through the Highly Adaptive Cybersecurity Services (HACS) SINs must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Federal Acquisition Regulation (FAR) Part 52.204-21
- OMB Memorandum M-06-19 - Reporting Incidents Involving Personally Identifiable Information and Incorporating the Cost for Security in Agency Information Technology Investments
- OMB Memorandum M-07-16 - Safeguarding Against and Responding to the Breach of Personally Identifiable Information
- OMB Memorandum M-16-03 - Fiscal Year 2015-2016 Guidance on Federal Information Security and Privacy Management Requirements
- OMB Memorandum M-16-04 – Cybersecurity Implementation Plan (CSIP) for Federal Civilian Government
- The Cybersecurity National Action Plan (CNAP) NIST SP 800-14 - Generally Accepted Principles and Practices for Securing Information Technology Systems
- NIST SP 800-27A - Engineering Principles for Information Technology Security (A Baseline for Achieving Security)
- NIST SP 800-30 - Guide for Conducting Risk Assessments
- NIST SP 800-35 - Guide to Information Technology Security Services
- NIST SP 800-44 - Guidelines on Securing Public Web Servers
- NIST SP 800-48 - Guide to Securing Legacy IEEE 802.11 Wireless Networks
- NIST SP 800-53 – Security and Privacy Controls for Federal Information Systems and Organizations
- NIST SP 800-61 - Computer Security Incident Handling Guide
- NIST SP 800-64 - Security Considerations in the System Development Life Cycle
- NIST SP 800-82 - Guide to Industrial Control Systems (ICS) Security
- NIST SP 800-86 - Guide to Integrating Forensic Techniques into Incident Response
- NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment
- NIST SP 800-137 - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations
- NIST SP 800-153 - Guidelines for Securing Wireless Local Area Networks (WLANs)
- NIST SP 800-171 - Protecting Controlled Unclassified Information in non-federal Information Systems and Organizations

****NOTE: All non-professional labor categories must be incidental to, and used solely to support Highly Adaptive Cybersecurity Services, and cannot be purchased separately.

****NOTE: All labor categories under the Special Item Number 54151S Information Technology Professional Services may remain under SIN 54151S unless the labor categories are specific to the Highly Adaptive Cybersecurity Services SIN.

1. SCOPE

a. The labor categories, prices, terms and conditions stated under Special Item Number 54151HACS, Highly Adaptive Cybersecurity Services apply exclusively to High Adaptive Cybersecurity Services within the scope of this Information Technology Schedule.
b. Services under this SIN are limited to Highly Adaptive Cybersecurity Services only. Software and hardware products are under different Special Item Numbers on IT Schedule 70 (e.g. 511210 and 33411), and may be quoted along with services to provide a total solution.

c. This SIN provides ordering activities with access to Highly Adaptive Cybersecurity services only.

d. Highly Adaptive Cybersecurity Services provided under this SIN shall comply with all Cybersecurity certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.

e. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. ORDER

a. Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

b. The Contractor agrees to render services during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of Highly Adaptive Cybersecurity Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor’s travel.

4. INSPECTION OF SERVICES


5. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (MAY 2014) Rights in Data – General, may apply. The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal
data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to the ordering activity’s security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Highly Adaptive Cybersecurity Services.

7. INDEPENDENT CONTRACTOR

All Highly Adaptive Cybersecurity Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

8. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

9. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for Highly Adaptive Cybersecurity Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

10. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

11. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
12. DESCRIPTION OF HIGHLY ADAPTIVE CYBERSECURITY SERVICES AND PRICING
   Please refer to the labor category descriptions and pricing incorporated into this GSA Pricelist.
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. **PERFORMANCE INCENTIVES**
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. **ORDER**
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. **PERFORMANCE OF SERVICES**
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
   d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. **STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**
   a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order
is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either:

1. Cancel the stop-work order; or
2. Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

1. The stop-work order results in an increase in the time required for, or in the Contractor’s cost properly allocable to, the performance of any part of this contract; and
2. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage: provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. **INSPECTION OF SERVICES**
The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor–hour orders placed under this contract.

7. **RESPONSIBILITIES OF THE CONTRACTOR**
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. **INDEPENDENT CONTRACTOR**
All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
10. ORGANIZATIONAL CONFLICTS OF INTEREST
   a. Definitions.
      “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or
corporation that is a party to this contract.

      “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief
executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and
any joint venture involving the Contractor, any entity into or with which the Contractor
subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a
proposed ordering activity contract, without some restriction on ordering activities by the
Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the
Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing
contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best
interests of the ordering activity, ordering activities may place restrictions on the Contractors, its
affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing
orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be
designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise
exist in situations related to individual orders placed against the schedule contract. Examples of
situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES
   The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress
payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments
shall be based upon completion of defined milestones or interim products. Invoices shall be submitted
monthly for recurring services performed during the preceding month.

12. PAYMENTS
   For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper
invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress
payments shall be made only when authorized by the order. For time-and-materials orders, the Payments
under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb
2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For
labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC
2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to labor-hour orders placed under this
contract.

13. RESUMES
   Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS
   Incidental support costs are available outside the scope of this contract. The costs will be negotiated
separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS
   The ordering activity may require that the Contractor receive, from the ordering activity’s Contracting
Officer, written consent before placing any subcontract for furnishing any of the work called for in a task
order.

16. DESCRIPTION OF IT SERVICES AND PRICING
   Please refer to the labor category descriptions and pricing incorporated into this GSA Pricelist.
1. **SCOPE**
The prices, terms and conditions stated under Special Item Number 54151ECOM Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

2. **ELECTRONIC COMMERCE CAPACITY AND COVERAGE**
The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

3. **INFORMATION ASSURANCE**
   a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
   b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “Standards for Security Categorization of Federal Information and Information Systems”) (FIPS 200, “Minimum Security Requirements for Federal Information and Information Systems”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
   c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

4. **DELIVERY SCHEDULE.**
The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers, paragraph 6. Delivery Schedule.

5. **INTEROPERABILITY.**
When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

6. **ORDER**
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

7. **PERFORMANCE OF ELECTRONIC SERVICES**
The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.
8. **RESPONSIBILITIES OF THE CONTRACTOR**  
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

9. **RIGHTS IN DATA**  
The Contractor shall comply with FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

10. **ACCEPTANCE TESTING**  
If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

11. **WARRANTY**  
The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer’s commercial warranty for the item listed on the GSA Schedule Contract.

   The warranty shall commence upon the later of the following:
   a. Activation of the user’s service
   b. Installation/delivery of the equipment

   The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

12. **MANAGEMENT AND OPERATIONS PRICING**  
The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

13. **TRAINING**  
The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:
   None

14. **MONTHLY REPORTS**  
In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

15. **ELECTRONIC COMMERCE SERVICE PLAN**  
See attached GSA Schedule pricelist for details.
DYONYX, L.P.

INFORMATION TECHNOLOGY LABOR CATEGORY DESCRIPTIONS
SIN 54151S

Education/Experience Equivalency:
DYONYX LP reserves the right to make the following substitutions in the education and/or experience requirements of any service skill categories set forth herein (unless otherwise noted).

1. One (1) year of experience is the equivalent of one year of education.
2. One (1) year of education is the equivalent of one year of experience.
3. Certification relate to information technology is equivalent to two (2) years of the experience/education requirement.

Position Title: Active Directory Design Specialist

Functional Responsibilities:
Experience designing network operating systems; support professionals, system architects, and consultants responsible for implementing Active Directory solutions; managers and project managers involved in the design, planning, and deployment of IT systems.

- Plan, coordinate and manage enterprise deployment of the windows platform throughout an entire organization.
- Experience with enterprise scale deployments of Active Directory, PKI, Exchange Server, Windows 2000/XP.
- Act as focal point in defining and executing enterprise design activities within a project. Provide comprehensive definition of all aspects of enterprise development from analysis of mission needs to verification of enterprise performance.

Minimum Education/Experience:
- Bachelor's degree (or equivalent) in Computer Science, Business, Management, Management Information Systems, or related field.
- 6-8 years of general experience or 4 years of specific experience preferred

Position Title: Active Directory Migration Specialist

Functional Responsibilities:
Experience with enterprise scale migration network operating systems; support professionals, system architects, and consultants responsible for implementing Active Directory solutions; managers and project managers involved in the design, planning, and deployment of IT systems.

- Plan, coordinate and manage enterprise deployment of the windows platform throughout an entire organization.
- Must be familiar expert in such areas as enterprise scale migration, Active Directory, PKI, Exchange Server, Windows 2000/XP.
- Act as focal point in defining and executing enterprise design activities within a project. Provide comprehensive definition of all aspects of enterprise development from analysis of mission needs to verification of enterprise performance.

Minimum Education/Experience:
- Bachelor's degree (or equivalent) in Computer Science, Business, Management, Management Information Systems, or related field.
- 6-8 years of general experience or 4 years of specific experience preferred
**Position Title:** Administrative Specialist I, II, and III  

**Functional Responsibilities:**  
Provides administrative support such as technical typing, editing of word processing and other computer-based manuscripts, integration of various sources into a cohesive product which may be delivered as computer-based media, preparation of graphical and narrative presentation materials. Provides assistance with maintaining personnel and other project-related files; prepares correspondence; schedules and coordinates meetings and travel associated with the performance of IT project-specific requirements. Supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating graphics generated with automated tools into deliverable documents. Provides support for the life cycle of IT equipment.  

**Minimum Education/Experience:**  
High School Diploma or GED.  
I. Junior Level: Up to three years related experience.  
II. Senior Level: Three to six years of related experience  
III. Lead Level: More than six years of related experience

**Position Title:** Applications Developer I, II, and III  

**Functional Responsibilities:**  
Responsible for the development of applications to support any project requirement, for internal use or to be distributed to clients. Developer will be given parameters and exact application requirements. Responsible for selecting the appropriate language to use in creating required applications and for providing input on system design and architecture. Responsible for aiding in the development of Document Type Definitions (DTDs), Formatting Output Specification Instances (FOSIs), and electronic presentation style sheets (XSL). Provides maintenance and support for existing data conversion processes, publishing processes and SGML/XML transformation processes. Responsible for error handling in all applications. Analyzes functional business applications and designs specifications for functional activities. Develops code, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications. Works with technical staff to understand problems with software and develops problem resolutions. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flowcharts. Prepares required documentation. Provides technical direction for programmers to ensure compliance with specifications and schedule requirements.  

**Minimum Education/Experience:**  
Bachelor of Science Degree in Computer Science, Management Information Systems, or a related field. Demonstrate analytic, written and oral communications skills.  
I. Junior Level: Minimum of three years relevant experience  
II. Senior Level: Three to five years relevant experience.  
III. Lead Level: Five or more years of relevant experience

**Position Title:** Applications Project Manager  

**Functional Responsibilities:**  
Responsible for the development of applications to support any project requirement either for internal use or for distribution to clients. Developer will be given parameters and exact application requirements.  
- Responsible for selecting the appropriate language to use in creating required applications.  
- Responsible for providing input on system design and architecture.  
- Responsible for aiding in the development of Document Type Definitions (DTDs), Formatting Output Specification Instances (FOSIs), and electronic presentation stylesheets (XSL).  
- Provides maintenance and support for existing data conversion processes, publishing processes and SGML/XML transformation processes.  
- Responsible for error handling in all applications.  

**Minimum Education/Experience:**  
- Bachelor of science degree in computer science, MIS or equivalent work experience  
- Three years’ experience  
- Demonstrate analytic, written and oral communications skills
Position Title: Applications Specialist

Functional Responsibilities:
Participate in the planning, coordination, and solution development and implementation activities related to applications and technologies within the organization. Proven communication skills, problem-solving skills, proficiency in programming languages and data structures, and knowledge of integration best practices are critical to successful performance in this role.

- Participate in planning and corresponding strategies between business units.
- Provide technical knowledge and experience during the planning, execution, and management of new applications,
- Identify common patterns and document best practices,
- Build and maintain relationships with other groups within DYONYX to understand the technologies being used and to identify opportunities for reuse,
- Participate in testing phase of software and applications under development in order to identify and remedy potential problem areas,
- Build relationships with vendors of application software deployed in environment to both learn about and provide feedback on their technical integration capabilities,
- Continually develop skills in the integration technologies in the cloud environment, as well as staying informed on new developments in integration technology.
- Design, develop, and deploy solutions within the organization’s SDLC and software development methodologies,
- Support the infrastructure: System and Database Administration, Performing maintenance of the production, staging, and testing environments, Troubleshooting system, network applications and Cloud applications,
- Assist with problem determination and resolution efforts,
- Implement audit, logging, and monitoring solutions to provide proactive operational support,
- Assist with identifying opportunities to enhance or improve business processes via integration, or, as necessary, minimize the impact of integration on those processes.

Minimum Education/Experience:
- BS /MS in Computer science or computer engineering or equivalent work experience
- Certifications in CEP, EMCCA, EMCCIS, Google Apps Certified Deployment, a plus.
- 5+ years direct experience in enterprise-level application
- Advanced knowledge of infrastructure architecture for IaaS and PaaS clouds.
- Strong understanding of the application of Cloud technologies (e.g. AKKA, Scala, Python, Java, Knowledge of Single Sign On technologies like ADFS, Ping Federate, Okta, etc.)
- Confidence and experience with API protocols and schemas such as SOAP and REST
- Experience with securing integration scenarios using appropriate authentication, authorization, non-repudiation, and data encryption methods.
- Strong knowledge of system and software quality assurance best practices and methodologies.

Position Title: Architect

Functional Responsibilities:
Participate with team members to focus on core sets of critical programs, working with each of the distributed application teams to ensure proper and holistic designs, and clarity in technical responsibilities.

- Liaison between each application area and our business partners to make sure all business capability is documented for which it was designed. Positions in this function are involved in the development, communication and implementation of the organization's technology architecture and applications plan, including the components required to support it and in the integration of corporate and business architectures and applications.
- Responsible for coordinating, administering and supporting activities related to data planning, data recovery and development and related projects.

Minimum Education/Experience:
BS in Computer Science or equivalent work experience
- Requires 5 years or more in enterprise architecture as solutions architect for large efforts spanning multiple projects, business and IT delivery teams.
• Requires 3 years or more experience with Java, Oracle/SQL
• Demonstrated success in prior roles as an Enterprise Architect
• Program Management/Project Management experience preferred
• Excellent communication skills (listening, comprehension, presentation, diplomacy, oral & written)
• Directing work through others in a matrixed organization via influence rather than positional authority
• Strong consultative, negotiation, and selling skills
• Experience with SOA a strong plus

**Position Title:** Computer Systems Engineer I, II, and III  
**Functional Responsibilities:**
Reviews computer system requirements in terms of machine capabilities, technology, and man-machine interface. Prepares functional requirements and specifications for hardware acquisitions. Identifies and documents hardware problems and proposes solutions. Assesses and documents current site network configuration and user requirements, including those supporting LANs and WANs. Optimizes network topologies. Supports the analysis and development of new hardware requirements and prepares specifications for hardware acquisitions. Prepares engineering plans, site installation technical design packages, and drawings documenting configuration changes. Prepares site installation and test reports. Performs post installation checkout, and provides operations and maintenance support. Configures computers, communications devices, and peripheral equipment. Conducts site surveys. Installs hardware, cables and related devices. May train site personnel in proper use of hardware.  
**Minimum Education/Experience:**
A Bachelor's Degree or equivalent in Computer Science, Information Systems, Engineering, or other related field. Demonstrate analytical, written, and oral communications skills.  
I. Junior Level: Three years of related experience.  
II. Senior Level: Five years of related experience.  
III. Lead Level: Seven or more years related experience.

**Position Title:** Configuration Management Engineer I and II  
**Functional Responsibilities:**
Responsible for or participates in configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Responsible for configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements for all baselines have been met. Supports quality assurance process audits.  
**Minimum Education/Experience:**
Bachelor’s Degree in Information Systems, Management Information Systems, or a related field.  
I. Senior Level: Four to six years of related experience.  
II. Lead Level: Six or more years of related experience.

**Position Title:** Database Administrator I, II, and III  
**Functional Responsibilities:**
Performs deployments, maintenance, and support for databases, underlying database management systems, and operating systems. Monitors database performance, performs analyses, and determines and implements solutions for improvements. Ensures the viability, redundancy, archiving, purging, and disaster recovery for databases, supporting systems, and integrated applications. Understands related security vulnerabilities and implements measures to ensure database integrity, confidentiality, and availability in conformance with applicable regulations and industry standards. Understands and performs configuration of hardware platforms for server systems including hardware components, fault tolerance, data storage. Performs monitoring, analysis, and troubleshooting for database and system anomalies and errors. Documents support policies, procedures, and standards.  
**Minimum Education/Experience**
Bachelor’s Degree in Computer Science, Information Systems, or a related field.  
I. Junior Level: Two to five years of relevant experience.
II. Senior Level: Five to eight years of relevant experience.
III. Lead Level: More than eight years of relevant experience.

**Position Title:** Database Analyst I, II, and III

**Functional Responsibilities:**
Plan, design, and implement corporate databases. Analyze all informational requirements and develop database specifications. Interact with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Analyze and define the logical database structure for current and future needs. Establish, maintain and control the data dictionary for the database. Design and implement accurate, secure and efficient databases. Maintain accurate and up-to-date knowledge of database information and requirements for maximizing database potential. Ensure that databases are designed to meet requirements at the lowest possible costs. Ensure the timely completion of the database projects and estimated costs. Provide assistance to various organizations as required for database design, implementation, and troubleshooting. Maintain standards and documentation. Assist Senior Database Analyst in the identification and resolution of production and/or applications development problems related to the use of the database management system software or utilities. Monitor system development activities as they relate to the database development effort.

**Minimum Education/Experience:**
Bachelor's Degree in computer Science, Information Systems, or a related field. General knowledge of business practices. Experience with fourth generation database development packages (e.g., FoxPro, dBase4, Oracle, Clipper, Sybase, ACCESS, etc.). Experience with mainframe database environments (e.g., IMS, DB2).

I. Junior Level: Two to five years’ experience with various database systems.
II. Senior Level: Five to eight years’ experience with various database systems.
III. Lead Level: Eight or more years’ experience with various database systems.

**Position Title:** Database Architect I and II

**Functional Responsibilities:**
Database architects are highly experienced individuals who have an in-depth understanding of database design and structure, and use those skills and knowledge to maintain their security and reliability.

- Design database applications, such as interfaces, data transfer mechanisms, global temporary tables, data partitions, and function-based indexes to enable efficient access of the generic database structure.
- Design databases to support business applications, ensuring system scalability, security, performance and reliability.
- Develop data models for applications, metadata tables, views or related database structures.
- Develop load-balancing processes to eliminate down time for backup processes.
- Develop or maintain archived procedures, procedural codes, or queries for applications.
- Develop and document database architectures.
- Develop database architectural strategies at the modeling, design and implementation stages to address business or industry requirements.
- Collaborate with system architects, software architects, design analysts, and others to understand business or industry requirements.
- Create and enforce database development standards.
- Demonstrate database technical functionality, such as performance, security and reliability.

**Minimum Education/Experience:**
- Bachelor's Degree or Master’s Degree in Computer Science, Management Information Systems, or a related field.
- General knowledge of business practices. Experience with fourth generation database development packages (e.g., FoxPro, dBase4, Oracle, Clipper, Sybase, ACCESS, etc.). Experience with mainframe database environments (e.g., IMS, DB2).

I. Junior Level: Two to five years’ of relevant experience
II. Senior Level: Five or more years’ of relevant experience
Position Title: Desktop Support Specialist I, II, and III  

Functional Responsibilities:  
Demonstrated experience with desktop publishing and office automation systems. Knowledgeable of project operations and relationship with support functions. Perform variety of professional support functions using organization's office automation systems. Provides guidance to other staff in the use of IT systems and their function relevant to the project mission. Provides guidance to management and staff on relevant issues, policies, and procedures. Perform business and technical analyses as required. Generate reports on various technical and administrative issues as required.  

Minimum Education/Experience:  
Bachelor’s Degree or equivalent experience. Demonstrated analytic, written, and oral communications skills.  
I. Junior Level: Two years’ of relevant experience in general information technology systems and project support.  
II. Senior Level: Two to four years’ of relevant experience in general information technology systems and project support.  
III. Lead Level: More than four years of relevant experience in general information technology systems and project support.  

Position Title: Desktop Technician  

Functional Responsibilities:  
Provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. 
- Installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance.  
- Troubleshoot problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required.  
- Assist in developing long-term strategies and capacity planning for meeting future desktop hardware needs.  
- Conduct research on desktop products in support of PC procurement and development efforts. Evaluate and recommend products for purchase.  
- Write technical specifications for purchase of PCs, desktop hardware and related products.  

Minimum Education/Experience:  
- Bachelor’s Degree or equivalent experience.  

Position Title: Disaster Recovery Specialist I  

Functional Responsibilities:  
Responsible for security and integrity of assigned electronic data, data systems, and data networks and provides support in the development of an organization’s emergency management and business recovery plans. Contributes knowledge of business processes, management structures, technology programs/platforms, and performs functions pertaining to the organization’s business risk assessment. Reviews and develops business recovery strategies. Drafts procedures for identifying failures and invoking contingency plans, creates response procedures, and identifies communication channels. Communicates with various response teams during testing, actual execution of recovery procedures, and supports the design, development, installation, implementation, and administration of backup solutions. Makes recommendations to the user community and the operations group on system enhancements and designs, and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery.  

Minimum Education/Experience:  
Bachelor’s Degree in Computer Science, Information systems, or a related field.  
I. Lead Level: More than six years of related experience.  

Position Title: Document Management Specialist  

Functional Responsibilities:  
- Researches, writes, edits, and proofreads more complex technical data for use in documents or sections of documents such as manuals, procedures, and specifications to provide clients with information regarding technical areas in a less technical way.  
- Assists in establishing style guidelines and standards for texts and illustrations to meet business needs.  
- Reads previous documentation and design notes, and uses computer based training or company technical products to gather and research technical information for use in more complex documentation.
• Writes, organizes, enters and compiles more complex online help files to support end users.
• Creates, compiles, and delivers more complex system/software developmental documentation packages including, but not limited to narratives, logic diagrams, input and output samples, input preparation instructions, job setup information, etc., from technical project team inputs, system requirements analysis, system design specifications, technical system design, technical procedure development, configuration control requirements, test and training specifications, and programming notes.
• Assists in creating project plan, etc. for completing documentation.

**Minimum Education/Experience:**
• Bachelor's degree or equivalent combination of education and experience
• Experience working with desktop publishing, word processing, and on-line documentation software
• Personal computer and business solutions software skills
• Good proofreading and editing skills
• Experience in effectively formatting & editing technical publications to include writing, editing, and illustrations
• In-depth experience with word processing, presentation, spreadsheet and database applications required; Proficient with PowerPoint, MS Word, MS Project
• Certifications or additional experience can be substituted for educational requirements

**Position Title:** Exchange 2000 Migration Specialist

**Functional Responsibilities:**
Experience implementing and administering network operating systems; support professionals, system architects, and consultants responsible for implementing Exchange 2000 solutions; managers and project managers involved in the design, planning, and deployment of IT systems.
• Plan, coordinate and manage enterprise deployment of the windows platform throughout an entire organization.
• Must be familiar expert in such areas as Exchange 2000, PKI, Exchange Server, Windows 2000/XP.
• Act as focal point in defining and executing enterprise design activities within a project. Provide comprehensive definition of all aspects of enterprise development from analysis of mission needs to verification of enterprise performance.
• Working knowledge of TCP/IP, DNS, DHCP, LAN, and WAN technologies and other Internet protocols; the Smart Curricula Microsoft Windows 2000 - Core Technologies, Microsoft Windows 2000 - Installation and Administration, Microsoft Windows 2000 - Network Protocols and Remote Access, and Microsoft Windows 2000 - Group Policy

**Minimum Education/Experience:**
• Bachelor's degree (or equivalent) in Computer Science, Business, Management, Management Information Systems, or related field.
• 6-8 years of general experience or 4 years of specific experience preferred

**Position Title:** Firewall Security Expert

**Functional Responsibilities:**
Installs, evaluates operates and maintains data integrity systems. Provides support to senior engineers for site security surveys and evaluations. Participates in the evaluation and selection of Firewalls and other security systems. Performs daily checks and assessments of data integrity systems operation and performance, and reports to senior managers. Must be familiar with network design, installation and operation.
• Has in-depth knowledge and experience with computer security and system architectures.
• Performs system vulnerability assessments and conducts trade-off studies to recommend methods of countering threats to the system.
• Is knowledgeable in the design and implementation of computer hardware and software protection systems to include firewalls, packet filters, encryption standards and protocols, IP spoofing, network file service attacks, network scanning, packet sniffers, sendmail attacks, and attacks on internet sites.
• Is knowledgeable of LAN, WAN, Internet and Intranet architectures.
• Is experienced in the design and implementation of secure virtual private networks.

**Minimum Education/Experience:**
• Bachelor's Degree or equivalent experience
Seven years of experience in computer related fields with at least four years of information security experience specializing in Firewall, and other data integrity systems, evaluation, selection, application to specific requirements, configuration and installation.

**Position Title:** Functional Analyst I, II, and III  
**Functional Responsibilities:**  
Analyzes customer’s information technology functional requirements. Performs functional analysis to identify required tasks and their interrelationship. Identifies resources required. Works with systems engineers on systems integration issues and requirements.  
**Minimum Education/Experience:**  
Bachelor’s Degree in Computer Science, Information Systems, Management Information Systems, or a related field.  
I. Junior Level: Two to four years of related experience.  
II. Senior Level: Four to six years of related experience.  
III. Lead Level: Six to eight years of related experience

**Position Title:** Graphic Designer I, II and III  
**Functional Responsibilities:**  
Develops, designs, and produces a variety of graphic products for integration into documentation developed to support internal and external clients. Develops graphics in a format that can be easily integrated into various media including: Internet/Intranet, CD-ROM, video, and print media. Develops stills, 2D animations, and 3D animations as required. Designs and operates computer graphics software programs to prepare and modify the basic format and type settings for graphs, charts, drawings, documents, block diagrams and schematics. Proofs work for visual appearance, completeness and accuracy; performs art paste-up work, duplicates finished masters, and files finished documents. May be required to develop rough draft sketches and to create free-hand illustration work.  
**Minimum Experience/Education:**  
Bachelor’s Degree in Graphics Design, Fine Arts, Media Development, or related field.  
I. Junior Level: Three years’ experience with demonstrable experience in technical illustration work.  
II. Senior Level: Five years’ experience with demonstrable experience in technical illustration work.  
III. Lead Level: Seven or more years with demonstrable experience in technical illustration work

**Position Title:** Hardware Engineer I, II, and III  
**Functional Responsibilities:**  
Reviews computer system requirements in terms of machine capabilities, technology, and man-machine interface. Prepares functional requirements and specifications for hardware acquisitions. Identifies and documents hardware problems and proposes solutions. Assesses and documents current site network configuration and user requirements, including those supporting LANs and WANs. Optimizes network topologies. Supports the analysis and development of new hardware requirements and prepares specifications for hardware acquisitions. Prepares engineering plans, site installation technical design packages, and drawings documenting configuration changes. Prepares site installation and test reports. Performs post installation checkout, and provides operations and maintenance support. Configures computers, communications devices, and peripheral equipment. Conducts site surveys. Installs hardware, cables and related devices. May train site personnel in proper use of hardware.  
**Minimum Education/Experience:**  
A Bachelor's Degree or equivalent in Computer Science, Information Systems, Engineering, or other related field. Demonstrate analytical, written, and oral communications skills.  
I. Junior Level: Three years of related experience.  
II. Senior Level: Five years of related experience.  
III. Lead Level: Seven or more years related experience.

**Position Title:** Information Technology Specialist  
**Functional Responsibilities:**  
Design, operate, or maintain technology products.  
- Provide services related to software, hardware, databases, Web resources, networks and enterprise systems.  
- Network management, software development and database administration  
- Provide technical support to organization's employees  
- Train non-technical workers on the business's information systems.
• Design systems and assess the effectiveness of technology resources already in use or new systems that are
being implemented.
• Determine the practicality of changes and modification of systems.
• Work with external partners, including consultants, agencies and vendors, to arrive at the most appropriate
system or integration of multiple systems.

Minimum Education/Experience:
• Bachelor's degree program or higher in Computer Science, Information Science, or related field;
• Stay current on emerging technologies and the potential effectiveness of these advancements
• Junior Level: Experience with multiple programming languages and diverse software and hardware
• Training and experience in communication systems and networks, Internet and intranet development, data
encryption, and security
• Certifications: CISSP, MCITP, A+, Network +, and Security +

Position Title: Information Technology Subject Matter Expert I and II

Functional Responsibilities:
Leads major portions of IT projects of various size. Provides highly technical and specialized knowledge and
solutions for complex IT problems and requirements. Performs analyses and studies, and prepares reports. Gathers
facts through research, interviews, surveys, and other fact finding techniques. Analyzes customer’s business, derives
conclusions, prepares final reports, and makes presentations.
Uses in-depth specialized IT skills and business knowledge to achieve desired business objectives.
When required by customer requirements, applies systems security expertise in the cross-correlation of security
parameters to detect security threats. Responsible for explaining advanced level security solutions to IT challenges
related to a client’s technical and business issues and concerns. Uses accepted tools and techniques (oral interviews,
structured surveys, etc.) in gathering information from key business leaders and IT personnel. Conducts examination
of all types of digital systems for evidence of wrongdoing or mischief. Demonstrates an in-depth understanding of
the legal and technical ramifications of these unauthorized intrusions or misuse of information. Responsible for
highly complex technical/engineering areas. When required, applies expert knowledge and expertise in areas such as
relational databases, data mining, systems design, application development, encryption, operating systems (e.g.,
Windows, Linux/UNIX), infrastructure protocols, etc.), and other high demand IT areas of support.

Minimum Education/Experience:
Bachelor’s Degree in Computer Science, Information Systems, Management Information Systems, or a related field.
Must possess industry-recognized certifications in area(s) of expertise.
I. Senior Level: Eight to ten years of directly relevant experience in a particular business segment (federal, local
government, commercial).
II. Lead Level: Ten or more years of directly relevant experience in a particular business segment (federal, local
government, commercial).

Position Title: Network Administrator I, II, and III

Functional Responsibilities:
Assists in the daily operational availability of the hardware and software systems required to support facility
operations. Assists in overseeing scheduled testing and review of hardware and software to ensure potential problems
are identified at the earliest point possible, aids in adjustment and/or repairs of hardware problems, ensures
programming adjustments are implemented as the need is detected, recommends appropriate corrective action for
routine problems, ensures documentation is prepared for all hardware and/or software adjustment and/or
modifications, and assists in the preparation of reports and analysis of operations. Evaluates and troubleshoots
LAN/MAN/WAN and other network related problems, provides technical expertise for performance and
configuration of networks. Performs general LAN/MAN/WAN administration. Optimizes network topologies and site
configurations. Coordinates requirements with users and suppliers

Minimum Education/Experience:
Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related scientific, technical, or
functional discipline. Demonstrate analytical, written, and oral communications skills.
I. Junior Level: Four years of relevant experience.
II. Senior Level: Six years of relevant experience.
III. Lead Level: Eight or more years of relevant experience.
Position Title: Network Engineer I, II, and III

Functional Responsibilities:
Responsible for design, acquisition, installation, maintenance, and usage of network systems. Determines best products to meet needs and presents results. Manages system performance and maintains system security. Installs network hardware and software. Responsible for installing, operating, maintaining, upgrading, and repairing local area networks and wide-area networks, network servers, and workstations.
Establishes backup data operations to include offsite, security, and storage. Issues and maintains passwords and user authority levels. Duties may include maintenance of configuration control on company-wide systems; review of operating instructions to determine equipment settings and operating procedures; monitoring end-user usage patterns; and establishing schedules for maximum utilization.
Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements system policies, and standards, and ensures their conformance with information systems objectives.

Minimum Education/Experience:
Bachelor’s Degree in Computer Science, Management Information Systems, or equivalent work experience. Knowledge and experience with PC hardware and software technology as well as UNIX system administration, file interchange, shared network resources, Internet access and electronic mail. Demonstrated analytical, written, and oral communications skills.
I. Junior Level: Three years of experience with LAN technologies including multiple network operating systems (NT, LAN Server, etc.), topologies (Token Ring, Ethernet) and protocols (TCP/IP, IPS/SPX, Nethios/Netbeui, etc.) and Wide Area/Metropolitan Area Networks.
II. Senior Level: Five years of experience with LAN technologies including multiple network operating systems (NT, LAN Server, etc.), topologies (Token Ring, Ethernet) and protocols (TCP/IP, IPS/SPX, Nethios/Netbeui, etc.) and Wide Area/Metropolitan Area Networks.
III. Lead Level: Seven or more years of experience with LAN technologies including multiple network operating systems (NT, LAN Server, etc.), topologies (Token Ring, Ethernet) and protocols (TCP/IP, IPS/SPX, Nethios/Netbeui, etc.) and Wide Area/Metropolitan Area Networks.

Position Title: Network Lead

Functional Responsibilities:
Provide management of network and ensure its optimal performance.

Responsibilities:
• Provide support to gain and retain customer satisfaction;
• Provide consultation on optimal network topology;
• Periodically report on crucial network parameters such as uptime, reliability, availability etc.;
• Periodically report on customer satisfaction;
• Build network topology;
• On an on-going basis, proactively monitor the health and performance of network and analyze network trends;
• Proactively identify, analyze, troubleshoot, and diagnose network issues;
• Research alternative solutions or workarounds to the problem;
• Appropriately escalate issues to responsible parties depending on the problem area;
• Follow up on cases and escalate as necessary for timely resolution;
• Recommend and implement researched alternative solutions on the network;
• Document issues and resolution for future reference in Cherwell;
• Provide internal IT support for network environment on a need basis.

Minimum Education/Experience:
• Bachelor’s Degree in Computer Science, Information Technology or an equivalent;
• 6+ years of experience in networking or IT Helpdesk industry, of which minimum 2 years of experience is in leading a team of network engineers;
• Certifications: MCSE and any one of the following — CCNA, CCNP, CCIE, CNE;
• Good understanding of the following: Linux, Windows 2000, Windows 2003 and Active Directory; Windows Server 2008; Windows Server 2010 desirable
• Networking: Good working knowledge of Switches, Routers, Firewalls, LAN, WAN, TCP/IP, UDP, QoS;
• Team player with a positive mental attitude;
• Excellent written and verbal communication skills;
• Excellent analytical and problem solving skills.
• Good understanding of applications, servers, Databases, email servers such as Exchange 2000, Exchange 2003 & Exchange 2007, SharePoint
• Experience working with protocols such as SMTP, POP3, and MAPI

**Position Title:** Network Systems Manager I and II

**Functional Responsibilities:**
Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites. Supervises staff. Conducts vulnerability assessments on various types of networks and topologies. Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, and provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large scale computer integrated networks. Configures and maintains mid-range to high-range computers. Implements hard disk fault tolerance features. Specialized experience also includes supervising the operation and maintenance of communication systems. General experience includes all aspects of communication networks planning, installation, and support.

**Minimum Education/Experience:**
Bachelor’s Degree in Computer Science, Information Systems Management Information Systems or a related field. Demonstrated ability to manage technical staff in dynamic IT environment.
I. Senior Level: Five years relevant experience.
II. Lead Level: Eight or more years of relevant experience

**Position Title:** Network Technician

**Functional Responsibilities:**
The Network Technician analyzes computer- and network-related problems reported by end-users, diagnoses the most effective method to resolve the problem and implements the solution; installs, maintains, and troubleshoots the District’s Local Area Network (LAN), Wide Area Network (WAN), data communications, microcomputers and all peripheral equipment.
• Identifies, troubleshoots and resolves hardware-, software- and network-related problems encountered by end-users of the District network, the Internet, the mainframe, PCs, and new computer technology.
• Configures and installs Windows workstations and Macintosh operating systems in response to the demands of a complex network design.
• Trains end-users on the use and features of the various operating systems and applications on the various platforms.
• Performs primary network system administration on network servers as needed.
• Installs, certifies and troubleshoots campus and remote-campus network cabling infrastructure, including a wide variety of local area network equipment and software.
• Uses established tracking system to log requests; monitors progress, tracks problem resolution, identifies patterns of failure, researches bug fixes and implements solutions; communicates with manager regarding unresolved problems.
• Works with vendors to resolve hardware operating system issues; researches and tests possible solutions and implements solutions. Analyzes bugs in system and application software; researches and tests possible solutions; implements solutions.
• Works with Programmers to solve mainframe application problems to meet end-user computing needs.
• Writes scripts and batch files as needed to enhance the function of the operating system.
• Optimizes computer usage by researching and recommending enhancements to system capabilities and performance.
• Enforces the District’s network security and installation procedures.

**Minimum Education/Experience:**
Associate’s degree with at least two years of coursework in computer sciences. Current experience providing Level Two technical desktop and network support in a large multi-platform and multi-operating systems environment OR one year of experience and an MCP (Microsoft Certified Professional) certificate.
Demonstrated experience implementing local area networks using multi-operating systems and platforms, network and computer trouble-shooting and problem solving skills required, including knowledge of networking theory, principles and practices. Specific knowledge of TCP/IP and Windows Server.

**Position Title:** Program Manager I, II, and III  
**Functional Responsibilities:**  
Serve as manager for client contracts overseeing all aspects of contract performance, including assignment and oversight of consultants, communicating with client managers and setting work policies.  
- Provide single point of contact for all client questions or issues involving contract.  
- Conducts interviews of key business leaders and IT personnel  
- Assign consultants to appropriate position based on client requirements.  
- Communicate with client managers on a regular basis to assure high quality performance by consultants.  
- Formulate and enforce work standards for consultants, review work discrepancies.  
- Communicate policies, standards, purposes, goals and client feedback to consultants  

**Minimum Education/Experience:**  
- Bachelor degree or equivalent experience.  
- Minimum Eight years’ experience.  
- Demonstrated ability to work independently  
- High level of verbal and written communication skills  
- Demonstrated ability to manage multi-consultant contracts.  

I. Junior Level: Eight to ten years of relevant work experience  
II. Senior Level: Ten to twelve years of relevant work experience  
III. Lead Level: Twelve or more years of relevant work experience

**Position Title:** Project Director  
**Functional Responsibilities:**  
**Project /Practice Management**  
- Manages the strategic aspects of large information technology (IT) engagements and mitigates any risk.  
- Oversees senior managers and managers working on client engagements within practice.  
- Reviews high-level IT deliverables across practice.  
- Ensures engagement reviews and quality assurance procedures take place for all practice engagements.  
- Provides IT leadership to practice within a geographic area.  
- Develops and implements strategic objectives for practice that are aligned with the region's strategic initiatives.  

**Communication**  
- Ensures practice is well informed, at all times, of changes and news worthy events within our company.  
- Effectively communicates relevant practice information to superiors.  
- Handles difficult personnel situations directly, using appropriate discretion, HR advice, and respect for the individual.  
- Promotes us through speaking engagements at industry conferences and involvement in local business organizations.  

**Technical Understanding**  
- Full understanding of business and technology requirements  
- Evaluates and redesigns IT practice offerings.  
- Understands the implications of different technical choices and is able to guide our clients to the best solution for their situation.  

**Leadership**  
- Achieves excellence in all areas of business  
- Champions change and effectively manages the implementation of new ideas  

**Teamwork**  
- Reinforces team approach throughout practice both on client projects and internal initiatives.
• Supports and solicits input from team members at all levels within the organization.
• Ensures regular team and practice events take place away from the office.

Client Management
• Communicates effectively with clients to identify IT needs and evaluate alternative business solutions and strategies.
• Continually defines ways to increase customer satisfaction and deepen client relationships.
• Expected to be able to deliver, within the contraints of scope, quality, time, and cost, complete IT project solutions
• Maintains lasting client relationships.
• Ensures practice delivers superior IT solutions to clients.
• Provides senior level resolution to client issues.

Innovator Development
• Participates in all programs and enforces all policies relating to performance evaluations and career development planning.
• Reviews management evaluations for consistency.
• Impresses upon management the importance of the career planning and performance evaluation programs.
• Creates an environment where Innovators can successfully achieve professional career path goals.
• Manages the development of project managers and senior managers.
• Assigns tasks to practice management that give managers an opportunity to grow.

Internal Operations
• Reviews status reports of Project Managers and Senior Managers and addresses issues as appropriate.
• Lends expertise to internal teams and task forces.
• Enforces standard policies and procedures.

Minimum Education/Experience:
• Bachelor degree or equivalent experience.
• PMP Certification is a plus.
• Minimum Ten years’ experience with a concentration in Project/Program Management.
• Minimum of Five years in a Senior IT Leadership position
• Demonstrated ability to work independently
• High level of verbal and written communication skills
• Demonstrated ability to manage multi-consultant contracts.

Position Title: Project Manager I, II, and III

Functional Responsibilities:

Internal project reporting and administration
• Be prepared to discuss project quality, client and team satisfaction, and project success metrics during regularly scheduled and ad hoc project review meetings with the managing director.
• Track and report weekly on percent complete, budget burn, earned value, slippage, project effort, and duration to complete and other key project metrics.
• Keep an accurate risk tracking document with an associated mitigation plan.

Resource management
• Determine project roles of team members based on project requirements, timeframes, and budget.
• When necessary work with external contractors in addition to internal resources.
• Define skill sets (competencies) required for the project based on project specifications and requirements.
• Determine resource requirements (including staffing, software, hardware, and facilities) of projects, based on project specifications.

Client management
• Continually seeks opportunities to increase customer satisfaction and deepen client relationships.
• Builds a knowledge base of each client’s business, organization and objectives.
• Manages day-to-day client interaction.
• Sets and manages client expectations.
• Develops lasting relationships with client personnel that foster client ties.
• Communicates effectively with clients to identify needs and evaluate alternative business solutions.

Project accounting and finance
• Understands basic revenue models, p/l, and cost-to-completion projections and makes decisions accordingly.
• Understands our pricing model and billing procedures.
• Accurately forecasts revenue, profitability, margins, bill rates, and utilization.
• Assures project legal documents are completed and signed.
• Tracks and reports team hours and expenses on a weekly basis.
• Manages project budget.
• Determines appropriate revenue recognition, ensures timely and accurate invoicing, and monitors receivables for project.
• Follows up with clients, when necessary, regarding unpaid invoices.
• Analyzes project profitability, revenue, margins, bill rates, and utilization.

Project planning
• Explain implications of changes to project scope and/or objectives to the client and to the project team.
• Lead the team to prioritize signed off project work based on analysis of strategic importance, tasks outstanding, obstacles or barriers, budgets, resources, and deadlines.
• Create, or participate in the creation of, project documentation.
• Manage the client stakeholders, team members, or contract personnel to design a solution and establish associated project timelines and budgets that allow for the delivery of the most strategic functionality within the project constraints.
• Establish and maintain a usable and well-communicated schedule for all phases of a project.
• Work with the account director to ensure changes are understood and approved.

Project control
• Manage scope creep through client change orders, internal change orders, phased delivery or other methods to ensure projects deliver on timeline, scope, within budget, and strategy expectations.
• Evaluate all key project deliverables, as well as final product to ensure traceability of requirements, high quality, and client acceptance.
• Responsible for formal sign off on all project deliverables; this will often include coordinating input and involvement from the account director and client.
• Ensure project meets internal and client expectations with respect to quality, budget, delivery timelines, and strategy.
• Identify, track, manage, and mitigate risk on specific client engagements. Escalate these issues when necessary to ensure minimal impact to quality, budget, and timeline.
• Where project control is in jeopardy, create contingency plans with appropriate input from key team members (including the account director) and implement a revised project schedule, scope, or budget in a timely manner.

Project communication
• Work with account director to ensure clients achieve an understanding of expectations, deliverables, dependencies, risks, and progress.
• If needed, create customized reporting for the client or team.
• When appropriate, work directly with clients, or in concert with account management and/or team leads, to secure sign off on deliverables or documentation
• Use sound judgment in all project communication and ensure that key stakeholders are included
• Team, client, and management are apprised of project activities in a timely manner.
• Communicate progress, risks, expectations, timelines, milestones and other key project metrics to clients and team members.

Minimum Education/Experience:
• Bachelor's Degree or equivalent experience.
• Demonstrated competence with problem analysis
• Demonstrated ability to establish and maintain effective relationships and partnerships with key stakeholders
• Demonstrated experience in leading and managing complex projects that are strategic in nature and national in scope
• Strong interpersonal, communication, facilitation, and presentation skills
• Strong analytical and problem solving skills
• Ability to work independently and with minimal supervision
• Demonstrated ability to work in a small team setting
Good computer skills, proficient with ms office applications
Experience with the federal government funding process is an asset

I. Junior Level: Four to six years of relevant work experience
II. Senior Level: Six to eight years of relevant work experience
III. Lead Level: Eight years or more of relevant work experience

**Position Title:** Quality Assurance Engineer/Analyst I, II, and III

**Functional Responsibilities:**
Provides technical and administrative direction for personnel performing software development tasks including the review of work products for correctness; adherence to the design concept and to user standards; review of program documentation to ensure government standards/requirements are satisfied; and for progress in accordance with schedule. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major system installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Education/Experience:**
Bachelor’s Degree in Information Systems, Management Information Systems, or a related field.
I. Junior Level: Up to four years of related experience.
II. Senior Level: Four to six years of related experience.
III. Lead Level: Six or more years of related experience.

**Position Title:** Quality Assurance Manager I and III

**Functional Responsibilities:**
Ensures and maintains a process throughout the system lifecycle and associated documentation. Determines the resources required for quality control. Maintains and ensures a level of quality throughout the system lifecycle. Conducts formal and informal reviews at pre-determined points throughout the development lifecycle. Provides daily supervision and direction to support staff.

**Minimum Education/Experience:**
Bachelor’s Degree in Information Systems, Management Information Systems, or a related field.
I. Junior Level: Six to eight years of related experience.
III. Lead Level: Ten or more years of related experience.

**Position Title:** Report Writer

**Functional Responsibilities:**
Responsible for developing, documenting, and supporting standardized and/or customized reports from the college’s information database.

- Analyze tables in the college’s student management information system (SMIS) to establish knowledge of data for accurate retrieval and use in report writing.
- Utilize available tools such as SQL, Info maker, Microsoft Access, and Cold fusion to provide technical reports for the ISS Director and campus staff and faculty.
- Present report data in a way that is most meaningful and readily accessible to staff and faculty using a combination of system reports via Info maker, Microsoft Access Interfaces, and Cold fusion web pages.
- Demonstrate outstanding communication skills to translate reporting requests in order to accurately meet the actual information and deadline needs of users.
- Educate requestors as to appropriate and desirable parameters to ensure they get the information they need.
- Collaborate with end users to gather report requirements and ensure proper testing and validation. Provide support to end users on standardized and ad hoc reports.
- Work closely with the web developer to ensure security enforcement when deploying web reports.

**Minimum Education/Experience:**
MANDATORY: Associate’s degree or two years of college, plus training and 2 years of direct experience in report writing using tools such as: Info maker, Microsoft Access, Microsoft Word, Microsoft Excel, and SQL. Employee must have working knowledge of data extraction and analysis. Communicate effectively verbally and in writing to technical and non-technical users. Able to handle detail oriented work while meeting schedules and deadlines.
Position Title: Service Desk Manager

Functional Responsibilities:

- Provide successful management and operational direction of Service Desk staff.
- Successful coordination and execution of hiring, workforce planning, skill development, performance assessments, mentoring, merit planning, and recognition/disciplinary actions.
- Accountability for day-to-day operational schedule and performance of Service Desk programs and services.
- Planning operations skill and resource needs, and providing accurate future staffing forecasts.
- Contributing to the successful development of service desk strategies with the Tech Ops Technical Director of End-User, Collaboration Services and their staff.
- Working with the other Service Desk and managers to identify best practices and opportunities to leverage resources.
- Successfully identifying areas requiring process improvements, capturing and disseminating lessons learned and good business practices.
- Responsible for identifying and providing the necessary training required for the service desk team to be successful.
- Demonstrating and embracing Leadership behaviors while providing effective leadership for a team of 50+ employees.
- Providing line of support assistance for questions and issues which after reviewing KMR (Knowledge Repository) and contacting other subject matter experts do not yield a solution.
- Managing operational issues as well as site/security/facility issues.

Minimum Education/Experience:

- BA/BS or equivalent experience.
- Prior leadership experience with an Information Technology Service Desk (Helpdesk) including service level management, incident management, problem management, knowledge management, change management, technical training, quality assurance, e-support, and priority management.
- Skill Center management experience including Hiring, Performance management, discipline/improvement actions, coaching, learning plans, hiring strategy, vendor relations, etc.
- Experience and expertise in Cherwell and other Service Desk tools.
- ITIL Certified.
- Experience with Disaster/Recovery planning and execution.
- Project Management experience in medium size facility or IT projects.
- Virtual Team Management.
- Strategic Planning Exposure.
- Proven ability to successfully coach, mentor, and deal directly with difficult employees.
- Excellent teaming and interpersonal skills demonstrated through previous work experience.
- Excellent working knowledge of Microsoft office tools illustrated through previous work experience.
- Excellent management and leadership skills as illustrated through previous work experience.
- Excellent time management and organizational skills.

Position Title: Service Desk Specialist I, II, III, and IV

Functional Responsibilities:

Provides highly technical expertise in systems operation and maintenance. Provide help desk support on IT hardware and software systems. Accurately records and track calls using help desk software. Responsible for 24 x 7 help desk operations. Familiar with automated tools to monitor, track and document work flows. Develop schedules and workload distribution.

Minimum Education/Experience:

Bachelor’s Degree or equivalent experience. Demonstrated analytical, written, and oral communications skills.

I. Entry Level: Up to two years relevant help desk experience.
II. Junior Level: Two years relevant help desk experience.
III. Senior Level: Five years relevant help desk experience.
IV. Lead Level: Seven or more years relevant help desk experience.

Position Title: Service Desk Technical Lead

Functional Responsibilities:

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Provide strong technical expertise in Active Directory, Messaging, and Infrastructure boundary protection to, and supervise a team of, SD technicians.

- Maintain a master training plan, provide on-the-job training, and perform as the knowledgeable liaison to other teams,
- Maintain current and historical troubleshooting and resolution data;
- Provide trend analysis from statistical information; ensuring the smooth deployment of standard desktop configuration (SDC) for local users; and SDC problem resolution for customers.
- Conduct problem identification, research, isolation, resolution, and follow-up assuming the timely closeout of trouble tickets in Remedy ticketing system and coordinate additional support as needed to ensure problem resolution, and customer satisfaction.
- Technical Lead will research tools and technical resources to resolve problems and create workarounds. Candidate will ensure Service Desk roles and procedures embrace the ITIL framework of Event Management, Incident Management, Requests Fulfillment, Problem Management and Access Management.
- Field calls, prioritize workload, incident escalation, client standardization, PC imaging and troubleshooting, trouble ticket management, active directory account management, and the escalation of problems.
- Strong customer service orientation is required supporting end users in accessing and using computer systems and business applications, responding to and diagnosing IT problems through a variety of means, such as phone conversations, desktop visits, or remote control technology.

**Minimum Education/Experience:**

- Bachelor’s degree in Computer Science or Information Technology discipline
- Seven years of progressive technical and help desk experience on an enterprise level network
- Desired Certifications: MCITP, A+, Network +, Security+, CISSP, ITIL V3 Foundation

**Position Title:** Software Engineer I, II, III, and IV

**Functional Responsibilities:**

Designs software tools and subsystems to support reuse and domain analyses, and manages the implementation.

Manages software development and support using formal specifications, data flows, diagrams, and other accepted design techniques (e.g., CASE tools). Estimates software development cost and schedule. Reviews existing programs and assists in making refinements, reducing operating time and improving current techniques. Formulates and defines specifications for software applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, coding, testing, debugging, and documentation. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance reviews, and the evaluation of existing and new software products.

**Minimum Education/Experience:**

Bachelor’s Degree in Computer Science, Information Systems, or a related field.

I. Entry Level: Two to four years of relevant experience
II. Junior Level: Four to six years of relevant experience
III. Senior Level: Six to eight years of relevant experience.
IV. Lead Level: Eight or more years of relevant experience.

**Position Title:** Systems Administrator I, II, and III

**Functional Responsibility:**

Supervise and manage the daily activities of configuration and operation of the business systems.

Mainframe, mini or client/server-based. Optimizes system operation and resource utilization. Performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

**Minimum Education/Experience:**

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. General experience includes progressive operations experience on a large-scale computer system or a multi-server local area network.

I. Junior Level: Two to four years of related experience
II. Senior Level: Four to six years of experience of which at least three must be specialized experience in computer systems administration.
III. Lead Level: More than six years of experience of which at least five must be specialized experience in computer systems administration.
Position Title: Systems Engineer I, II, III, and IV

Functional Responsibilities:
Analyzes functional business requirements and designs specifications for functional activities. Provides identification/fixes for problems within existing systems design/implementation of new systems, or the existing system. Participates in the analysis, design, and new construction of next generation IT systems. Responsible for defining the needs of customers and identifying the realities of commercially available IT products. Creates requirements that facilitate implementation by the architecture and engineering team.

Minimum Education/Experience:
Bachelor’s Degree in Computer Science, Information Systems, or a related field. Must have experience in one or more areas including telecommunication concepts, computer languages, operating systems, middleware, or database management systems.
I. Entry Level: Up to two years of relevant experience
II. Junior Level: Up to four years of relevant experience.
III. Senior Level: Four to six years of relevant experience.
IV. Lead Level: Six or more years of relevant experience.

Position Title: Systems Operations Manager I

Functional Responsibilities:
Manages computer operations for mainframe, mini, or client server-based IT environment. Ensures production schedules are achieved. Ensures computer system resources are used efficiently. Coordinates the resolution of production-related problems. Ensures the establishment of proper working relationships with customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises operations staff activities.

Minimum Education/Experience:
Bachelor’s Degree in Computer Science, Information Systems, or a related field.
III. Lead Level: More than eight years of related experience

Position Title: Technical Developer I, II, and III

Functional Responsibilities:
Manages software research, development, maintenance, standards/guidelines, quality assurance, preliminary documentation, source code control, error tracking/reporting, hardware implementation/support, and technical user support. Designs, develops, troubleshoots, debugs, and implements software code (e.g., COBOL, Assembler Language, 4GLs, HTML, CGI, JavaScript, etc.) for elements of a client’s application portfolio. Works with system analysts, designers, and other members of a project team to develop the application concept, interface design, and architecture. Responsible for interface implementation, data base access and file manipulation. When directed, deploys large transaction-based systems using application servers in a client-server environment or on mainframes. Researches, tests, builds, and coordinates the integration of new functions per client requirements. Coordinates the implementation of new software and documentation.

Minimum Education/Experience:
Bachelor's Degree in Computer Science, Business, Management, Management Information Systems, or a related field.
I. Junior Level: Four to six years of general experience with a minimum of two years of specific relevant experience.
II. Senior Level: Six years to eight years of general experience with a minimum of three years of specific relevant experience.
III. Lead Level: Eight or more years of general experience with a minimum of five years of specific relevant experience.

Position Title: Technical Writer/Editor I, II, and III

Functional Responsibilities:
Assembles, analyzes, translates, interprets, and composes technical information into clear and readable documents for use by both technical and non-technical personnel. Composes technical documents including user manuals, training materials, installation guides, proposals, reports, etc. Edits functional descriptions, system specifications, manuals, reports, or other customer deliverables and documents in accordance with established or required editorial standards. Conducts interviews and research to ensure technical accuracy. Ensures the proper use of accepted technical terminology. Develops documentation for use various media (video, web, audio, textual).

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Minimum Education/Experience:
Bachelor’s Degree in Liberal Arts, General Studies, or a related field.
I. Junior Level: Two to four years of related experience.
II. Senior Level: Four to six years of related experience.
III. Lead Level: More than six years of related experience.

Position Title: Test Engineer I, II, and III
Functional Responsibilities:
Conducts analysis of documented user requirements and directs or assists in the design of test plans to support user requirements for software or IT systems. Reviews user application system requirements documentation; defines, designs, and documents unit and application test plans; transforms test plans into test scripts, and executes test scripts. Participates in all phases of management assessment and software/hardware development.

Minimum Education/Experience:
Bachelor’s Degree in Computer Science, Information Systems, or a related field.
I. Junior Level: Two to four years of related experience.
II. Senior Level: Four to six years of related experience.
III. Lead Level: Six or more years of related experience

Position Title: Training Specialist I and III
Functional Responsibilities:
Provides support for coordinating, developing, and delivering computer-related training to the user community. Develops and revises training materials and courses, and prepares appropriate training guides. Develops courses and instructional materials to educate technical and non-technical personnel in information technology. Prepares instructor materials (e.g., course outline, background material, training aids, etc.) in a variety of media. Prepares student materials. Provides second level support and coordinates training with help desk personnel. Provides standards, services, and guidance on IT-related training programs designed to enable organizational personnel to use information technologies and systems more productively.

Minimum Education/Experience:
Bachelor’s Degree in Liberal Arts, Education, Computer Science, Information Systems, or a related field.
I. Junior Level: Two to four years of related experience.
III. Lead Level: More than six years of related experience.

Position Title: Web Developer I, II, and III
Functional Responsibilities:
Provides design, development, and programming of web-based applications. Principle responsibilities may include creating web application prototypes and developing online help. Participates in defining user requirements. Designs interfaces and completes infrastructures for corporate intranets and business web sites. Develops stills, 2D animation, and 3D animation as required. Responsible for site flow /content interviews, graphic interface design, HTML programming, VBScript programming, and web/database integration (ASP)

Minimum Education/Experience:
Bachelor's Degree in Computer Science or Graphic Arts. Well-versed with industry web standards and guidelines, user-centered design techniques, and task analysis. Proficient in multiple languages, and understands advanced concepts beyond initial page design. Technologies may include ASP, PHP, JAVA, HTML, DHTML, PL/SQL, WebSphere, WebFocus, and various back-end databases such as Oracle. Excellent verbal communication skills
I. Junior Level: Two to four years of relevant experience.
II. Senior Level: Four to six years of relevant experience.
III. Lead Level: Six or more years of relevant experience.

Position Title: Wireless Engineer
Functional Responsibilities:
• Implementation and integration of the HLR/HSS platform.
• Performing platform related O&M tasks:
  o Alarm handling
  o Subscriber provisioning
  o Tweaking of service logic and call control rules
  o Backup handling
  o Continuous system health checkup
• Implementation, testing and rollout of the SW upgrades
• Creation and administration of the service logic and call control rules
• Interaction with internal teams on the day-to-day basis on the topics related to platform
• Working with vendors on planning of new features and capabilities

Minimum Education/Experience:
• Experienced wireless network professional with 4+ years of experience working on the HLR networks platform
• HSS experience preferred
• Self-directed, self-starter
• Capable of handling mission critical service: resolving critical and major operational problems in a short period of time
• Good understanding of the SS7/Sigtran protocol
• Good understanding of the provisioning mechanism
• Communicative
Position Title: Active Directory Design Specialist-Security

Functional Responsibilities:
Experience designing network operating systems; support professionals, system architects, and consultants responsible for implementing Active Directory solutions; managers and project managers involved in the design, planning, and deployment of IT systems.

- Plan, coordinate and manage enterprise deployment of the Windows platform throughout an entire organization.
- Experience with enterprise scale deployments of Active Directory, PKI, Exchange Server, Windows 2000/XP.
- Act as focal point in defining and executing enterprise design activities within a project. Provide comprehensive definition of all aspects of enterprise development from analysis of mission needs to verification of enterprise performance.

Minimum Education/Experience:
- Bachelor's degree (or equivalent) in Computer Science, Business, Management, Management Information Systems, or related field.
- 6-8 years of general experience or 4 years of specific experience preferred

Position Title: Active Directory Migration Specialist-Security

Functional Responsibilities:
Experience with enterprise scale migration network operating systems; support professionals, system architects, and consultants responsible for implementing Active Directory solutions; managers and project managers involved in the design, planning, and deployment of IT systems.

- Plan, coordinate and manage enterprise deployment of the Windows platform throughout an entire organization.
- Must be familiar expert in such areas as enterprise scale migration, Active Directory, PKI, Exchange Server, Windows 2000/XP.
- Act as focal point in defining and executing enterprise design activities within a project. Provide comprehensive definition of all aspects of enterprise development from analysis of mission needs to verification of enterprise performance.

Minimum Education/Experience:
- Bachelor's degree (or equivalent) in Computer Science, Business, Management, Management Information Systems, or related field.
- 6-8 years of general experience or 4 years of specific experience preferred

Position Title: Administrative Specialist I, II, and III-Security

Functional Responsibilities:
Provides administrative support such as technical typing, editing of word processing and other computer-based manuscripts, integration of various sources into a cohesive product which may be delivered as computer-based media, preparation of graphical and narrative presentation materials. Provides assistance with maintaining personnel and other project-related files; prepares correspondence; schedules and coordinates meetings and travel associated with the performance of IT project-specific requirements.
Supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating graphics generated with automated tools into deliverable documents. Provides support for the life cycle of IT equipment.

**Minimum Education/Experience:**
- High School Diploma or GED.

I. Junior Level: Up to three years related experience.
II. Senior Level: Three to six years of related experience
III. Lead Level: More than six years of related experience

**Position Title:** Disaster Recovery Specialist I-Security

**Functional Responsibilities:**
Responsible for security and integrity of assigned electronic data, data systems, and data networks and provides support in the development of an organization’s emergency management and business recovery plans.
- Contributes knowledge of business processes, management structures, technology programs/platforms, and performs functions pertaining to the organization’s business risk assessment.
- Reviews and develops business recovery strategies.
- Drafts procedures for identifying failures and invoking contingency plans, creates response procedures, and identifies communication channels.
- Communicates with various response teams during testing, actual execution of recovery procedures, and supports the design, development, installation, implementation, and administration of backup solutions.
- Makes recommendations to the user community and the operations group on system enhancements and designs, and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery.

**Minimum Education/Experience:**
- Bachelor’s Degree in Computer Science, Information systems, or a related field.
- More than six years of related experience.

**Position Title:** Firewall Security Expert-Security

**Functional Responsibilities:**
Installs, evaluates operates and maintains data integrity systems. Provides support to senior engineers for site security surveys and evaluations. Participates in the evaluation and selection of Firewalls and other security systems. Performs daily checks and assessments of data integrity systems operation and performance, and reports to senior managers. Must be familiar with network design, installation and operation.
- Has in-depth knowledge and experience with computer security and system architectures.
- Performs system vulnerability assessments and conducts trade-off studies to recommend methods of countering threats to the system.
- Is knowledgeable in the design and implementation of computer hardware and software protection systems to include firewalls, packet filters, encryption standards and protocols, IP spoofing, network file service attacks, network scanning, packet sniffers, sendmail attacks, and attacks on internet sites.
- Is knowledgeable of LAN, WAN, Internet and Intranet architectures.
- Is experienced in the design and implementation of secure virtual private networks.

**Minimum Education/Experience:**
- Bachelor’s Degree or equivalent experience
- Seven years of experience in computer related fields with at least four years of information security experience specializing in Firewall, and other data integrity systems, evaluation, selection, application to specific requirements, configuration and installation.

**Position Title:** Information Assurance (IA) Specialist II

**Functional Responsibilities:**
Provides extensive IA consulting expertise including experience with information system requirements analysis, system design, implementation, and testing.
Also required, is specialized experience including the design and development of secure command, control, security, identity management, intelligence, or communications systems or experience in providing information system security support for such systems.

- Develops and recommends technical solutions to support client requirements in solving moderately complex network, platform and system security problems.
- Typical focus areas include analytical and engineering solutions based on federal and industry INFOSEC policy, doctrine and regulations.
- Responsibilities include: identity management, secure system engineering and development, biometrics, system/security requirements analysis, secure system definition, as well as, specification development of INFOSEC policies and procedures utilizing technical and analytical skills.
- Also designs test beds for the Developmental Test & Evaluation (DT&E) of advanced INFOSEC hardware and software solutions.
- Analyzes how traffic flows across the network (e.g., Transmission Control Protocol (TCP) and Internet Protocol (IP), Open System Interconnection Model (OSI), Information Technology Infrastructure Library, v3 (ITIL)) and will assess network protocols such as TCP/IP, Dynamic Host Configuration, Domain Name System (DNS), and directory services.
- Will assess system and application security threats and vulnerabilities related to but not limited to buffer overflow, mobile code, cross-site scripting, PL/SQL and injections, race conditions, covert channel, replay, return-oriented attacks, and malicious code.
- Will perform an analysis of each general attack stage to include but not be limited to footprinting and scanning, enumeration, gaining access, escalation of privileges, maintaining access, network exploitation, covering tracks, etc.
- Will maintain expert knowledge of all network access methodologies, identity and access management related to public key infrastructures.
- Will advise client on network security architecture concepts including topology, protocols, components, and principles.
- Will be responsible for ensuring Information Assurance principles and organizational requirements (relevant to confidentiality, integrity, availability, authentication, non-repudiation are compliant with standards.
- Will provide social engineering assessments to ensure policy and procedures are being followed correctly.

**Minimum Education/Experience:**

- A Bachelor’s degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

II. Senior Level: Eight or more years of relevant experience.

**Position Title:** Information Security Applications Developer I, II, III

**Functional Responsibilities:**

Provides specialized experience including demonstrated experience in designing, developing/programming INFOSEC-related software. Experience in designing and developing large software systems is required.

- Analyzes complex INFOSEC requirements.
- Based on direct interface with customers, designs, develops, and integrates software - based solutions. Software applications encompass cryptographic solutions that provide and/or enhance the security of individual platforms, systems or networks.
- Develops and enhances user interfaces to existing INFOSEC software. Designs test scenarios and supports testing of new and enhanced software products.
- Provides telephonic and on-site support (as required) to customer’s worldwide operational sites. Maintains documentation IAW customer’s security requirements and practices.
- Creates and maintains subject matter Web Site and contributes technical matter for the publication of Computer Based Training for software products he/she develops.
• Maintains technical supervision over other software developers.
• May provide work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education/Experience:**
• A Bachelor’s degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering and/or programming, management, natural sciences, social sciences, mathematics, or business/finance.

I. Junior Level: Three to six years of relevant experience.
II. Senior Level: Six to ten years of relevant experience.
III. Lead Level: Ten or more years of relevant experience.

**Position Title:** Information Security Business Analyst I and II

**Functional Responsibilities:**
• Participates in the performance of security risk assessments, system threat assessments, vulnerability assessments, and penetration testing and analyses of facilities, automated information systems and networks. Participates in the development and preparation of OPSEC plans, security plans, Tempest plans, and vulnerability assessments.
• Participates in the implementation and evaluation of AIS and Network access control, data integrity, and system virus and worm countermeasures associated with data processing, LAN, and WAN/MAN systems.
• Performs firewall and VPN configuration, installation, and recommendation.
• Performs security audits and participates in security policy development and review.
• Installs Intrusion Detection Systems (IDS).
• To mitigate risk, supports the development and execution of an information security framework that provides for the protection and continuity of information systems including organizational security, asset classification and controls, physical security controls, secure communications, access controls, automated security systems, application development controls, security policies and procedures, compliance with applicable security regulations and enterprise directives and standards, and disaster recovery.
• Interfaces with business units and information technology support to provide technical analysis for risk management activities to determine and validate security risk levels.
• Performs monitoring and vulnerability testing to identify and confirm specific system and application vulnerabilities.
• Determines and recommends technical remedial actions, provides technical support during remediation activities, and confirms vulnerability correction

**Minimum Education/Experience:**
• Bachelor’s Degree in Information Systems, Management Information Systems, or a related field.
• Knowledgeable of operating systems, LANs, and WANs/MANs.
• Demonstrated knowledge and experience with applicable security regulations and standards.
• Applicable active security clearances and/or security certifications required.

I. Junior Level: Two to four years of related experience
II. Senior Level: Four to six years of related experience.

**Position Title:** Information Security Manager I and II

**Functional Responsibilities:**
Provides timely and effective security services to clients to including designing, installing and updating security requirements running on one or more hardware platforms and a variety of application software. Coordinates project resources to ensure the successful implementation of network infrastructure designs. May interact with the law enforcement community to assist in legal challenges.
• The Senior Information Security Business Analyst is responsible for creating advanced level security solutions to IT challenges related to client’s technical and business issues and concerns, working in close partnership with sales engineering.

**Minimum Education/Experience:**
• Bachelor’s Degree in Information Systems, Management Information Systems, or a related field.
• Knowledgeable of operating systems, LANs, and WANs/MANs.
• Demonstrated knowledge and experience with applicable security regulations and standards.
• Applicable active security clearances and/or security certifications required.

I. Junior Level: Two to four years of related experience
II. Senior Level: Four to six years of related experience.
• This position is an advanced technical position, and requires the highest level of technical skills for a security professional.
• This position is responsible for examining all types of digital systems for evidence of wrongdoing or mischief and understanding the legal and technical ramifications of these actions.

**Minimum Education/Experience:**
• Bachelor’s Degree in Computer Science or equivalent 7 years security integration experience.
• Minimum Seven years’ experience.
• Excellent verbal and written communication skills
I. Junior Level: Five years of relevant experience.
II. Senior Level: Seven years of relevant experience

**Position Title:** Information Security Systems Specialist II

**Functional Responsibilities:**
Provides specialized experience including system security analysis and implementation; secure system engineering and/or design, design assurance or testing for INFOSEC products and systems computer networking technology and work in protocol and/or interface standards. General experience includes software engineering; program design and implementation; configuration management; or maintenance, integration or testing, and information system engineering, analyst or software experience.
• Provides customer support in solving all phases of complex INFOSEC - related technical problems. Reviews and recommends INFOSEC solutions to customer problems based on an understanding of products/systems test results.
• Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of INFOSEC products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, and customer requirements. Particular attention placed on Guard, Firewall, Secure Network Server, PCMCIA format security solutions, “Smart Cards”, and emerging security technologies and future trends in support of information system and network security.
• Insures that INFOSEC solutions are fully compatible with or engineered into the customer’s network design.
• Analyzes how traffic flows across the network (e.g., Transmission Control Protocol (TCP) and Internet Protocol (IP), Open System Interconnection Model (OSI), Information Technology Infrastructure Library, v3 (ITIL)) and will assess network protocols such as TCP/IP, Dynamic Host Configuration, Domain Name System (DNS), and directory services.
• Will assess system and application security threats and vulnerabilities related to but not limited to buffer overflow, mobile code, cross-site scripting, PL/SQL and injections, race conditions, covert channel, replay, return-oriented attacks, and malicious code.
• Will perform an analysis of each general attack stage to include but not be limited to footprinting and scanning, enumeration, gaining access, escalation of privileges, maintaining access, network exploitation, covering tracks, etc.
• Will maintain expert knowledge of all network access methodologies, identity and access management related to public key infrastructures.
• Will advise client on network security architecture concepts including topology, protocols, components, and principles.
• Will be responsible for ensuring Information Assurance principles and organizational requirements (relevant to confidentiality, integrity, availability, authentication, non-repudiation are compliant with standards.
• Will provide social engineering assessments to ensure policy and procedures are being followed correctly.
• Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education/Experience:**
A Bachelor’s degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering and/or programming, management, natural sciences, social sciences, mathematics, or business/finance.

II. Senior Level: Five to ten years of relevant experience.

**Position Title:** Network Security Engineer I, II, III

**Functional Responsibilities:**
Provides highly skilled technical leadership in the implementation of new enterprise-wide security technologies. Acts as liaison for all significant computer related security incidents. Provides daily oversight for the administration, management, operations, and support functions necessary to maintain security of the data communications network.

- Provides comprehensive vulnerability scanning to identify IT vulnerabilities associated with agency systems that are potentially exploitable by attackers.
- Also performs phishing assessments to include activities to evaluate the level of awareness of the agency workforce with regard to digital form of social engineering that uses authentic looking, but bogus, emails request information from users or direct them to a fake Website that requests information. The phishing assessments can include scanning, testing, or both and can be conducted as a one-time event or as part of a larger campaign to be conducted over several months.
- Provides high level direction and guidance to senior management for the development and implementation of highly complex layered security designs.
- Manages, configures, upgrades, monitors, and troubleshoots intrusion detection/prevention software and hardware and firewall technologies. Establishes and manages network file systems.
- Analyzes how traffic flows across the network (e.g., Transmission Control Protocol (TCP) and Internet Protocol (IP), Open System Interconnection Model (OSI), Information Technology Infrastructure Library, v3 (ITIL)) and will assess network protocols such as TCP/IP, Dynamic Host Configuration, Domain Name System (DNS), and directory services.
- Will assess system and application security threats and vulnerabilities related to but not limited to buffer overflow, mobile code, cross-site scripting, PL/SQL and injections, race conditions, covert channel, replay, return-oriented attacks, and malicious code.
- Will perform an analysis of each general attack stage to include but not be limited to footprinting and scanning, enumeration, gaining access, escalation of privileges, maintaining access, network exploitation, covering tracks, etc.
- Will maintain expert knowledge of all network access methodologies, identity and access management related to public key infrastructures.
- Will advise client on network security architecture concepts including topology, protocols, components, and principles.
- Will be responsible for ensuring Information Assurance principles and organizational requirements (relevant to confidentiality, integrity, availability, authentication, non-repudiation are compliant with standards.
- Will provide social engineering assessments to ensure policy and procedures are being followed correctly.

**Minimum Education/Experience:**
- Bachelor’s Degree in Computer Science, Information Systems, Mathematics, Engineering Science, or equivalent network and security experience or certifications may be substituted.
- Experienced in designing, planning, developing and implementing strategic architecture of layered network security technologies.
- Demonstrate analytical, written, and oral communications skills.

I. Junior Level: Up to four years of relevant experience
II. Senior Level: Four to six years of relevant experience
III. Lead Level: Six or more years of relevant experience
Position Title: Network Security Specialist I and II

Functional Responsibilities:
Provides consulting services to new and existing customers to include risk assessment, incident response, security awareness, and information security policy. Responsible for developing data security policy and operational support procedures for enterprise security.

- Conducts vulnerability assessments on various types of networks and topologies.
- Provides comprehensive vulnerability scanning to identify IT vulnerabilities associated with agency systems that are potentially exploitable by attackers.
- Also performs phishing assessments to include activities to evaluate the level of awareness of the agency workforce with regard to digital form of social engineering that uses authentic looking, but bogus, emails request information from users or direct them to a fake Website that requests information. The phishing assessments can include scanning, testing, or both and can be conducted as a one-time event or as part of a larger campaign to be conducted over several months.
- Analyzes output from network vulnerability assessments and recommends mitigation actions.
- Consults on security plans and procedures regarding LAN integration, firewalls, and other network devices.
- Assists in designing, establishing, and maintaining an intrusion detection capability with the overall goal to minimize system vulnerability from internal and external intrusion.
- Reviews projected network architectures and associated documentation to ensure certification and accreditation requirements are satisfied.
- Conducts interviews of key business leaders and IT personnel. Monitors technical forums for the latest information regarding threats to Information Systems and provides guidance regarding proposed countermeasures such as continuous security scanning procedures and lockdown disciplines, multi-layered firewall designs, multi-layered authentication schemes, real-time intrusion detection systems, systems monitoring and logging, and continuous security training.
- Develops technical solutions for protection of information systems with emphasis on confidentiality, availability and integrity.
- Leads effort to provide objective, quantitative risk assessments for information systems to include network mapping, simulation and modeling and identifying assets on an agreed upon IP address space or network range(s).
- Analyzes how traffic flows across the network (e.g., Transmission Control Protocol (TCP) and Internet Protocol (IP), Open System Interconnection Model (OSI), Information Technology Infrastructure Library, v3 (ITIL)) and will assess network protocols such as TCP/IP, Dynamic Host Configuration, Domain Name System (DNS), and directory services.
- Will assess system and application security threats and vulnerabilities related to but not limited to buffer overflow, mobile code, cross-site scripting, PL/SQL and injections, race conditions, covert channel, replay, return-oriented attacks, and malicious code.
- Will perform an analysis of each general attack stage to include but not be limited to footprinting and scanning, enumeration, gaining access, escalation of privileges, maintaining access, network exploitation, covering tracks, etc.
- Will maintain expert knowledge of all network access methodologies, identity and access management related to public key infrastructures.
- Will advise client on network security architecture concepts including topology, protocols, components, and principles.
- Will be responsible for ensuring Information Assurance principles and organizational requirements (relevant to confidentiality, integrity, availability, authentication, non-repudiation are compliant with standards.
- Will provide social engineering assessments to ensure policy and procedures are being followed correctly.

Minimum Education/Experience:
- Bachelor’s Degree in Computer Science, Information Systems, or a related field.
• Demonstrated ability to work independently.
• High level of proficiency with verbal and written communication skills.

I. Senior Level: Up to eight years relevant experience.
II. Lead Level: Eight or more years of relevant experience.

Position Title: Principal Information Security Consulting Engineer

Functional Responsibilities:
Provides leadership roles in developing and implementing INFOSEC technology, programs and policy for major industry and Government programs/efforts. Also requires an expert understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST, as well as commercial “best practices”. General experience includes development of both common user and special purpose command and control/information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

• Establishes and satisfies highly challenging and complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands.
• Supports customers at the highest levels in the development and implementation of doctrine and policies.
• Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have top level management responsibilities.
• Coordinates with senior representatives within the customer organizations to establish and define programs, resources and risks.
• Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks.
• Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education/Experience:
• Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.
• Fifteen years relevant experience.

Position Title: Program Manager I, II, and III-Security

Functional Responsibilities:
Serve as manager for client contracts overseeing all aspects of contract performance, including assignment and oversight of consultants, communicating with client managers and setting work policies.

• Provide single point of contact for all client questions or issues involving contract.
• Conducts interviews of key business leaders and IT personnel
• Assign consultants to appropriate position based on client requirements.
• Communicate with client managers on a regular basis to assure high quality performance by consultants.
• Formulate and enforce work standards for consultants, review work discrepancies.
• Communicate policies, standards, purposes, goals and client feedback to consultants
• Requirements & Scope Definition, Status Reporting, Ongoing Client Meetings, Scope Change Management, Deliverables Management - Site Flow Diagram, Logical & Physical Data Workflows, Database Design, User Documentation, Training

Minimum Education/Experience:
• Bachelor degree or equivalent experience.
• Minimum Eight years’ experience.
• Demonstrated ability to work independently
• High level of verbal and written communication skills
• Demonstrated ability to manage multi-consultant contracts.

I. Junior Level: Eight to ten years of relevant work experience
II. Senior Level: Ten to twelve years of relevant work experience
III. Lead Level: Twelve or more years of relevant work experience

**Position Title:** Project Director-Security

**Functional Responsibilities:**

**Project /Practice Management**
- Manages the strategic aspects of large information technology (IT) engagements and mitigates any risk.
- Oversees senior managers and managers working on client engagements within practice.
- Reviews high-level IT deliverables across practice.
- Ensures engagement reviews and quality assurance procedures take place for all practice engagements.
- Provides IT leadership to practice within a geographic area.
- Develops and implements strategic objectives for practice that are aligned with the region's strategic initiatives.

**Communication**
- Ensures practice is well informed, at all times, of changes and news worthy events within our company.
- Effectively communicates relevant practice information to superiors.
- Handles difficult personnel situations directly, using appropriate discretion, HR advice, and respect for the individual.
- Promotes us through speaking engagements at industry conferences and involvement in local business organizations.

**Technical Understanding**
- Full understanding of business and technology requirements
- Evaluates and redesigns IT practice offerings.
- Understands the implications of different technical choices and is able to guide our clients to the best solution for their situation.

**Leadership**
- Achieves excellence in all areas of business
- Champions change and effectively manages the implementation of new ideas

**Teamwork**
- Reinforces team approach throughout practice both on client projects and internal initiatives.
- Supports and solicits input from team members at all levels within the organization.
- Ensures regular team and practice events take place away from the office.

**Client Management**
- Communicates effectively with clients to identify IT needs and evaluate alternative business solutions and strategies.
- Continually defines ways to increase customer satisfaction and deepen client relationships.
- Expected to be able to deliver, within the constraints of scope, quality, time, and cost, complete IT project solutions
- Maintains lasting client relationships.
- Ensures practice delivers superior IT solutions to clients.
- Provides senior level resolution to client issues.

**Innovator Development**
- Participates in all programs and enforces all policies relating to performance evaluations and career development planning.
- Reviews management evaluations for consistency.
- Impresses upon management the importance of the career planning and performance evaluation programs.
- Creates an environment where Innovators can successfully achieve professional career path goals.
• Manages the development of project managers and senior managers.
• Assigns tasks to practice management that give managers an opportunity to grow.

Internal Operations
• Reviews status reports of Project Managers and Senior Managers and addresses issues as appropriate.
• Lends expertise to internal teams and task forces.
• Enforces standard policies and procedures.

Minimum Education/Experience:
• Bachelor degree or equivalent experience.
• PMP Certification is a plus.
• Minimum Ten years’ experience with a concentration in Project/Program Management.
• Minimum of Five years in a Senior IT Leadership position
• Demonstrated ability to work independently
• High level of verbal and written communication skills
• Demonstrated ability to manage multi-consultant contracts.

Position Title:       Project Manager I, II, and III-Security

Functional Responsibilities:

Internal project reporting and administration
• Be prepared to discuss project quality, client and team satisfaction, and project success metrics during regularly scheduled and ad hoc project review meetings with the managing director.
• Track and report weekly on percent complete, budget burn, earned value, slippage, project effort, and duration to complete and other key project metrics.
• Keep an accurate risk tracking document with an associated mitigation plan.

Resource management
• Determine project roles of team members based on project requirements, timeframes, and budget.
• When necessary work with external contractors in addition to internal resources.
• Define skill sets (competencies) required for the project based on project specifications and requirements.
• Determine resource requirements (including staffing, software, hardware, and facilities) of projects, based on project specifications.

Client management
• Continually seeks opportunities to increase customer satisfaction and deepen client relationships.
• Builds a knowledge base of each client’s business, organization and objectives.
• Manages day-to-day client interaction.
• Sets and manages client expectations.
• Develops lasting relationships with client personnel that foster client ties.
• Communicates effectively with clients to identify needs and evaluate alternative business solutions.

Project accounting and finance
• Understands basic revenue models, p/l, and cost-to-completion projections and makes decisions accordingly.
• Understands our pricing model and billing procedures.
• Accurately forecasts revenue, profitability, margins, bill rates, and utilization.
• Assures project legal documents are completed and signed.
• Tracks and reports team hours and expenses on a weekly basis.
• Manages project budget.
• Determines appropriate revenue recognition, ensures timely and accurate invoicing, and monitors receivables for project.
• Follows up with clients, when necessary, regarding unpaid invoices.
• Analyzes project profitability, revenue, margins, bill rates, and utilization.

Project planning
- Explain implications of changes to project scope and/or objectives to the client and to the project team.
- Lead the team to prioritize signed off project work based on analysis of strategic importance, tasks outstanding, obstacles or barriers, budgets, resources, and deadlines.
- Create, or participate in the creation of, project documentation.
- Manage the client stakeholders, team members, or contract personnel to design a solution and establish associated project timelines and budgets that allow for the delivery of the most strategic functionality within the project constraints.
- Establish and maintain a usable and well-communicated schedule for all phases of a project.
- Work with the account director to ensure changes are understood and approved.

**Project control**
- Manage scope creep through client change orders, internal change orders, phased delivery or other methods to ensure projects deliver on timeline, scope, within budget, and strategy expectations.
- Evaluate all key project deliverables, as well as final product to ensure traceability of requirements, high quality, and client acceptance.
- Responsible for formal sign off on all project deliverables; this will often include coordinating input and involvement from the account director and client.
- Ensure project meets internal and client expectations with respect to quality, budget, delivery timelines, and strategy.
- Identify, track, manage, and mitigate risk on specific client engagements. Escalate these issues when necessary to ensure minimal impact to quality, budget, and timeline.
- Where project control is in jeopardy, create contingency plans with appropriate input from key team members (including the account director) and implement a revised project schedule, scope, or budget in a timely manner.

**Project communication**
- Work with account director to ensure clients achieve an understanding of expectations, deliverables, dependencies, risks, and progress.
- If needed, create customized reporting for the client or team.
- When appropriate, work directly with clients, or in concert with account management and/or team leads, to secure sign off on deliverables or documentation
- Use sound judgment in all project communication and ensure that key stakeholders are included
- Team, client, and management are apprised of project activities in a timely manner.
- Communicate progress, risks, expectations, timelines, milestones and other key project metrics to clients and team members.

**Minimum Education/Experience:**
- Bachelor's Degree or equivalent experience.
- Demonstrated competence with problem analysis
- Demonstrated ability to establish and maintain effective relationships and partnerships with key stakeholders
- Demonstrated experience in leading and managing complex projects that are strategic in nature and national in scope
- Strong interpersonal, communication, facilitation, and presentation skills
- Strong analytical and problem solving skills
- Ability to work independently and with minimal supervision
- Demonstrated ability to work in a small team setting
- Good computer skills, proficient with ms office applications
- Experience with the federal government funding process is an asset

I. Junior Level: Four to six years of relevant work experience
II. Senior Level: Six to eight years of relevant work experience
III. Lead Level: Eight years or more of relevant work experience
Position Title: Quality Assurance Engineer/Analyst I, II, and III-Security

Functional Responsibilities:
Provides technical and administrative direction for personnel performing software development tasks including the review of work products for correctness; adherence to the design concept and to user standards; review of program documentation to ensure government standards/requirements are satisfied; and for progress in accordance with schedule.

- Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction.
- Makes recommendations, if needed, for approval of major system installations.
- Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

Minimum Education/Experience:
- Bachelor’s Degree in Information Systems, Management Information Systems, or a related field.
I. Junior Level: Up to four years of related experience.
II. Senior Level: Four to six years of related experience.
III. Lead Level: Six or more years of related experience.

Position Title: Security/IT Consultant I, II, III, and IV

Functional Responsibilities:
Responsible for senior level performance in all areas related to provision of information technology solutions to client.

- Provide senior level programming, as required.
- Provide process, data, and object modeling in a variety of application and database environments.
- Provide database design, development, and enhancement as well as management and coordination of changes to existing applications.
- Provide technical architecture analysis, design, development, and enhancement.
- Maintain senior level expertise in industry leading management technologies.
- Serve as manager of end to end life cycle development of assigned projects.
- Assist with development of client information management standards and evaluation of technology trends.
- Analyzes how traffic flows across the network (e.g., Transmission Control Protocol (TCP) and Internet Protocol (IP), Open System Interconnection Model (OSI), Information Technology Infrastructure Library, v3 (ITIL)) and will assess network protocols such as TCP/IP, Dynamic Host Configuration, Domain Name System (DNS), and directory services.
- Will assess system and application security threats and vulnerabilities related to but not limited to buffer overflow, mobile code, cross-site scripting, PL/SQL and injections, race conditions, covert channel, replay, return-oriented attacks, and malicious code.
- Will perform an analysis of each general attack stage to include but not be limited to footprinting and scanning, enumeration, gaining access, escalation of privileges, maintaining access, network exploitation, covering tracks, etc.
- Will maintain expert knowledge of all network access methodologies, identity and access management related to public key infrastructures.
- Will advise client on network security architecture concepts including topology, protocols, components, and principles.
- Will be responsible for ensuring Information Assurance principles and organizational requirements (relevant to confidentiality, integrity, availability, authentication, non-repudiation are compliant with standards.
- Will provide social engineering assessments to ensure policy and procedures are being followed correctly.
- Collect intrusion artifacts (e.g., source code, malware, and trojans) and use discovered data to enable mitigation of potential Computer Network Defense incidents within the enterprise.
- Perform command and control functions in response to incidents.
• Correlate incident data to identify specific vulnerabilities and make recommendations that enable expeditious remediation. Coordinating with and provide expert technical support to enterprise-wide Computer Network Defense technicians to resolve Computer Network Defense incidents.

• Analyzes how traffic flows across the network (e.g., Transmission Control Protocol (TCP) and Internet Protocol (IP), Open System Interconnection Model (OSI), Information Technology Infrastructure Library, v3 (ITIL)) and will assess network protocols such as TCP/IP, Dynamic Host Configuration, Domain Name System (DNS), and directory services.

• Will assess system and application security threats and vulnerabilities related to but not limited to buffer overflow, mobile code, cross-site scripting, PL/SQL and injections, race conditions, covert channel, replay, return-oriented attacks, and malicious code.

• Will perform an analysis of each general attack stage to include but not be limited to footprinting and scanning, enumeration, gaining access, escalation of privileges, maintaining access, network exploitation, covering tracks, etc.

• Will maintain expert knowledge of all network access methodologies, identity and access management related to public key infrastructures.

• Will advise client on network security architecture concepts including topology, protocols, components, and principles.

• Will be responsible for ensuring Information Assurance principles and organizational requirements (relevant to confidentiality, integrity, availability, authentication, non-repudiation are compliant with standards.)

• Will provide social engineering assessments to ensure policy and procedures are being followed correctly.

Minimum Education/Experience:

• BS/BA or equivalent experience

I. Entry Level: Up to six years of relevant experience

II. Junior Level: Six to Ten years of relevant experience

III. Senior Level: Ten to Fourteen years of relevant experience.

IV. Lead Level: Fifteen years or more of relevant experience

Position Title: Security Operations Center Monitoring Analyst III

Functional Responsibilities:

Provides monitoring, administration and triage specialized experience. The Security Operations Center Monitoring Analyst is a key member of the emergency response team performing incident response for security and data loss incidents. This individual establishes policies and procedures necessary to ensure the security of information system assets to protect them from intentional or inadvertent access, disclosure, or destruction in accordance with agency or company policies and external requirements.

• The Security Operations Center Monitoring Analyst works within the guidelines of agency or company policies and procedures necessary to ensure the security of information system assets and to protect them from intentional or inadvertent access, disclosure, or destruction.

• Performs incident analysis and response in the case of computer security incidents or breaches.

• Performs forensic investigations based on legal or human resources requirements.

• Tunes log sources and alerting to provide timely and accurate incident response notification.

• Creates and maintains documentation for incident response activities.

• Analyze and respond to security incidents. Aid, and or lead in the ongoing optimization of Security Information and Event Management software (SIEM).

• Ability to manage, monitor and support IT Security technologies, including but not limited to Email SPAM filtering solutions, vulnerability scanning solutions, Intrusion Detection Systems (IDS), anti-virus software, Data Loss Prevention (DLP), Data Classification.

• Ability to identify organizational risk and escalate appropriately.

• Participate in rotational on-call duties in support of a 24x7 security operations center (SOC) escalation team.

• Perform other duties and projects as assigned.
Minimum Education/Experience:
- A Bachelor’s degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.
- Knowledgeable of one or more of the following information security disciplines: intrusion detection system (IDS) monitoring, incident response, information assurance, computer security best practices, system hardening, vulnerability assessment, vulnerability management, antivirus, firewalls, and techniques for analyzing TCP/IP network traffic and event logs.

III. Lead Level: Seven or more years of relevant experience.

Position Title: Security Technical Documentation Analyst I, II, and III

Functional Responsibilities:
Gathers, analyzes, and composes technical information required for the preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports or other customer deliverables. Translates technical security information into clear, readable documents for technical and non-technical personnel.

Review, and evaluate technical and user security documentation and other publications
- Designs, develops, and maintains documentation for new and existing products including system administrator manuals, developer manuals, operator manuals, user guides/ manuals, and training manuals.
- Manages documentation projects from requirements gathering to final production and delivery.
- Works closely with software development personnel to produce technical and user documentation. When required writes/contributes to proposals and pricing estimates. Authors system messages and creates screen designs. May be required to read program source code and create documentation for computer program.

Minimum Education/Experience:
- Bachelor degree in Liberal Arts, Language Arts, or a related discipline.
- Maintains knowledge of current tools used in creating documentation.
- Demonstrated ability to work independently.
- Familiar with word processing and desktop publishing software tools.
- Demonstrated proficiency with basic programming skills.
- High level of verbal and written communication skill.

I. Junior Level: Two to four years of relevant experience.
II. Senior Level: Four to six years of relevant experience.
III. Lead Level: Over six years of relevant experience.

Position Title: Security Wireless Engineer I, II and III

Functional Responsibilities:
The Security Wireless Engineer will provide wireless access point (WAP) detection and penetration testing assessment services.
- These responsibilities can also include Web application assessment to include scanning and testing of outward facing web applications for defects and/or the identification of exploitable vulnerabilities.
- Provide advice and documentation regarding the implementation of Web services to ensure they are secure and comprehensive assessment services to identify any networks and systems that may be vulnerable to illegitimate access.
- Assesses the configuration of select host operating systems (OS) against standardized configuration baselines along with assessing the configuration of selected databases against configuration baselines in order to identify potential misconfigurations and/or database vulnerabilities.
- Performs wireless site surveys, conduct site evaluations and generate Heat Maps.
- Conduct wireless site surveys utilizing spectrum analysis technologies, recommend and implement corrective action.
- Configuration of Wireless Security Platforms, including intrusion prevention and clean access solutions.
• Provide detailed network drawings and diagrams and relation as-built documentation.

**Minimum Education/Experience:**

- Bachelor’s Degree in Computer Science, Information Systems, or a related field.
- Has extensive experience with Cisco Wireless LAN Configuration in Government (FIPS), Commercial, Manufacturing, Warehouse, and, Outdoor environments.
- Understands how to configure both autonomous and Light Weight Access Point Solutions.
- Can install wireless voice technologies.

I. Junior Level: Two to four years of relevant experience.
II. Senior Level: Four to eight years of relevant experience.
III. Lead Level: Eight or more years of relevant experience.

**Position Title:** Service Desk Manager-Security

**Functional Responsibilities:**

- Provide successful management and operational direction of Service Desk staff.
- Successful coordination and execution of hiring, work force planning, skill development, performance assessments, mentoring, merit planning, and recognition/disciplinary actions.
- Accountability for day-to-day operational schedule and performance of Service Desk programs and services.
- Planning operations skill and resource needs, and providing accurate future staffing forecasts.
- Contributing to the successful development of service desk strategies with the Tech Ops Technical Director of End-User, Collaboration Services and their staff.
- Working with the other Service Desk and managers to identify best practices and opportunities to leverage resources.
- Successfully identifying areas requiring process improvements, capturing and disseminating lessons learned and good business practices.
- Responsible for identifying and providing the necessary training required for the service desk team to be successful.
- Demonstrating and embracing Leadership behaviors while providing effective leadership for a team of 50+ employees.
- Providing line of support assistance for questions and issues which after reviewing KMR (Knowledge Repository) and contacting other subject matter experts do not yield a solution.
- Managing operational issues as well as site/security/facility issues.

**Minimum Education/Experience:**

- BA/BS or equivalent experience,
- Prior leadership experience with an Information Technology Service Desk (Helpdesk) including service level management, incident management, problem management, knowledge management, change management, technical training, quality assurance, e-support, and priority management.
- Skill Center management experience including Hiring, Performance management, discipline/improvement actions, coaching, learning plans, hiring strategy, vendor relations, etc.
- Experience and expertise in Cherwell and other Service Desk tools.
- ITIL Certified
- Experience with Disaster/Recovery planning and execution.
- Project Management experience in medium size facility or IT projects.
- Virtual Team Management.
- Strategic Planning Exposure.
- Proven ability to successfully coach, mentor, and deal directly with difficult employees.
- Excellent teaming and interpersonal skills demonstrated through previous work experience.
- Excellent working knowledge of Microsoft office tools illustrated through previous work experience.
- Excellent management and leadership skills as illustrated through previous work experience.
• Excellent time management and organizational skills

**Position Title:** Service Desk Specialist I, II, III, and IV-Security  

**Functional Responsibilities:**  
Provides highly technical expertise in systems operation and maintenance.  
- Provide help desk support on IT hardware and software systems.  
- Accurately records and track calls using help desk software.  
- Responsible for 24 x 7 help desk operations.  
- Develop schedules and workload distribution.  

**Minimum Education/Experience:**  
- Bachelor’s Degree or equivalent experience.  
- Demonstrated analytical, written, and oral communications skills.  
- Familiar with automated tools to monitor, track and document work flows.  

I. Entry Level: Up to two years relevant help desk experience.  
II. Junior Level: Two years relevant help desk experience  
III. Senior Level: Five years relevant help desk experience.  
IV. Lead Level: Seven or more years relevant help desk experience

**Position Title:** Service Desk Technical Lead-Security  

**Functional Responsibilities:**  
Provide strong technical expertise in Active Directory, Messaging, and Infrastructure boundary protection to, and supervise a team of, SD technicians.  
- Maintain a master training plan, provide on-the-job training, and perform as the knowledgeable liaison to other teams.  
- Maintain current and historical troubleshooting and resolution data;  
- Provide trend analysis from statistical information; ensuring the smooth deployment of standard desktop configuration (SDC) for local users; and SDC problem resolution for customers.  
- Conduct problem identification, research, isolation, resolution, and follow-up assuming the timely closeout of trouble tickets in Remedy ticketing system and coordinate additional support as needed to ensure problem resolution, and customer satisfaction.  
- Technical Lead will research tools and technical resources to resolve problems and create workarounds. Candidate will ensure Service Desk roles and procedures embrace the ITIL framework of Event Management, Incident Management, Requests Fulfillment, Problem Management and Access Management.  
- Field calls, prioritize workload, incident escalation, client standardization, PC imaging and troubleshooting, trouble ticket management, active directory account management, and the escalation of problems.  
- Strong customer service orientation is required supporting end users in accessing and using computer systems and business applications, responding to and diagnosing IT problems through a variety of means, such as phone conversations, desktop visits, or remote control technology.

**Minimum Education/Experience:**  
- Bachelor’s degree in Computer Science or Information Technology discipline  
- Seven years of progressive technical and help desk experience on an enterprise level network  
- Desired Certifications: MCITP, A+, Network +, Security +, CISSP, ITIL V3 Foundation
1.) **Product:** Physical Server Hosting  
**Service Description:** Co-location of Customer owned equipment in the DYONYX data center private cage. Pricing is based on $305.10 per 1u of Co-lo space / month. Standard 110v/20 amp and redundant power and cooling included.

2.) **Product:** Virtual Server Hosting – Standard Capacity  
**Service Description:** Customer virtual server session hosted on DYONYX owned equipment in our data center private cage. Commercial pricing is based on $191.44 per virtual server session if the Customer provides the Operating System software (Linux or Windows), $239.29 if DYONYX supplies the underlying OS (Microsoft Windows Server 2003 SP2). Includes single processor, 2 GB RAM, 32 GB Disc Storage. Standard 110v / 20 amp and redundant power and cooling are included.

3.) **Product:** Virtual Server Hosting – Increased Capacity  
**Service Description:** Customer virtual server session hosted on DYONYX owned equipment in our data center private cage. Commercial pricing is based on $478.59 per virtual server session (Linux or Windows) with DYONYX supplying the underlying OS (Microsoft Windows Server 2003 SP2). Includes two processors, 4 GB RAM, 64 GB Disc Storage. Standard 220v / 40 amp and redundant power and cooling are included.

4.) **Product:** Storage  
**Service Description:** Fully redundant and robust storage system utilizing SAN, NAS, and DAS storage systems. Dynamic storage management is achieved through the use of externally attached storage devices accessible through either Fiber Channel or iSCSI technology. This facilitates “on the fly” storage management which provides for the addition or removal of allocated storage without the need to touch physical hardware.

5.) **Product:** Security Server Basic  
**Service Description:** Single Network Interface Card (NIC) residing on the internal LAN segment with up to 8 forward-facing public IP addresses. This service provides a firewall with state-full packet inspection (including SSL packets) and port redirection, basic security rules settings, VPN access, basic IDS features, HTTP caching, and usage reporting. Internet Bandwidth - Bandwidth can be purchased on a per Mb basis for $143.58 / Mb, burstable to 100 Mb. Includes eight (8) IP addresses, six (6) of which are usable addresses. Monitoring and management of bandwidth via the Customer Web Portal ensures correct “sizing” of Customer bandwidth requirements and rapid scalability should you require higher throughput.

6.) **Product:** Digital Cross Connects  
**Service Description:** Required regardless of options selected, cross connects provide the connection for each Customer designated access line from the data center telco room to Customer’s host in the DYONYX private cage. DYONYX can connect the following line types: Modem Lines, DSL, 56K, T1/Fractional T1, DS3, OC3, OC12, OC48 and OC192.

7.) **Product:** Remote Management Agent
**Service Description:**
A client based agent that is installed into the Windows operating system to allow the service desk to initiate connections to the client computer. The service desk will have the ability to share screens and to visually instruct the user through a support issue. The agent also provides for the collection of inventory information for asset management as well as monitoring and alerting on pre-determined metrics.

8.) **Product:** Daily Backup Services  
**Service Description:**
Provides Windows based file system back up of: Microsoft Exchange 2000+ message store backup, Microsoft SQL 2000+ database backup and Windows system state backup managed in a weekly rotation schedule. This service includes weekly full back up and daily incremental back up providing a 14 day recovery window. Other OS and application backups can be provided at an additional cost. Data restore services are provided at T&M service rates (see “Remote Hands” below). Tapes are stored in a fireproof media vault. Additional storage and variable rotation schedules can be provided at an additional cost.

9.) **Product:** IP KVM with Remote Power and Media Management  
**Service Description:**
For “physical” server co-location only (not needed for Virtual Server Hosting), provides BIOS level access to the server’s console as well as physical power control. The KVM Customer runs within a standard web browser session and also provides the ability to mount remote media (CD, floppy, folder, etc) directly on the server from a remote location.

10.) **Product:** Advanced Security Monitoring and Management  
**Service Description:**
Network based Intrusion Detection / Prevention Service (IDS/IPS) delivered 24/7/365 via state of the art technology and certified analysts. IDS is the network “alarm system” and these days seen as a minimum best business practice for alerting on anomalous behavior for internal and external network usage. A certified security analyst will perform forensic analysis of log files and security data obtained from the security monitoring appliance based on designated time intervals, throughput and selected service level agreement. If a valid security event is detected, DYONYX will follow pre-set escalation procedures to assist in the resolution of the security event(s) within thirty (30) minutes of the discovery of the event.

11.) **Product:** Advanced Anti-SPAM Email filtering  
**Service Description:**
Through our affiliation with US Internet, SecurenceMail, provides real-time protection from the latest email threats through the use of cutting-edge filtering technology and 24/7/365 monitoring. With anti virus included, Securence Email Filtering Service guarantees 99.99% availability, has the lowest false positive rating in the industry and is trusted by thousands of businesses worldwide. This service also provides mail queuing for fourteen business days in the event of an Exchange mail disruption. Pricing based on blocks of 50 users and commercial price of $95.72 set up fee per each domain.

12.) **Product:** Microsoft Software Service Provider License Agreement (SPLA)  
**Service Description:**
As a Microsoft Gold Certified Partner, DYONYX can provide Customers with an easy and affordable option to purchasing server based software. Through our SPLA arrangement, Customers can purchase any Microsoft software as a service for a fraction of the cost of purchasing it outright.

13.) **Product:** Altiris Tool for Managed Service Offering  
**Service Description:**

Altiris is a Service Desk ticketing solution, which is aligned with ITIL Best Practices. The system allows for categorization to distinguish tickets between enhancements or projects, as well as assign priorities. Pricing for Altiris is passed through to customers on a per on-line device basis.

14.) **Product:** EM7 Tool for Managed Service Offering  
**Service Description:**  
“Enterprise Management x 7”, otherwise known as “EM7”, network monitoring appliance allows DYONYX to monitor and manage network devices, servers and end users PC’s. EM7 includes hundreds of pre-configured reports and views - including executive dashboards that will enable DYONYX to provide IT management with key performance information. Pricing for EM7 is passed through to customers on a per server basis.

15.) **Product:** Customer Web Portal  
**Service Description:**  
DYONYX provides each Customer with a self service web based portal for access to documentation such as SOP’s, configuration data, reports from service desk, and reports from monitoring systems.
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<tr>
<td>54151ECOM</td>
<td>FT-HCL-0001-M</td>
<td>Managed Co-lo Customer Owned Equipment (Per Rack Unit) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HCL-0002-N</td>
<td>Managed Co-lo Installation (Per Device) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HSC-0002-M</td>
<td>Security Basic. Includes Hosted Firewall Management and 8 IP Addresses (Per Account) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HSC-0002-N</td>
<td>Security Basic. Includes Hosted Firewall Management and 8 IP Addresses (Per Account) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HC-0006-M</td>
<td>Internet Bandwidth. Priced per Megabit (Mb); available in 1 Mb increments burstable to 100 Mb; no usage charges (1Mb/sec) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HC-0007-N</td>
<td>Internet Bandwidth Installation (Per Account) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HC-0004-M</td>
<td>Physical Cross Connect required to extend an Ethernet Service from the Datacenter's DMARC to the Client's Network Equipment (Per Cross Connect) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HC-0004-N</td>
<td>Physical Cross Connect required to extend an Ethernet Service from the Datacenter's DMARC to the Client's Network Equipment (Per Cross Connect) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DF-DR-0001-M</td>
<td>Disaster Recovery - A physical cross-connect required to extend an Ethernet service from the Datacenter's DMARC to the client's network equipment (per cross connect) (Monthly Recurring)</td>
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<td>DF-DR-0001-N</td>
<td>Disaster Recovery - A physical cross-connect required to extend an Ethernet service from the Datacenter's DMARC to the client's network equipment (per cross connect) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DF-DR-0002-M</td>
<td>Disaster Recovery - A physical cross-connect required to extend a Fiber service from the Datacenter's DMARC to the client's network equipment (per cross connect) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0002-N</td>
<td>Disaster Recovery - A physical cross-connect required to extend a Fiber service from the Datacenter's DMARC to the client's network equipment (per cross connect) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0003-M</td>
<td>Disaster Recovery - Internet bandwidth. Priced per megabit (Mb) available in 1Mb increments (1Mb/sec) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0004-N</td>
<td>Disaster Recovery - Internet bandwidth installation (per order) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DF-DR-0005-M</td>
<td>Disaster Recovery-Security Enhanced. Includes Alert Logic Threat Manager (Single Segment), Hosted Firewall Management, and 8 IP addresses. (per account) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0005-N</td>
<td>Disaster Recovery-Security Enhanced. Includes Alert Logic Threat Manager (Single Segment), Hosted Firewall Management, and 8 IP addresses. (per account) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0006-M</td>
<td>Disaster Recovery-Security Basic. Includes Hosted Firewall Management, and 8 IP addresses. (per account) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0006-N</td>
<td>Disaster Recovery-Security Basic. Includes Hosted Firewall Management, and 8 IP addresses. (per account) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0007-M</td>
<td>Disaster Recovery-Virtual Firewall and Support (per firewall) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0007-N</td>
<td>Disaster Recovery-Virtual Firewall and Support (per firewall) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0008-N</td>
<td>Disaster Recovery -Firewall and VPN services set up and configuration (Non-Recurring/T&amp;M)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0009-M</td>
<td>Disaster Recovery- Managed Co-Lo Customer Owned equipment (per rack unit) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0010-N</td>
<td>Disaster Recovery-Managed Co-Lo installation (per device) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DF-DR-0011-N</td>
<td>Disaster Recovery - 24 hours &lt; RTO &lt; 48 hours; RPO = last available backup (24 hours) (Non-Recurring/T&amp;M)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0012-M</td>
<td>Disaster Recovery- VMware SPLA for standby virtual servers (per server) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0013-M</td>
<td>Disaster Recovery-Standy Virtual Server for DR in the Austin Data Center (per server) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0013-N</td>
<td>Disaster Recovery-Standy Virtual Server for DR in the Austin Data Center (per server) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0014-M</td>
<td>Disaster Recovery-Server Replicated to Austin DR site (per server) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DF-DR-0014-N</td>
<td>Disaster Recovery-Server Replicated to Austin DR site (per server) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0015-M</td>
<td>Disaster Recovery-Backup Data Replicated to Austin DR site (per GB) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0015-N</td>
<td>Disaster Recovery-Backup Data Replicated to Austin DR site (per GB) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DF-DR-0016-N</td>
<td>Disaster Recovery-RTO &lt; 24 hours (Active/Active or Hot DR Solution) (Non-Recurring/T&amp;M)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DF-DR-0019-M</td>
<td>Disaster Recovery-Windows 2008 Data Center Edition SPLA (per phy socket) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DF-DR-0020-M</td>
<td>Disaster Recovery-Vmware SPLA for active virtual servers (per server) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0022-M</td>
<td>Disaster Recovery-SQL 2008 Enterprise Edition SPLA (per processor) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DF-DR-0023-M</td>
<td>Disaster Recovery-1 Proc/1 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DF-DR-0023-N</td>
<td>Disaster Recovery-1 Proc/1 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0024-M</td>
<td>Disaster Recovery-2 Proc/2 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0024-N</td>
<td>Disaster Recovery-2 Proc/2 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0025-M</td>
<td>Disaster Recovery-2 Proc/3 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>DF-DR-0025-N</td>
<td>Disaster Recovery-2 Proc/3 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
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<td>Disaster Recovery-2 Proc/4 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>Disaster Recovery-2 Proc/4 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>Disaster Recovery-2 Proc/6 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>Disaster Recovery-2 Proc/6 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>DF-DR-0028-M</td>
<td>Disaster Recovery-2 Proc/8 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>DF-DR-0028-N</td>
<td>Disaster Recovery-2 Proc/8 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0029-M</td>
<td>Disaster Recovery-4 Proc/8 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0029-N</td>
<td>Disaster Recovery-4 Proc/8 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0030-M</td>
<td>Disaster Recovery-4 Proc/12 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0030-N</td>
<td>Disaster Recovery-4 Proc/12 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0031-M</td>
<td>Disaster Recovery-4 Proc/16 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>DF-DR-0031-N</td>
<td>Disaster Recovery-4 Proc/16 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0032-M</td>
<td>Disaster Recovery-Virtual Resource Pool (per 48 GB RAM) (Monthly Recurring)</td>
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<td>DF-DR-0033-N</td>
<td>Disaster Recovery-Build Out Servers in Virtual Resource Pool (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0034-M</td>
<td>Disaster Recovery-Device Monitoring (Processor, Memory, Storage, Network) with Infrastructure Support (per device) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0035-M</td>
<td>Disaster Recovery-Device Monitoring (Processor, Memory, Storage, Network) without Infrastructure Support (per device) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0036-M</td>
<td>Disaster Recovery-Application Performance Monitoring (per application) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0037-M</td>
<td>Disaster Recovery-Real Time data replication to Austin DR site (Bandwidth) (per GB for Active/Active) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0037-N</td>
<td>Disaster Recovery-Real Time data replication to Austin DR site (Bandwidth) (per GB for Active/Active) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>DF-DR-0038-M</td>
<td>Disaster Recovery-SAN storage without backup (per GB for Active/Active) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>DY-DS-0001-N</td>
<td>SharePoint and SQL Support (Non-Recurring/T&amp;M)</td>
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<td>54151ECOM</td>
<td>DY-DS-0002-N</td>
<td>Oracle Systems and DBA Support (Non-Recurring/T&amp;M)</td>
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<td>54151ECOM</td>
<td>DY-DS-0003-M</td>
<td>Data Cron/Share Cron Gold Service (24x7 1 hour response) (Includes 5 hours of support; additional hours are T&amp;M) (per SQL Server) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-DS-0004-M</td>
<td>Data Cron/Share Cron Gold Service (24x7 1 hour response) (Includes 5 hours of support; additional hours are T&amp;M) (3 to 6 servers, over 6 Special Pricing) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-DS-0005-M</td>
<td>Data Cron/Share Cron Silver Service (Mon-Fri 6am-10pm 4 hour response) (includes 5 hours of support; additional hours are T&amp;M) (per SQL Server) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DY-DS-0006-M</td>
<td>Data Cron/Share Cron Silver Service (Mon-Fri 6am-10pm 4 hour response) (includes 5 hours of support; additional hours are T&amp;M) (3 to 6 servers; over 6 Special Pricing) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-DS-0007-M</td>
<td>Data Cron/Share Cron Bronze Service (Mon-Fri 6am-10pm 8x5 1-day response) (includes 5 hours of support; additional hours are T&amp;M) (per SQL Server) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-DS-0008-M</td>
<td>Data Cron/Share Cron Bronze Service (Mon-Fri 6am-10pm 8x5 1-day response) (includes 5 hours of support; additional hours are T&amp;M) (3 to 6 servers; over 6 special pricing) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DY-DS-0009-N</td>
<td>Due Diligence and Transition Support (Non-Recurring/T&amp;M)</td>
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<tr>
<td>54151ECOM</td>
<td>DY-HSD-0001-M</td>
<td>Service Desk Setup (per account) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DY-HSD-0001-N</td>
<td>Service Desk Setup (per account) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-HSD-0002-M</td>
<td>24 x 7 ITIL Service Desk Support (per seat, min 50) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-HSD-0003-M</td>
<td>24 x 7 ARC Rate; Base is 2 times the Seat Count (per interaction over Base) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-HSD-0004-N</td>
<td>Level 1 Hourly Rate; 15 minute minimum (Alternative to Retainer per Seat) (Non-Recurring/T&amp;M) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-HSD-0005-M</td>
<td>Cherwell/Change Management Access for MAC’s (Per User ID) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-HSD-0006-N</td>
<td>Due Diligence and Transition Support (Non-Recurring/T&amp;M)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-HSD-0007-N</td>
<td>Level 2 Hourly Rate (Onsite Support, price may vary by location) (Non-Recurring/T&amp;M)</td>
</tr>
<tr>
<td>SIN</td>
<td>Product Number</td>
<td>Product Description</td>
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<tr>
<td>54151ECOM</td>
<td>DY-NS-0001-M</td>
<td>Infrastructure Services Support (per server for production and disaster recovery) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-NS-0002-N</td>
<td>Level 3 Hourly Rate - Technical Support (Non-recurrent/T&amp;M)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-NS-0003-N</td>
<td>Due Diligence and Transition Support (Non-Recurring/T&amp;M)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>DY-PM-0001-M</td>
<td>Program Management (per account) (Monthly recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>DY-PM-0001-N</td>
<td>Program Management (per account) (Non-recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HC-0002-M</td>
<td>MPLS Router per circuit (Juniper SRX Gateway 210) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HC-0002-N</td>
<td>MPLS Router per circuit (Juniper SRX Gateway 210) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HC-0003-N</td>
<td>Assisting the client in coordinating qualification and acquisition of services (Non-Recurring/T&amp;M)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HC-0005-M</td>
<td>A physical cross-connect required to extend a Fiber service from the Datacenter's DMARC to the client's network equipment (per Cross Connect) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HC-0005-N</td>
<td>A physical cross-connect required to extend a Fiber service from the Datacenter's DMARC to the client's network equipment (per Cross Connect) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HCL-0007-M</td>
<td>Physical Server SAN Fabric Connection (per NIC) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HCL-0008-M</td>
<td>Physical Co-Lo Network Switch Port Connection (per NIC) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HCL-0009-M</td>
<td>Managed Co-Lo of Customer Owned NAS Appliance (includes Ru, monitoring, Infra. Support Svcs) (Per 2U Customer Dedicated NAS) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HCL-0009-N</td>
<td>Managed Co-Lo of Customer Owned NAS Appliance (includes Ru, monitoring, Infra. Support Svcs) (Per 2U Customer Dedicated NAS) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HM-0001-M</td>
<td>Device Monitoring (Processor, Memory, Storage, Network) with Infrastructure Support (per device) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HM-0002-M</td>
<td>Device Monitoring (Processor, Memory, Storage, Network) without Infrastructure Support (per device) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HM-0003-N</td>
<td>Device Monitoring installation (per account) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HM-0005-M</td>
<td>Application Performance Monitoring (per application) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>FT-HM-0006-N</td>
<td>Application Performance Monitoring installation (per account) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HM-0007-M</td>
<td>Server Patch Management with Infrastructure Support (per server) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>FT-HM-0008-M</td>
<td>Server Patch Management without Infrastructure Support (per server) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>FT-HM-0009-M</td>
<td>MS Application Patch management with Infrastructure Support (per server) (Monthly Recurring)</td>
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<td>FT-HM-0010-M</td>
<td>MS Application Patch management without Infrastructure Support (per server) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0001-M</td>
<td>Security Enhanced. Adds Alert Logic Threat Manager (Single Segment) to Security Basic, Hosted Firewall Management, and 8 IP addresses (per Account) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HSC-0001-N</td>
<td>Security Enhanced. Adds Alert Logic Threat Manager (Single Segment) to Security Basic, Hosted Firewall Management, and 8 IP addresses (per Account) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>FT-HSC-0003-M</td>
<td>Alert Logic added to the DYONYX virtual managed hosted environment. Single segment. (Per Account) (Monthly Recurring)</td>
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<td>54151ECOM</td>
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<td>Alert Logic added to the DYONYX virtual managed hosted environment. Single segment. (Per Account) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>FT-HSC-0004-M</td>
<td>Additional IP addresses (8 IP address blocks) (per block) (Monthly Recurring)</td>
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<td>FT-HSC-0004-N</td>
<td>Additional IP addresses (8 IP address blocks) (per block) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>FT-HSC-0005-M</td>
<td>Alert Logic Threat Manager Additional IP Subnet (per Subnet) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0006-M</td>
<td>Virtual Firewall and Support for site to site VPN and remote VPN users (per firewall) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0006-N</td>
<td>Virtual Firewall and Support for site to site VPN and remote VPN users (per firewall) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0007-N</td>
<td>Firewall and VPN services set up and configuration (Non-Recurring/T&amp;M)</td>
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<td>54151ECOM</td>
<td>FT-HSC-0008-M</td>
<td>RSA Security Tokens (per remote user) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0009-M</td>
<td>SSL VPN Clients for Users (per user) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>FT-HSC-0009-N</td>
<td>SSL VPN Clients for users (per user) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0013-M</td>
<td>Security Anti-Spam and email filtering service - In-Bound (per user, Min. 50) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HSC-0014-M</td>
<td>Security Anti-Spam and email filtering service - Out-Bound (per registered domain) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0015-M</td>
<td>Each Additional email domain required for a client's email services (per registered domain) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HSC-0016-N</td>
<td>Installation of the Security Anti-Spam Solution (per account) (Non-Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HSC-0017-M</td>
<td>SecuranceMail Encryption and Security (per registered domain) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0018-M</td>
<td>Securance Email Business Continuity (Per user, Min 50) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-HSC-0019-N</td>
<td>Securance Email Business Continuity Installation (Per Account) (Non-Recurring)</td>
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<tr>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0020-M</td>
<td>Email archiving (per user, min. 50) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-HSC-0021-N</td>
<td>Email archiving installation (per account) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-SB-0004-M</td>
<td>SAN Storage with full backup services (Disk to Disk; 2 week retention) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-SB-0001-M</td>
<td>Backup services for customer provided physical hardware (Disk to Disk; 2 week retention) (Per GB) (Monthly Recurring)</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>FT-SB-0002-M</td>
<td>NAS/Direct Attached Storage without backup (per GB) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-SB-0003-M</td>
<td>SAN storage without backup (per GB) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-SB-0005-M</td>
<td>Backup to Tape for offsite storage (includes an additional 2 week retention) (per GB) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-SB-0006-M</td>
<td>Hosted NAS services with DR NAS replication and 4 week tape backup rotation (per GB) (Monthly Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-SH-0001-M</td>
<td>1 Proc/1 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>FT-SH-0001-N</td>
<td>1 Proc/1 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<tr>
<td>54151ECOM</td>
<td>FT-SH-0002-M</td>
<td>2 Proc/2 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>2 Proc/2 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>FT-SH-0003-M</td>
<td>2 Proc/3 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>2 Proc/3 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>2 Proc/4 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>2 Proc/4 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>2 Proc/6 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>2 Proc/6 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
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<td>2 Proc/8 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>2 Proc/8 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>4 Proc/8 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>4 Proc/8 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>4 Proc/12 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>4 Proc/12 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>4 Proc/16 Gig RAM Virtual server without OS (per server) (Monthly Recurring)</td>
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<td>4 Proc/16 Gig RAM Virtual server without OS (per server) (Non-Recurring)</td>
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<td>54151ECOM</td>
<td>FT-SH-0010-M</td>
<td>Virtual Resource Pool (per 48 GB Ram) (Monthly Recurring)</td>
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<td>Build Out Servers in Virtual Resource Pool (per server) (Non-Recurring)</td>
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<td>Windows 2008 Server Web Edition SPLA (per processor) (Monthly Recurring)</td>
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<td>54151ECOM</td>
<td>FT-SW-0002-M</td>
<td>Windows 2008 Standard Edition SPLA (per user) (Monthly Recurring)</td>
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<td>54151ECOM</td>
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<td>Windows 2008 Enterprise Edition SPLA (per processor) (Monthly Recurring)</td>
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<td>Windows 2008 Data Center Edition SPLA (per phy socket) (Monthly Recurring)</td>
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<td>VMWare SPLA for virtual servers (per server) (Monthly Recurring)</td>
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<td>Exchange Server Standard Edition SPLA (per user) (Monthly Recurring)</td>
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<td>Exchange Server Enterprise Edition SPLA (per user) (Monthly Recurring)</td>
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<td>Lync Server Standard (per user) (Monthly Recurring)</td>
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<td>Lync Server Enterprise (per user) (Monthly Recurring)</td>
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<td>SQL 2008 Web Edition SPLA (per processor) (Monthly Recurring)</td>
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<td>SQL 2008 Workgroup Edition SPLA (per user) (Monthly Recurring)</td>
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<td>FT-SW-0016-M</td>
<td>SQL 2008 Standard Edition SPLA (per processor) (Monthly Recurring)</td>
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<td>FT-SW-0017-M</td>
<td>SQL 2008 Enterprise Edition SPLA (per user) (Monthly Recurring)</td>
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<td>FT-SW-0018-M</td>
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<td>Office SharePoint Server Standard Edition SPLA (per user) (Monthly Recurring)</td>
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<td>Office SharePoint Server Enterprise Edition SPLA (per user) (Monthly Recurring)</td>
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<td>Office SharePoint Server Internet Connector SPLA (per server) (Monthly Recurring)</td>
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<td>Office Standard Edition (per user) (Monthly Recurring)</td>
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<td>Office Pro Plus Edition (per user) (Monthly Recurring)</td>
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<td>FT-SW-0024-M</td>
<td>Office Visio (per user) (Monthly Recurring)</td>
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<td>Remote Desktop Services (TS) (Per User) (Monthly Recurring)</td>
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<td>FT-SW-0027-M</td>
<td>Server Antivirus (per device) (Monthly Recurring)</td>
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