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

GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 541515 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
FPDS Code D301 - IT Facility Operation and Maintenance
FPDS Code D302 - IT Systems Development Services
FPDS Code D310 - IT Backup and Security Services
FPDS Code D311 - IT Data Conversion Services

VICOM COMPUTER SERVICES, INC.
400 Broadhollow Road
Farmingdale, NY 11735
Phone: 631.694.3900

www.vicomnet.com

Contract Number: GS35F170GA
Period Covered by Contract: 1/10/2022 – 1/9/2027
General Services Administration
Federal Supply Service

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded prices.

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Desktop Engineer</td>
<td>$73.26</td>
<td>$74.72</td>
<td>$76.21</td>
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<td>Datacenter Engineer</td>
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<td>$149.23</td>
<td>$152.22</td>
<td>$155.26</td>
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<td>Senior Systems Engineer</td>
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<td>$156.07</td>
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<td>Senior Technical Consultant</td>
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<td>Senior Architect</td>
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<td>$200.63</td>
<td>$204.65</td>
<td>$208.74</td>
<td>$212.91</td>
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</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.

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.

2. Maximum order. Special Item Number 54151S - $500,000

3. Minimum order. $100.00

4. Geographic coverage (delivery area). CONUS
5. Point(s) of production (city, county, and State or foreign country). N/A

6. Discount from list prices or statement of net price. 1% from list price

7. Quantity discounts. None

8. Prompt payment terms. Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions." 0% in Net 30 Days.

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
   Purchase cards are accepted at or below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
   Purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin). None

11a. Time of delivery. (Contractor insert number of days.) At task order level

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.
   Customer may contact the Contractor for expedited delivery

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.
   Customer may contact the Contractor for rates for overnight and 2-day delivery

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery.
   Customer may contact the Contractor to effect a faster delivery

12. F.O.B. point(s). N/A

13a. Ordering address.

400 Broadhollow Road
Farmingdale, NY 11735
13b. 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.

14. Payment address.

**400 Broadhollow Road**  
**Farmingdale, NY 11735**

15. Warranty provision. **Standard**

16. Export packing charges, if applicable. N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). N/A

18. Terms and conditions of rental, maintenance, and repair (if applicable). N/A

19. Terms and conditions of installation (if applicable). N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A

20a. Terms and conditions for any other services (if applicable). N/A

21. List of service and distribution points (if applicable). N/A

22. List of participating dealers (if applicable). N/A

23. Preventive maintenance (if applicable). N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: **www.Section508.gov/**.

Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): **www.vicomnet.com**

The EIT standard can be found at: **www.Section508.gov/**.
25. Data Universal Number System (DUNS) number.  

**175112564**

26. Notification regarding registration in Central Contractor Registration (CCR) database.  

Registered with Cage Code 6LDU1
**NOTE:** All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

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. 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-

(a) Cancel the stop-work order; or

(b) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

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-

(a) 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

(b) 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.
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**

**DESCRIPTION OF IT PROFESSIONAL SERVICES**

**FPDS Code D301** - **IT Facility Operation and Maintenance**
Furnish personnel to provide services to support operations and maintenance of server, storage, network, software, virtualization, and cloud environments. Includes hardware and software recommendations, documentation and process recommendations, architecture and design services, monitoring & remediation, consulting services, overall support services and project management.

**FPDS Code D302** - **IT Systems Development Services:**
Furnish personnel to provide IT systems and deployment services. Includes services to deploy of server, storage, network, virtualization, software and cloud environments and integrate and validate their capabilities to ensure meeting of business and overall needs. Includes hardware and software recommendations, documentation and process recommendations, architecture and design services, monitoring services, service management services, consulting services, and project management.

**FPDS Code D310** - **IT Backup and Security Services**
Services include analysis and recommendations on disaster recovery, backup and security procedures. Analysis includes identity and access management, data security, application security, application security, infrastructure security, and security intelligence for all IT environments. Also includes architecture and design services, consulting services, implementation and support services to ensure environments are highly available and fault tolerant.

**FPDS Code D311** - **IT Data Conversion Services:**
Furnish facilities design, systems deployment and transition/re-hosting, systems reengineering, cabling/system installation, training, acquisition support and documentation as well as migration services to convert from one IT platform (server, storage, network, virtualization, software, and cloud) to another. This can be like to like vendors (older platform to newer platform from same vendor/manufacturer) or disparate platforms (one vendor/manufacturer to another vendor/manufacturer)
DESCRIPTION OF LABOR CATEGORIES

Desktop Engineer
Provide services around practices for desktop environments.

The skills and responsibilities include:
- Document existing hardware and software standards for desktop environments
- Integration of hardware and software and connection to network environments
- Utilize various technologies to create and manage line of business specific Windows profiles across the client's workspaces.
- Analyze business requirements and recommend technologies that will enhance availability, reliability, scalability and security.
- Work with various teams to provide a complete end user experience.
- Conduct proofs of concept and coordinate user acceptance testing of new solutions.
- Collaborate and contribute as a team member: understanding personal and team roles, contributing to a positive work environment by building solid relationships with team members, proactively seeking guidance, clarification and feedback.
- Apply enterprise vision and standards to all projects.
- Prepare detailed documentation of all engineered work and solutions.
- Knowledge of Group Policy
- Application Packaging experience: App-V
- VB and PowerShell Scripting
- Windows 7, 8 and 10 experience
- Interpersonal skills- gathering business requirements
- Coordination of UAT testing
- Ability to document all solutions

Education & Certifications
College degree or equivalent experience and IT certifications

Experience
1-2 years minimum IT experience
**Datacenter Engineer**

Provides reliable and secure technical operation of maintenance and security of server’s environment and ensure that the Data Center environment is reliably backed according to schedule. Serve as a point of reference for other engineers and team members.

Responsibilities include:

- Support development effort in review of system hardware; software and system design to assure system requirements are met
- Participate in all system/subsystem hardware and software integration and acceptance testing
- Part of the team that sets policy; monitors; prioritizes; and develops standards; as well as maintains service levels; for the production environment
- Design; deploy; maintain and troubleshoot infrastructure for multiple production environment
- Proactively suggest alternative solutions and designs; third party tools; etc. to solve the problems at hand
- Lead and participate in the writing of system; test and test reporting documentation to assure that design and test results meet customer requirements
- Help ensure mission critical servers are available and operating 24 hours a day and 7 days a week
- Administrator servers and implement hardware and software upgrades
- Run production jobs as scheduled. Monitor all server activity for problems; diagnose and resolve problems according to procedure. Escalate problems to the appropriate levels necessary.

- Carry out system maintenance tasks on all servers as required
- Develop server operating procedures
- Participate in development of disaster recovery plans
- Provide specialized customer support in certain areas as appropriate
- Participate in email or telephone and face to face discussion; respond to any requests from other staff; and facilitate good communications amongst staff
- Share skills with server administrators and coworkers and provide guidance when needed

- Ability to work with minimal supervision and self-manage.
- Commitment to co-operative working environment.
- Good communication and time management skills.
- Work under tight constraints and deadlines.

**Education & Certifications**

College degree or equivalent experience and IT certifications

**Experience**

1-2 years minimum IT experience
**Systems Engineer**

The successful Systems Engineer will be responsible for providing assistance to resolve technical problems that cover a multitude of technical disciplines. Demonstrate superb technical competency, delivering mission critical infrastructure and ensuring the highest levels of availability, performance and security. Highly organized, resourceful and capable of working independently with little direction from management.

**Responsibilities include:**

- Configuring systems to support connectivity, performance and reliability.
- Resolve a variety of system issues including connectivity, routing, bandwidth, latency, performance degradation across all sites.
- Provide emergency response and assistance for all necessary system problems and issues.
- Provide strategic planning for the improvement of the infrastructure as they relate to needs, business continuity, and disaster recovery.
- Monitor, analyze and evaluate the performance and capacity levels of all systems. Perform minor adjustments when necessary, and plan and schedule major adjustments and modifications when warranted.
- Document and maintain accurate configuration information and infrastructure schematics of all systems and dependencies. Log all issue and work in the companies back end systems.

**Responsibilities can include**

- Provide remote and in-person IT support to clients as needed
- Provide IT Support relating to issues with the internal systems and network infrastructure
- Support services for multiple technologies
- Support services for virtualization technologies: VMware and Microsoft
- Technical support at the network level: WAN/LAN connectivity, routers, firewalls, security
- Administer hosted & cloud solutions, as needed
- Implementation and support of disaster recovery solutions
- Remote access solution support: VPN, Citrix and Terminal Services
- Respond to tickets from remote monitoring and management (RMM) system alerts/notifications
- Creating flowcharts, diagrams and ongoing documentation for systems and workflows
- Communicate with users and managers, keep them informed of incidents, changes, or planned outages
- Keep managers aware of issues that require escalation and escalate items in a timely manner
- Continual improvement of internal processes and procedures
- Develop methods and implement solutions which provide automation, using a combination of scripts, software and processes.
- Maintain time/expense entries, complete training, scheduled dispatches, projects, and tickets
- Review IT publications and online materials to stay up-to-date on current/future technologies

**Technical Job Requirements:**

- Professional experience and expertise supporting, but not limited to:
  - Virtualization technologies from VMWare or Microsoft: Installing and administration of virtualization environment, HA and DRS, security, virtual networking, resource monitoring and performance tuning
Network connectivity and design for both LAN and WAN topologies, including: routers, firewalls and managed switches from Enterprise vendors such as Cisco, Juniper and SonicWall. This is should include vLANs, wLANs, OSI Network Layers, NAT, firewall rules, routing and VPNs.

- Enterprise storage solutions: SAN and NAS support using iSCSI, FCP, FCoE and NFS
- Microsoft Windows, Microsoft Office Suite, Office 365, Mac OS
- Microsoft Exchange, Microsoft SharePoint and Microsoft Windows Server (including SBS)
- Terminal Services and Desktop Virtualization: Microsoft RDS, Citrix XenApp, Netcaler
- Various Antivirus software packages
- Mobile handheld devices, thin clients, printers and other end user devices

- Advanced Administration of Active Directory and Microsoft server technologies
- Office 365 cutover, staged and hybrid migrations
- Monitoring and maintaining computer systems and networks, server hardware and related technology
- Internet-related technologies, including: DNS, registrars, SSL/TLS, webhosting providers
- Utilize best practices and problem resolutions
- Linux systems and administration
- Unix (AIX) systems and administration

Education & Certifications
Bachelor’s degree or equivalent experience and IT certifications

Experience
2 years minimum IT experience
**Project Manager**

Project Manager will take on the management of key projects with the goal of delivering every project on time, within budget and within scope.

Responsibilities include:

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability and allocation
- Develop a detailed project plan to monitor and track progress
- Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques
- Measure project performance using appropriate tools and techniques
- Report and escalate to management as needed
- Successfully manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Solid organizational skills including attention to detail and multi-tasking skills

**Education & Certifications**
Bachelor’s degree plus PMP certification

**Experience**
5 years minimum PM experience
Senior Systems Engineer

The successful Systems Engineer will be responsible for providing assistance to resolve technical problems that cover a multitude of technical disciplines. Demonstrate superb technical competency, delivering mission critical infrastructure and ensuring the highest levels of availability, performance and security. Highly organized, resourceful and capable of working independently with little direction from management. Providing management and supervisory capabilities of other technical personnel.

Responsibilities include:

- Configuring systems to support connectivity, performance and reliability.
- Resolve a variety of system issues including connectivity, routing, bandwidth, latency, performance degradation across all sites.
- Provide emergency response and assistance for all necessary system problems and issues.
- Provide strategic planning for the improvement of the infrastructure as they relate to needs, business continuity, and disaster recovery.
- Monitor, analyze and evaluate the performance and capacity levels of all systems. Perform minor adjustments when necessary, and plan and schedule major adjustments and modifications when warranted.
- Document and maintain accurate configuration information and infrastructure schematics of all systems and dependencies. Log all issue and work in the companies back end systems.
- Managing and supervising technical resources and teams the success.

Responsibilities can include

- Provide remote and in-person IT support to clients as needed
- Provide IT Support relating to issues with the internal systems and network infrastructure
- Support services for multiple technologies
- Support services for virtualization technologies: VMware and Microsoft
- Technical support at the network level: WAN/LAN connectivity, routers, firewalls, security
- Administer hosted & cloud solutions, as needed
- Implementation and support of disaster recovery solutions
- Remote access solution support: VPN, Citrix and Terminal Services
- Respond to tickets from remote monitoring and management (RMM) system alerts/notifications
- Creating flowcharts, diagrams and ongoing documentation for systems and workflows
- Communicate with users and managers, keep them informed of incidents, changes, or planned outages
- Keep managers aware of issues that require escalation and escalate items in a timely manner
- Continual improvement of internal processes and procedures
- Develop methods and implement solutions which provide automation, using a combination of scripts, software and processes.
- Maintain time/expense entries, complete training, scheduled dispatches, projects, and tickets
- Review IT publications and online materials to stay up-to-date on current/future technologies

Technical Job Requirements:

- Professional experience and expertise supporting, but not limited to:
  - Virtualization technologies from VMWare or Microsoft: Installing and administration of virtualization environment, HA and DRS, security, virtual networking, resource monitoring and performance tuning
- Network connectivity and design for both LAN and WAN topologies, including: routers, firewalls and managed switches from Enterprise vendors such as Cisco, Juniper and SonicWall. This is should include vLANs, wLANs, OSI Network Layers, NAT, firewall rules, routing and VPNs.
- Enterprise storage solutions: SAN and NAS support using iSCSI, FCP, FCoE and NFS
- Microsoft Windows, Microsoft Office Suite, Office 365, Mac OS
- Microsoft Exchange, Microsoft SharePoint and Microsoft Windows Server (including SBS)
- Terminal Services and Desktop Virtualization: Microsoft RDS, Citrix XenApp, Netscaler
- Various Antivirus software packages
- Mobile handheld devices, thin clients, printers and other end user devices
  - Advanced Administration of Active Directory and Microsoft server technologies
  - Office 365 cutover, staged and hybrid migrations
  - Monitoring and maintaining computer systems and networks, server hardware and related technology
  - Internet-related technologies, including: DNS, registrars, SSL/TLS, webhosting providers
  - Utilize best practices and problem resolutions
  - Linux systems and administration
  - Unix (AIX) systems and administration

**Education & Certifications**
Bachelor’s degree or equivalent experience and IT certifications

**Experience**
5 years minimum IT experience
Senior Technical Consultant
This position will perform information technology/operational risk-based and continuous audits. Responsibilities include assessing risks, developing audit plans and programs, performing audits, and evaluating/reporting on internal controls. In addition, the IT Senior Consultant is expected to assess processes for efficiency.

Responsibilities include:
- Use standard auditing principles to assess the performance of operating controls intended to safeguard corporate assets, and the economy/efficiency with which corporate resources are utilized.
- Perform IT general controls audits.
- Assist in evaluating materiality and risks of areas to be audited.
- Maintain the level of technical competency and due professional care required for the completion of audit assignments in accordance with auditing standards. Maintain knowledge of new technology, changing control risks, and related control techniques.
- Evaluate systems and processes for compliance with relevant existing or proposed laws and regulations, established policies, plans and procedures, and assess the effectiveness with which corporate objectives and goals are achieved.
- As required, participate in pre-and post-implementation control reviews of major system development proposals.
- Obtain and analyze data as basis for reviewing the adequacy, effectiveness, and efficiency of systems and processes.
- Plan, develop, and possibly lead less complex audits to examine and evaluate the system of internal controls and the reliability and integrity of financial and operating information.
- Assist in the development and implementation of audit plans, programs, and procedures, and review each for adequacy.
- May review and direct the work of others for sections of an audit.
- Support the business in determining how to audit “through the computer” during financial and operational audits.
- Prepare audit reports and recommend improvements to financial and operational processes; make oral and written presentations during and at the conclusion of the audit.
- Appraise the adequacy of the corrective actions taken to improve deficiencies identify during audits.

Will include the following competencies:
- Technical Skills – Demonstrates technical competency, knowledge, and professional care commensurate with completion of assignments, and an eagerness to learn and absorb new technical and industry-specific information.
- Interpersonal – Ability to cultivate strong collaborative working relationships and contacts within work group, across other company functions and with external organizations.
- Oral Communication – Listens and gets clarification; continually asks good questions and incorporates them into foundational knowledge. Demonstrates effective public speaking skills. Capable of leading meetings with business unit executives.
- Team Work – Contributes to building a positive team spirit.
- Written Communication – Writes clearly and informatively; able to read and interpret written information.
• Ethics – Treats people with respect; inspires the trust of others; demonstrated ability to successfully handle sensitive discussions, strong personal ethics commitment and demonstrated good judgment.

• Adaptability – Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.

• Analytic Skills – Ability to obtain, analyze, and evaluate evidentiary data to form an informed and objective opinion on the adequacy and effectiveness of the area being reviewed.

• Project Management – Demonstrates excellent analytical, project management and organizational skills. Able to manage multiple assignments proficiently. Effectively prioritizes tasks and manages time to meet established budget and milestones.

• Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals.

• Professionalism – Reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

• Quality – Demonstrates accuracy and thoroughness; applies feedback to improve performance.

Education & Certifications
Bachelor’s degree or vendor specific IT certifications

Experience
8 years minimum IT experience
Senior Architect
Understand IT challenges and current state to assist formulating IT strategies and technologies aligned with corporate objectives.

Responsibilities include:
- Leading or participating in enterprise vendor, technology, and tool selection
- Performing in a solution architect capacity for enterprise initiatives
- Facilitating complex design and technical discussions, reconciling differing opinions and driving the decision making process
- Contribute to the growth and maturity of processes
- Collect, deliver and present any industry best-practices
- Design and deliver high-quality integration solutions that satisfy project requirements and meet enterprise needs.
- Provide senior level architectural oversight on multiple IT projects simultaneously.
- Deliver and manage technology proofs of concept. Interpret the results and incorporate them into technology recommendations.
- Working knowledge of common architectural patterns, design patterns and best practices.
- Architecting and developing integrations between 3rd party applications and internally developed systems (Onsite and cloud based)
- Product evaluations and selection, buy-or-build
- Various architecture disciplines, such as security, network, operations, and data architecture
- Leadership skills to indirectly drive cross-functional teams towards common solutions
- Analyze business needs as they relate to client business objectives and creation of lean processes
- Devise technical architectures to serve the business needs of clients and create implementation plans and communicate internally and with client project team members.
- Partner with peers and client IT resources, business representatives and external platform vendors to execute the implementation plan.

Education & Certifications
Bachelor’s degree or vendor specific IT certifications

Experience
10 years minimum IT experience
## GSA PRICING

VICOM COMPUTER SERVICES, INC.
GSA AWARDED PRICING (Hourly Rates)
SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

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