

Onyx Point, Inc. SIMP+SUPPORT Subscription Pricing

Products

SIN 132.32

PRODUCT NAME: SIMP+SUPPORT

PRODUCT DESCRIPTION: Under GSA IT Schedule 70, Onyx Point, Inc. offers support for the Systems Integrity Management Platform (SIMP) within SIN 132.32. Annual term subscriptions are offered in a scaled pricing structure based on the computing requirements of a given environment. This mature model delivers software maintenance priced per node to provide coverage commensurate with customer needs. Onyx Point, Inc. has determined a fair and reasonable offer for GSA customers that is discounted from its commercial price list and consistent with offers afforded to subscribers opting for multi-year maintenance plans paid in advance. SIMP + SUPPORT subscriptions include help desk support services 8am - 5pm Eastern time zone M-F, excluding government holidays. Orders and tickets may also be submitted by telephone at (410)541-6699 extension 4. Each subscription includes accounts for four accounts under which users may submit tickets via web portal. In accordance with Section 508, users requiring assistive technology may submit tickets via electronic mail. Tickets are logged and assigned to one of four severity tiers in order to streamline efforts and prioritize response to issues with critical mission impact. Response times range from four business hours to two days. The current average response time is just 2.5 hours. The GSA price per node is discounted by four percent (4%) from commercial rates.

132.34

Onyx Point, Inc.

SSUP-0050S-G16

SIMP + SUPPORT Annual Subscriptions Price Per Node

100-249: \$129.60/node

250-499: \$114.24/node

500-999: \$99.84/node

1000-2499: \$84.48/node

2500+ nodes: \$76.80/node

SIN 132.34

PRODUCT NAME: Consulting Services

PRODUCT DESCRIPTION: Onyx Point, Inc. creates, designs, implements, and integrates custom changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communication using on-site and remote consultants. Installation, configuration, integration and custom development services for open source software including the Linux operating system, Puppet automation framework, and SIMP will be performed under SIN 132 34. Onyx Point consultants typically have several years of experience with a variety of open source products, a large breadth of knowledge a great depth of skills, and possess the business savvy to completely understand the client's' needs in terms of their organizational goals and requirements. Software Maintenance Services Consultants are not categorized based on the number of years of experience they possess, as recent college graduates can sometimes perform more skillfully than persons with 20+ years of experience.

Labor Category

Professional Services Consultant - Standard: \$241.81/hr

Professional Services Consultant Functional Responsibilities:

Provides expert consultation in one or more areas for the design, development and integration of software products and systems. Recommends modification to development and design to improve the quality of products and/or procedures and to optimize operational efficacy. Performs guiding activities as outlined in statement of work including documentation and on-site training. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Stays current on IT-related certifications, concepts, and practices in order to make appropriate recommendations. Relies on experience and judgment to plan and accomplish goals. Provides consultation on complex technical projects.

Consultant Experience Requirements: 1 year experience with Linux Operating System and Puppet automation language and modules. Bachelor's degree in Information Systems, Engineering, or related field; Red Hat and Puppet certifications preferred.

Most Favored Customer's Discount or Discount Range (MFC) 0%.

GSA's Discount or Discount Range W/O IFF 4%.

Quantity/Volume Discount N/A.

Acronyms

UOI: Unit of Issue

COO: Country of Origin

SIN: Special Item Number

MFC: Most Favored Customer

IFF: Industrial Funding Fee (Clause 552.238-74): Fee is 0.75% (less than 1%)

Commercial Labor Category: Consultant

Functional Responsibilities:

Provides expert consultation in one or more areas for the design, development and integration of software products and systems. Recommends modification to development and design to improve the quality of products and/or procedures and to optimize operational efficacy. Performs guiding activities as outlined in statement of work including documentation and on-site training. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Stays current on IT-related certifications, concepts, and practices in order to make appropriate recommendations. Relies on experience and judgment to plan and accomplish goals. Provides consultation on complex technical projects.

Requirements:

Bachelor's degree in Information Systems, Engineering, or related field with 1 or more years of experience. 1 year experience with Linux Operating System and Puppet automation. Red Hat and Puppet certifications preferred.