



AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE & SERVICES

**SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

**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.

**Digital Hands, LLC**  
400 N. Ashley Drive, Suite 900, Box 52  
Tampa, FL 33602  
(P) 813-222-3023  
[www.digitalhands.com](http://www.digitalhands.com)

Contract Number: **GS-35F-195BA**  
Period Covered by Contract: **2/6/2014 – 2/5/2019**

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #001, dated 02-06-14.

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:**

1. Awarded Special Item Number(s):

SIN	Description
132-51	<b>Information Technology Services</b>

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: Not Applicable.
- 1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 4.
2. Maximum Order: \$500,000
3. Minimum Order: \$100
4. Geographic Coverage: Domestic & Overseas
5. Point of Production: N/A
6. Prices Shown Herein are Net (discount deducted)
7. Quantity Discount: None
8. Prompt Payment Terms: Net 30
9. **Government Purchase Cards** are not accepted above the micro-purchase threshold.
10. **Foreign Items:** None
11. **Time of Delivery:** Digital Hands, LLC shall deliver or perform services in accordance with the terms negotiated in an agency's order.
- 11b. **Expedited Delivery:** Consult with Contractor
- 11c. **Overnight/2-Day Delivery:** Consult with Contractor
- 11d. **Urgent Requirements:** Consult with Contractor
12. **FOB Point:** Destination
13. **Ordering Address:** Digital Hands, LLC  
Account Management  
400 N. Ashley Drive, Suite 900, Box 52  
Tampa, FL 33602

14. **Payment Address:** Digital Hands, LLC  
Attn: Billing  
400 N. Ashley Drive, Suite 900, Box 52  
Tampa, FL 33602
15. **Warranty Provisions:** Contractor's Standard Warranty
16. **Export Packing charges:** Not applicable
17. **Terms and conditions of Government Purchase Card Acceptance:** Contact Digital Hands, LLC for terms and conditions of Government Purchase Card acceptance.
18. **Terms and conditions of rental, maintenance, and repair:** Not applicable
19. **Terms and conditions of installation:** Not applicable
- 20b. **Terms and conditions of repair parts:** Not applicable
- 20b. **Terms and conditions for any other services:** Not applicable
20. **List of service and distribution points:** Not applicable
21. **List of participating dealers:** Not applicable
22. **Preventive maintenance:** Not applicable
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:**  
Not applicable
- 24b. Contact Digital Hands, LLC for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>
25. **DUNS Number:** 130031037
26. Digital Hands, LLC is registered in the System for Award Management (SAM) database.

## GSA RATES

Service Category	2/6/14 – 2/5/15	2/6/15 – 2/5/16	2/6/16 – 2/5/17	2/6/17 – 2/5/18	2/6/18 – 2/5/19
<b>Infrastructure Support – Network Appliance – Per Device Monthly</b>					
Network Appliance - Small Scope	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
Network Appliance - Medium Scope	\$148.11	\$151.07	\$154.09	\$157.18	\$160.32
Network Appliance - Large Scope	\$296.22	\$302.14	\$308.19	\$314.35	\$320.64
<b>Infrastructure – Server – Per Device Monthly</b>					
ServerWorks Monitor 1	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
ServerWorks Monitor 2	\$207.36	\$211.51	\$215.74	\$220.05	\$224.45
ServerWorks Basic	\$246.85	\$251.79	\$256.82	\$261.96	\$267.20
ServerWorks Full	\$296.22	\$302.14	\$308.19	\$314.35	\$320.64
Server Application Server	\$493.70	\$503.57	\$513.65	\$523.92	\$534.40
<b>Infrastructure – WAN Acceleration – Per Device Monthly</b>					
WAN Acceleration - Medium Device	\$148.11	\$151.07	\$154.09	\$157.18	\$160.32
WAN Acceleration - Controller	\$222.17	\$226.61	\$231.15	\$235.77	\$240.48
<b>Infrastructure – Storage Optimization – Per Device Monthly</b>					
Storage Optimization Appliance Medium Device	\$108.61	\$110.78	\$113.00	\$115.26	\$117.56
<b>Technical Support – Per Device Monthly</b>					
PCWorks Light	\$14.81	\$15.11	\$15.41	\$15.72	\$16.03
PCWorks Full	\$24.69	\$25.18	\$25.69	\$26.20	\$26.73
PCWorks Full Unique	\$29.62	\$30.21	\$30.82	\$31.43	\$32.06
PCWorks Full VIP	\$39.50	\$40.29	\$41.10	\$41.92	\$42.76
<b>Security – Endpoint Workstation – Per Device Monthly</b>					
Endpoint Workstation Security 1	\$2.96	\$3.02	\$3.08	\$3.14	\$3.20
Endpoint Workstation Security 2	\$6.83	\$6.97	\$7.11	\$7.25	\$7.39
<b>Security – Endpoint Server – Per Device Monthly</b>					
Endpoint Server Security 1	\$7.90	\$8.06	\$8.22	\$8.38	\$8.55
<b>Security – Infrastructure – Per Device Monthly</b>					
Security Appliance - Full	\$1,184.89	\$1,208.59	\$1,232.76	\$1,257.41	\$1,282.56
Advanced Firewall - Full	\$1,184.89	\$1,208.59	\$1,232.76	\$1,257.41	\$1,282.56
IPS/IDS - Full	\$1,184.89	\$1,208.59	\$1,232.76	\$1,257.41	\$1,282.56
Email Protection	\$2.47	\$2.52	\$2.57	\$2.62	\$2.67
Web Protection/Proxy	\$1,184.89	\$1,208.59	\$1,232.76	\$1,257.41	\$1,282.56
Certificate Management	\$2.47	\$2.52	\$2.57	\$2.62	\$2.67
Vulnerability Management	\$1.52	\$1.55	\$1.58	\$1.61	\$1.65
VPN	\$493.70	\$503.57	\$513.65	\$523.92	\$534.40
Security Manager Appliance	\$1,184.89	\$1,208.59	\$1,232.76	\$1,257.41	\$1,282.56
Network/Host Data Protection	\$2.47	\$2.52	\$2.57	\$2.62	\$2.67
<b>Security – Data Protection – Per Device Monthly</b>					
Database Activity Monitoring	\$236.98	\$241.72	\$246.55	\$251.49	\$256.51
Device Control	\$2.47	\$2.52	\$2.57	\$2.62	\$2.67
File and Folder Encryption	\$2.47	\$2.52	\$2.57	\$2.62	\$2.67

Labor – Hourly Rates					
IT Operations Technician-Remote	\$93.80	\$95.68	\$97.59	\$99.54	\$101.53
Business Analyst	\$93.80	\$95.68	\$97.59	\$99.54	\$101.53
Infrastructure Engineer	\$148.11	\$151.07	\$154.09	\$157.18	\$160.32
Cyber Security Analyst	\$148.11	\$151.07	\$154.09	\$157.18	\$160.32
Project Manger	\$148.11	\$151.07	\$154.09	\$157.18	\$160.32
Senior Infrastructure Engineer	\$246.85	\$251.79	\$256.82	\$261.96	\$267.20
Cyber Security Engineer	\$246.85	\$251.79	\$256.82	\$261.96	\$267.20
Senior Cyber Security Engineer	\$246.85	\$251.79	\$256.82	\$261.96	\$267.20
Senior Cyber Security Consultant	\$246.85	\$251.79	\$256.82	\$261.96	\$267.20

# Managed Service Descriptions

## Infrastructure

### Infrastructure Support -Network Appliance

#### **Network Appliance – Small Scope**

Scope: Router, switch or firewall; non-core device, 24x7x365 monitoring and management; small OEM device, branch centric.

Description: Service includes 24x7x365 monitoring, management, and operations for small network devices. Includes policy and change management.

#### **Network Appliance – Medium Scope**

Scope: Router, switch or firewall; non-core device, 24x7x365 monitoring and management; mid-level OEM device.

Description: Service includes 24x7x365 monitoring, management, and operations for mid-level network devices. Includes policy and change management.

#### **Network Appliance – Large Scope**

Scope: Router, switch or firewall; core device, 24x7x365 monitoring and management; OEM large scale device.

Description: Service includes 24x7x365 monitoring, management, and operations for large network devices. Includes policy and change management.

### Infrastructure - Server

#### **ServerWorks Monitor 1**

Scope: Monitoring only of server. Notification sent directly to the customer.

Description: Service includes 24x7x365 monitoring of servers for alerts and faults. Events are routed directly to Customer. This service does not include break fix analysis or escalation management.

#### **ServerWorks Monitor 2**

Scope: Monitoring only of server. Technician makes call out to the customer notifying of a monitoring incident.

Description: Service includes 24x7x365 monitoring of servers for alerts and faults. Events are routed directly to Customer and technicians escalated to Customer POC via designated method.

### **ServerWorks Basic**

Scope: Basic process monitoring, log monitoring, third party warranty interface during customer business hours (8-5)

Description: Service includes monitoring of servers for alerts and faults. Includes monitoring of logs for critical events and interface with vendors/manufacturers for failure remediation. This service is provided during Customer business hours only (8am-5pm).

### **ServerWorks Full**

Scope: Basic process monitoring, log monitoring, third party warranty interface 24x7x365

Description: Service includes 24x7x365 monitoring of servers for alerts and faults. Includes monitoring of logs for critical events and interface with vendors/manufacturers for failure remediation.

### **Server Application Server**

Scope: Application Server; managing the app as well as the specialty server .

Description: Service includes 24x7x365 monitoring, management, and operations for applications and specialty servers. Includes performance trending and policy and change management.

### **Infrastructure-WAN Acceleration**

#### **WAN Acceleration - Medium Device**

Scope: Monitoring and management of appliance, 24x7X365, medium OEM device.

Description: Service includes 24x7x365 monitoring, management, and operations for medium wan acceleration network devices. Includes policy and change management.

#### **WAN Acceleration – Controller**

Scope: Monitoring and management of appliance, 24x7X365, large OEM device.

Description: Service includes 24x7x365 monitoring, management, and operations for large wan acceleration devices. Includes policy and change management.

### **Infrastructure-Storage Optimization**

#### **Storage Optimization Appliance Medium Device**

Scope: Monitoring and management of appliance 24x7X365.

Description: Service includes 24x7x365 monitoring, management, and operations for storage devices. Includes policy and change management.

## End User

### **PCWorks Light**

Scope: Endpoint management of antivirus/antispysware and application/operating system patching.

Description: This service provides complete endpoint management including antivirus/antispysware, automated application and operating system patching. There is no telephone or email support included in this service.

### **PCWorks Full**

Scope: Endpoint management of antivirus/antispysware, application/operating system patching and service desk via telephone or email form 8am-6pm local time business day.

Description: This service provides complete endpoint management including antivirus/antispysware, automated application and operating system patching, and troubleshooting of supported applications. Users are able to contact the service desk via telephone and/or email from 8am-6pm local time.

### **PCWorks Full Unique**

Scope: Endpoint management of antivirus/antispysware, application/operating system patching and service desk via telephone or email form 8am-6pm local time business day. A unique telephone number and customer greeting are provided for the customer.

Description: This service provides complete endpoint management including antivirus/antispysware, automated application and operating system patching, and troubleshooting of supported applications. Users are able to contact the service desk via telephone and/or email from 8am-6pm local time. Company is provided with a unique telephone number and custom greeting.

### **PCWorks Full VIP**

Scope: Endpoint management of antivirus/antispysware, application/operating system patching and service desk via telephone or email form 8am-6pm local time business day. Designated users have 24x7x365 access to resources.

Description: This service provides complete endpoint management including antivirus/antispysware, automated application and operating system patching, and troubleshooting of supported applications. Users are able to contact the service desk via telephone and/or email from 8am-6pm local time. Company is provided with a unique telephone number and custom greeting. Designated users have 24x7x365 access to resources.

## Security

### Security - Endpoint Workstation

#### **Endpoint Workstation Security 1**

Scope: AntiVirus/AntiSpam; Desktop Firewall; Host Intrusion Protection.

Description: Endpoint Security for Workstations Level 1 includes fully managed services for antivirus and antispyware to provide malware protection. It also includes managed services for managed desktop firewall and host intrusion protection to ensure malicious applications and attacks are not leveraged against the device. This service is managed 24x7x365 and includes security operations and incident management.

#### **Endpoint Workstation Security 2**

Scope: AntiVirus/AntiSpam; Desktop Firewall; Host Intrusion Protection; Web Content Filtering; Workstation Encryption; File and Folder Encryption; Application Whitelisting.

Description: Endpoint Security for Workstations Level 2 includes all services from Level 1 with the addition of the following services: Web Content Filtering for web protection, Workstation and File and Folder Encryption for complete data confidentiality, and Application Whitelisting for advanced workstation protection. This service is managed 24x7x365 and includes security operations and incident management.

### Security - Endpoint Server

#### **Endpoint Server Security 1**

Scope: AntiVirus/AntiSpyware.

Description: Endpoint Security for Server Level 1 includes fully managed services for antivirus and antispyware to provide servers with complete malware protection. This service is managed 24x7x365 and includes security operations and incident management.

### Security - Infrastructure

#### **Security Appliance – Full**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: This service includes 24x7x365 management, monitoring, and security operations for security appliances. Change management and incident management are included as part of security operations.

#### **Advanced Firewall - Full**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: This service includes 24x7x365 management, monitoring, and security operations for advanced firewall appliances with security modules/features, including UTM gateways. Additional features outside of firewall operations supported by the device are subject to additional charges. Change management and incident management are included as part of security operations.

### **IPS/IDS – Full**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: This service includes 24x7x365 management, monitoring, and security operations for intrusion prevention/detection appliances. Change management and incident management are included as part of security operations. Remediation of events and root causes for alerts is not included in this service.

### **Email Protection**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: Email Protection Service includes 24x7x365 management, monitoring, and security operations for Customer email gateway appliances. This includes management of policies and solution feature sets, change management, and incident management. This service does not include management or monitoring of Customer email servers or databases.

### **Web Protection/Proxy**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: Web Protection Service includes 24x7x365 management, monitoring, and security operations for Customer web gateway/proxy appliances. This includes management of policies and solution feature sets, change management, and incident management. This service does not include web content management of individual endpoints.

### **Certificate Management**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: Certificate Service includes 24x7x365 management, monitoring, and security operations for Customer certificate management platform. This includes lifecycle management of digital certificates, change management, and incident management. This service does not include the purchase or license of digital certificates.

### **Vulnerability Management**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: This service provides 24x7x365 management, monitoring, and operations for Customer network management platforms. This includes analysis and execution of rule and policy changes, auditing existing rule sets, managing configurations, and testing changes, through the platform.

### **Security - Data Protection**

#### **Network/Host Data Protection**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: This service includes 24x7x365 management, monitoring, and security operations for Customer data loss prevention solutions. This includes alerting of policy and rule violations, data discovery, policy management, and incident and change management. Forensic investigations and expert witness testimony is not included in this service.

#### **Database Activity Monitoring**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: This includes 24x7x365 management, monitoring, and operations for Customer database activity monitoring platforms. This service includes alerts of anomalous activity, as well as policy and change management. Database management is not included in this security service.

#### **Device Control**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: This service includes the 24x7x365 management, monitoring, and security operations of Customer device control solution. This includes alerting of attempted policy violations, device encryption, and device synchronization in addition to policy and change management.

#### **File and Folder Encryption**

Scope: Proactive monitoring; full management; security operations; incident management, reporting.

Description: This service includes the 24x7x365 management, monitoring, and security operations of Customer encryption solution.

## Labor

### **IT Operations Technician – Remote**

Functional Responsibility: IT Customer Support Specialist position, responsible for providing hardware and software fault isolation, repairs, installation, upgrades and configuration management. Has a good working knowledge and experience in software and user account initialization, setup, and repair in an MS Windows XP environment. Provides a centralized technical assistance service that supports problem resolution and distributes general information concerning office automation.

Minimum Education: BA/BS in technical discipline

Minimum Experience: 2 years of systems support experience.

### **Project Manager**

Functional Responsibility: Maintains project resources including schedule, staffing and expenses. Plans, directs, and coordinates activities of projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Manages projects of significant value or strategic importance.

Minimum Education: BA/BS in Computer Science. Certification is desired

Minimum Experience: 10 years of information technology experience including 5 years project management experience. Experience in operations and business areas.

### **Business Analyst**

Functional Responsibility: Experienced in the development, revision and delivery of customer onboarding, process design and optimization and technical training courses and catalogs. Develops business and technology processes and procedures as well as instructor and student materials. Conducts business and technical requirements gathering sessions, classroom courses, workshops, and seminars. Provides supervision and direction to staff. Proficient in both oral and written communications. Ability to develop formal reports including interpretation of cited documents, facts and diagrams explaining the complex nature of issues.

Minimum Education: BA/BS in related field.

Minimum Experience: 5 years of operations, business and training related experience.

**Infrastructure Engineer**

Functional Responsibility: Skilled in server hardware and software administration across multiple hardware platforms. Capable of managing multiple lines of networking equipment, related software, and security policies and procedures. Can work independently in performing most system administration duties including system installation, configuration, and maintenance, testing, and implementing security policies. Able to manage and perform performance enhancement tuning procedures on various server and networking devices. May manage and/or provide guidance to junior members of the team as directed.

Minimum Education: BA/BS in Computer Science

Minimum Experience: 3 years of systems support experience.

**Senior Infrastructure Engineer**

Functional Responsibility: Skilled in server hardware and software administration across multiple hardware platforms. Capable of managing multiple lines of networking equipment, related software, and security policies and procedures. Able to perform performance enhancement tuning procedures on various server and networking devices, monitor ongoing performance, and provide performance improvement recommendations. Duties include, but are not limited to, defining requirements, implementing systems, managing system upgrades, providing technical guidance and direction, managing system testing, appraising current, and recommending solutions. Manages junior members of the team.

Minimum Education: BA/BS in Computer Science

Minimum Experience: 5 years of systems support experience.

**Cyber Security Analyst**

Functional Responsibility: Performs risk analysis and security audit services. Leads and participates in the performance of security risk assessments, system threat assessments, vulnerability assessments, and penetration analysis of facilities. Develops security assessment reports. Analyzes security risks and develops security solutions.

Minimum Education: BA/BS in Computer Science or accounting information systems

Minimum Experience: 3 years supporting information technology projects with 3 years related to information and computer security.

### **Senior Cyber Security Engineer**

Functional Responsibility: Oversees the implementation, integration and operation of cyber security solutions. Implements technical solutions for network boundary protection, endpoint security, access control, auditing, log management, event management and correlation, and network monitoring; network and system vulnerability assessment; application and software security assessment; database security assessment and monitoring; software security assurance; security configuration assessment, and compliance management; incident handling, response and reporting. Manages and updates progress towards team objectives, assists team members in resolving problems, and engages in personnel management and guidance to team members. Fosters a positive work environment by mentoring, and supporting team members.

Minimum Education: BA/BS in Computer Science, MIS or Accounting Information Systems

Minimum Experience: 5 years supporting information technology projects with 5 years related to information and computer security

### **Senior Cyber Security Consultant**

Functional Responsibility: Assesses, develops, implements, and maintains enterprise information/cyber security programs. Develops strategies for implementing Federal government cyber security programs, as well as privacy. Develops policy, procedures, and best practices. Establishes guidelines and develops strategy for the architecting of software systems. Participates in creation of policies, standards, best practices, and procedures within the systems architecture area. Participates in the management of resources within a solution architecting team. Participates in enterprise-wide strategic information planning and management and works to establish and enforce strategies, policies, and procedures for architecting security solutions. Directs security program office support including analysis, planning, and budget. Manages project requirements, resources, and deliverables.

Minimum Education: BA/BS in Computer Science, MIS, or Information Systems

Minimum Experience: 5 years supporting information technology projects with 5 years related to information and computer security.

***Experience & Degree Substitution Equivalencies***

\*Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<b><u>Equivalent Degree</u></b>	<b><u>Experience</u></b>
Associate's	2 years relevant experience
Bachelor's	Associate's degree + 2 years relevant experience or 4 years relevant experience
Master's	Bachelor's plus 2 years relevant experience or Associate's degree + 4 years relevant experience or 6 years relevant experience
PhD	Master's + 2 years relevant experience, or Bachelor's + 4 years relevant experience or 8 years relevant experience