Federal Supply Service
Authorized Information Technology
Schedule Price List
General Purpose Commercial
Information Technology Services

Contract Number:
GS-35F-0549Y

Pricelist Current
July 19, 2021 – July 19, 2022

Special Item #: 54151S
Information Technology (IT) Professional Services

Special Item #: 54151ECOM
Electronic Commerce & Subscription Services

Computer Systems Integrators, Inc.
1401 Route 52, Suite 100B
Fishkill, NY 12524

Period of Performance
August 7, 2012 through August 6, 2022
Special Item No. 54151S Information Technology Professional Services

SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

<table>
<thead>
<tr>
<th>FPDS Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D301</td>
<td>IT Facility Operation and Maintenance</td>
</tr>
<tr>
<td>D302</td>
<td>IT Systems Development Services</td>
</tr>
<tr>
<td>D306</td>
<td>IT Systems Analysis Services</td>
</tr>
<tr>
<td>D307</td>
<td>Automated Information Systems Design and Integration Services</td>
</tr>
<tr>
<td>D308</td>
<td>Programming Services</td>
</tr>
<tr>
<td>D310</td>
<td>IT Backup and Security Services</td>
</tr>
<tr>
<td>D311</td>
<td>IT Data Conversion Services</td>
</tr>
<tr>
<td>D316</td>
<td>IT Network Management Services</td>
</tr>
<tr>
<td>D399</td>
<td>Other Information Technology Services, Not Elsewhere Classified</td>
</tr>
</tbody>
</table>

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

SPECIAL ITEM NUMBER 54151ECOM - ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

SIN 54151ECOM ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

<table>
<thead>
<tr>
<th>FPDS Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D304</td>
<td>Value Added Network Services (VANs)</td>
</tr>
<tr>
<td>D304</td>
<td>E-Mail Services</td>
</tr>
<tr>
<td>D304</td>
<td>Internet Access Services</td>
</tr>
<tr>
<td>D304</td>
<td>Navigation Services</td>
</tr>
<tr>
<td>D399</td>
<td>Other Data Transmission Services, Not Elsewhere Classified - Except “Voice” and Pager Services</td>
</tr>
</tbody>
</table>
Computer Systems Integrators, Inc.
1401 Route 52 Suite
100B
Fishkill, NY 12524
Phone 845.897.9480
Fax 800.897.9488
Email: contact@csiny.com http://www.csiny.com
Contract Number: GS-35F—0549Y

Period Covered by Contract: **August 7, 2012 through August 6, 2022**

General Services Administration
Federal Supply Service *Price*

*list current*

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service’s Home Page via the Internet at [http://www.fss.gsa.gov/](http://www.fss.gsa.gov/)
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SPECIAL NOTICE TO AGENCIES

Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!® on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!® and the Federal Supply Service Home Page (www.fss.gsa.gov) contains information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT: The geographic scope of this contract is the 48 contiguous States and the District of Columbia.

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:

Ordering Office:

Computer Systems Integrators, Inc.
1401 Route 52, Suite 100B
Fishkill, NY 12524
Phone 845.897.9480
Fax 845.897-9488
Email: GSA@csiny.com
Attention: Scott Quimby

Payment Office:

Computer Systems Integrators, Inc.
1401 Route 52, Suite 100B
Fishkill, NY 12524
Phone 845.897.9480
Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance:

- Phone: 845.897.9480
- Fax: 845.897.9488
- Email: GSA@csiny.com
- Attention: Scott Quimby

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 1449:

Data Universal Numbering System (DUNS) Number: 78-1431549
Type of Contractor – A Small Business Concern
Contractor has registered with the Central Contractor Registration Database

5. FOB POINT: F.O.B. for all items offered to the Federal Government is Destination.

6. DELIVERY SCHEDULE

a. Time of Delivery: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Delivery Time (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>As agreed upon between contractor and agency 54151ECOM As agreed upon between contractor and agency</td>
</tr>
</tbody>
</table>

b. Expedited Delivery: Per solicitation contract clause c.12 (delivery Prices (F-FCI202-G)(May 2003, Paragraph (d), “Ordering offices will be required to pay differential between freight charges and express charges where express delivers are desired by the ordering activity”.

GS-35F-0549Y
c. **Inside Delivery:** Being offered on a case by case basis.

7. **DISCOUNTS:** PRICES SHOWN ARE NET PRICES; BASIC DISCOUNTS HAVE BEEN DEDUCTED. SIN 54151S & 54151ECOM BASIC DISCOUNT (S): 2% OFF COMPUTER SYSTEMS INTEGRATORS, INC. MASTER SERVICES PRICELIST DATED APRIL 2012. SIN 54151S SERVICE HOURS DURING REGULAR BUSINESS HOURS 8AM-5PM, MON-FRI, EXCLUDING PUBLIC HOLIDAYS. AFTER BUSINESS HOURS SERVICES ARE BILLED AT 1.5 X BUSINESS HOURS RATE.
   a. Prompt Payment: Net 30 days
   b. Quantity: See price list
   c. Dollar Volume: NONE
   d. Government Educational Institutions are offered the same discounts as all other Government customers.
   e. Other NONE

8. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**
   Not Applicable

9. **SMALL REQUIREMENTS:** Minimum acceptable order under resulting contract is $100.

11. **MAXIMUM ORDER**
    a. Special Item Number 54151S - Information Technology (IT) Professional Services & Special Item Number 54151ECOM – Electronic Commerce and Subscription Service.

    The maximum dollar value per order for IT Professional Services & Electronic Commerce and Subscription Service will be **$500,000**. (All dollar amounts are exclusive of any discounts for prompt Payment.)

12. **CREDIT CARD:**
    Accepted

13. **Price Reduction:**
    For the purpose of the price reductions clause, Computer Systems Integrators, Inc. Customers noted as Educational & Nonprofit Institutions shall be the customer in which this award is predicated upon. The initial offer placed the Government under this proposal as better than to this customer category. If Computer Systems Integrators, Inc. reduces its prices to these customers, then it shall trigger the price reduction clause. The price/discount relationship between the GSA Government customer’s
and Computer Systems Integrators, Inc. customer as noted, shall be maintained for the entire contract period or unless otherwise changed.

14. **Service Contract Act**
All primary categories offered by Computer Systems Integrators, Inc. exempt from the Service Contract Act of 1965, as amended. Any categories that fall under the service Contract Act of 1965, as amended, must be Incidental to and used solely to support hardware, software and/or professional services and cannot be purchased separately.

15. **Economic Price Adjustment (EPA):**
The EPA Clause 552.216-70 shall apply to the resultant award.

16. **Guarantee/Warranty:**
Service Agreement Standard Warranty

17. **Ordering Procedures**
For supplies and services, the ordering procedures information on Blanket Purchase Agreements (BPA’s), and a sample EPA can be found at the GSA/FSS Schedule home page (fss.gsa.gov/schedules).
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional 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.

   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.
   
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. The contractor shall not add the 0.75% Industrial Funding Fee onto the travel costs.

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**


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 (Dec 2007) 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 Professional Services.

9. **INDEPENDENT CONTRACTOR**

All IT Professional 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 Professional 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by— (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

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

GS-35F-0549Y
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 PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT offered under Special Item Numbers 54151S IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.
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 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 below:

Service Agreement Standard Warranty

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.

14. MONTHLY REPORTS

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.
SIN 54151S Price List

Data Communication Technician

Minimum Experience: Minimum one (1) year of applied experience or commensurate technical training

Minimum Education: An Associate’s degree in Computer Science, Information Systems, Engineering, Mathematics, or other related discipline, or minimum of two (2) years relevant specialized experience.

Job Description/Responsibilities
• Assist in the installation and updating of software, as well as the setup and troubleshooting of all equipment.
• Support and troubleshoot peripheral devices
• Resolve Windows and Internet Explorer issues on desktop and laptop.
• Support and troubleshoot Anti-virus programs
• Identify and remove computer viruses
• Troubleshoot and support backup systems
• Assist in the installation and configuration of Windows servers and desktops
• Assist in installation and configuration of switches
• Assist in installation and configuration of Wireless LAN devices
• Apply updates to servers and desktops in support of all OS and software

$117.81/hour with IFF

Network Engineer

Minimum Experience: Minimum three (3) years of applied experience

Minimum Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Mathematics, or other related discipline, or minimum of four (4) years relevant specialized experience, and has at least one advanced certification on network operating systems (LAN/WAN).

Job Description/Responsibilities
• Provide basic support for virtual server and desktop environments
• Provide basic support for Windows Active Directory Issues
• Troubleshoot and resolve basic server issues
• Troubleshoot and resolve basic network infrastructure issues
• Troubleshoot and resolve basic WLAN issues
• Troubleshoot and resolve basic mail system issues
• Resolve advanced Windows and Internet Explorer issues on desktop and laptop.
• Configure and support basic VPN systems
• Install and configure small server and desktop installations and supporting software
• Install, support and troubleshoot peripheral devices
• Install and configure small router, switch, and firewall installations
• Install and configure small Wireless LAN installations
• Install and configure small backup systems
• Install and configure small mail system installations
• Assist in the installation and configuration of Virtual server and desktop environments

$162.68/hour with IFF

Senior Network Engineer

Minimum Experience: Minimum five (5) years of applied experience

Minimum Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Mathematics, or other related discipline, or minimum of four (4) years relevant specialized experience, and has at least one advanced certification on network operating systems (LAN/WAN).

Job Description/Responsibilities
• Provide advanced support for virtual server and desktop environments
• Provide advanced support for Windows Active Directory Issues
• Troubleshoot and resolve advanced Windows server issues
• Troubleshoot and resolve advanced network infrastructure issues
• Troubleshoot and resolve advanced WLAN issues
• Troubleshoot and resolve advanced mail system issues
• Configure and support advanced VPN systems
• Install and configure medium server and desktop installations and supporting software
• Install, support and troubleshoot peripheral devices
• Install and configure medium router, switch, and firewall installations
• Install and configure medium to large mail system installations
• Install and configure medium Wireless LAN installations
• Install and configure all size backup systems
• Install and configure Virtual server and desktop environments

$179.52/hour with IFF

Enterprise Network Consultant

Minimum Experience: Minimum seven (7) years of applied experience

Minimum Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Mathematics, or other related discipline, or minimum of four (4) years relevant specialized experience, and has at least two advanced certification on network operating systems (LAN/WAN).

Job Description/Responsibilities
• Provide support for most difficult virtual server and desktop issues
• Provide support for most difficult Windows Active Directory Issues
• Troubleshoot and resolve most difficult Windows server issues
• Troubleshoot and resolve most difficult network infrastructure issues
• Troubleshoot and resolve most difficult WLAN issues
• Configure and support advanced VPN systems
• Install and configure large server and desktops installations and supporting software
• Install and configure large router, switch, and firewall installations
• Install and configure large Wireless LAN installations
• Install and configure large Virtual server and desktop environments
• Migrate Novell environment to Windows environment
• Design server and desktops systems
• Design router, switch, and firewall networks
• Design VPN systems
• Design Wireless LAN networks
• Design Virtual server and desktop environments
• Design Novell to Windows migration plan
• Design Windows Active Directory structure

$218.78/hour with IFF
Quantity Volume discounts:

SIN: 54151S

**Hourly based technical support and consulting services**

***Discounts available from standard rates for advanced purchase of support hour blocks***

Advanced Purchase of a block of 25 - 49 hours of support

6.25% Additional Discount

Advanced Purchase of a block of 50 - 99 hours of support

9.38% Additional Discount

Advanced Purchase of a block of 100-499 hours of support

15.62% Additional Discount

Advanced Purchase of a block of 500+ hours of support

18.75% Additional Discount
SIN 54151ECOM Price List

Service Hours during regular business hours 8AM-5PM, Mon-Fri, excluding public holidays.
After business hours services are billed at 1.5 x business hours rate

Paladin Network Server monitoring

<table>
<thead>
<tr>
<th># of monitored servers</th>
<th>Current Disc. Rate for GSA Pricing w/o Pricing Effective July 1, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-15 Servers</td>
<td>Additional $1 Off of List Per Server $32.41</td>
</tr>
<tr>
<td>16-20 Servers</td>
<td>Additional $2 Off of List Per Server $31.41</td>
</tr>
<tr>
<td>21-25 Servers</td>
<td>Additional $3 Off of List Per Server $30.41</td>
</tr>
<tr>
<td>26-30 Servers</td>
<td>Additional $4 Off of List Per Server $29.41</td>
</tr>
<tr>
<td>31-35 Servers</td>
<td>Additional $5 Off of List Per Server $28.41</td>
</tr>
<tr>
<td>36-40 Servers</td>
<td>Additional $6 Off of List Per Server $27.41</td>
</tr>
<tr>
<td>41-45 Servers</td>
<td>Additional $7 Off of List Per Server $26.41</td>
</tr>
</tbody>
</table>
46-50 Servers  
Additional $8 Off of List Per Server  $25.41

51-55 Servers  
Additional $9 Off of List Per Server  $24.41

56+ Servers  
Additional $10 Off of List Per Server  $23.41

**Additional Non Server Device Monitoring**

*Other devices (switches, UPS, other SNMP capable non-server devices) - cost per device per month*

<table>
<thead>
<tr>
<th>Devices Range</th>
<th>Cost Per Device Per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-150 devices</td>
<td>$8.90</td>
</tr>
<tr>
<td>Over 150 devices</td>
<td>$7.65</td>
</tr>
</tbody>
</table>

**Cloud Services**

**Paladin Email Defense Cloud Anti-Virus and Spam Filtering**

<table>
<thead>
<tr>
<th>Cost Per User / Month (15 User Minimum Charge)</th>
<th>User/Mth</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3.92</td>
<td>$3.95</td>
</tr>
</tbody>
</table>

**Paladin Cloud Off-Site Backup**

<table>
<thead>
<tr>
<th>Cost Per GB/Mth</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.98</td>
</tr>
<tr>
<td>$0.99</td>
</tr>
</tbody>
</table>
# Paladin Cloud Backup

## GSA Pricing

<table>
<thead>
<tr>
<th>Plan</th>
<th>Storage Included</th>
<th>Base Cost</th>
<th>Overage Charge</th>
<th>Monthly With IFF</th>
<th>Overage w/IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry</td>
<td>35GB/month</td>
<td>$87.22</td>
<td>$1.96</td>
<td>$87.87</td>
<td>$1.99</td>
</tr>
<tr>
<td>Basic</td>
<td>100GB/month</td>
<td>$146.02</td>
<td>$1.47</td>
<td>$147.12</td>
<td>$1.48</td>
</tr>
<tr>
<td>Standard</td>
<td>500GB/month</td>
<td>$391.02</td>
<td>$0.98</td>
<td>$393.95</td>
<td>$0.99</td>
</tr>
<tr>
<td>Premium</td>
<td>3000GB/month</td>
<td>$734.02</td>
<td>$0.44</td>
<td>$739.53</td>
<td>$0.44</td>
</tr>
<tr>
<td>Unlimited</td>
<td>unlimited GB</td>
<td>$1,175.02</td>
<td>n/a</td>
<td>$1,183.83</td>
<td>n/a</td>
</tr>
</tbody>
</table>

## Paladin Local Back Up

<table>
<thead>
<tr>
<th>Plan</th>
<th>Monthly with IFF</th>
<th>Monthly without IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paladin Local Back up (per Agent)</td>
<td>$9.81</td>
<td>$9.80</td>
</tr>
</tbody>
</table>