



State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

## Request for Quotation

RFQ NUMBER
DEV1285

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
PAUL REYNOLDS 304-558-0468

RFQ COPY  
TYPE NAME/ADDRESS HERE  
New Tech Solutions Inc  
4179 Business Center Dr  
Fremont, CA 94538  
510 353 4070

SHIP TO  
WV DEVELOPMENT OFFICE  
ADMINISTRATION  
BUILDING 6, ROOM 645  
1900 KANAWHA BOULEVARD, EAST  
CHARLESTON, WV  
25305-0311 304-558-0350

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS		
04/19/2012						
BID OPENING DATE: 05/03/2012		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001		EA		920-19	\$121,200/=	\$121,200/=
COMPUTER MANAGEMENT						
OPEN-END CONTRACT						
THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA DEVELOPMENT OFFICE ON BEHALF OF THE WEST VIRGINIA DEPARTMENT OF COMMERCE IS SEEKING A VENDOR TO PROVIDE MANAGED HOSTING SERVICES FOR THE DIVISION'S WEB PLATFORM WWW.WVCOMMERCE.ORG PER THE ATTACHED SPECIFICATIONS.						
EXHIBIT 1						
LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.						
UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT BY THE STATE OF WEST VIRGINIA, ITS AGENCIES, OR POLITICAL SUBDIVISIONS, THE TERMS, CONDITIONS AND PRICING SET FORTH HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.						
RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR,						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>Reynolds</i>		TELEPHONE 510 353 4070		DATE 5/8/12		
TITLE <i>President</i>		FEIN 943284685		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

RECEIVED  
2012 MAY 10 AM 10:18  
WV PURCHASING  
DIVISION

## GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
  2. The State may accept or reject in part, or in whole, any bid.
  3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
  4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
  5. Payment may only be made after the delivery and acceptance of goods or services.
  6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
  7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
  8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
  9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
  10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
  11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
  12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
  13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at [www.state.wv.us/admin/purchase/vrc/hipaa.html](http://www.state.wv.us/admin/purchase/vrc/hipaa.html) and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
  14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
  15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
  16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.
- I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

### INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
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# Request for Quotation

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WV DEVELOPMENT OFFICE  
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LINE	QUANTITY	UOP	QAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) SUCCESSIVE ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM WITH THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK).</p> <p>INSURANCE: SUCCESSFUL VENDOR SHALL FURNISH PROOF OF COVERAGE OF COMMERCIAL GENERAL LIABILITY INSURANCE PRIOR TO ISSUANCE OF THE CONTRACT. UNLESS OTHERWISE SPECIFIED IN THE BID DOCUMENTS, THE MINIMUM AMOUNT OF INSURANCE COVERAGE REQUIRED IS \$250,000.</p> <p>WORKER'S COMPENSATION: VENDOR IS REQUIRED TO PROVIDE A CERTIFICATE FROM WORKER'S COMPENSATION IF SUCCESSFUL.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>REV. 9/98</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>Reichardt</i>	510 353 4670	5/8/12
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
<i>Reichardt</i>	943284685	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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Department of Administration  
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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
NOTICE						
A SIGNED BID MUST BE SUBMITTED TO:						
DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130						
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:						
SEALED BID						
BUYER: PAUL REYNOLDS FILE 43						
RFQ. NO.: DEV1258						
BID OPENING DATE: 05/03/2012						
BID OPENING TIME: 01:30 P.M.						
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
-----						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
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ANY INDIVIDUAL SIGNING THIS BID IS CERTIFYING THAT: (1) HE OR SHE IS AUTHORIZED BY THE BIDDER TO EXECUTE THE BID OR ANY DOCUMENTS RELATED THERETO ON BEHALF OF THE BIDDER, (2) THAT HE OR SHE IS AUTHORIZED TO BIND						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>Leica Pater</i>	570 553 4070	5/8/12
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
<i>President</i>	943284585	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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## WVCOMMERCE.ORG WEB PLATFORM HOSTING RFQ

### INTRODUCTION:

The West Virginia Department of Commerce's Web Platform ([www.wvcommerce.org](http://www.wvcommerce.org)) is the State's primary marketing tool for promoting tourism and development in West Virginia.

The application hosts a set of mission-critical applications for Commerce agencies – including the West Virginia Division of Tourism's extensive travel planner database containing thousands of accommodations and attractions, with separate interfaces to the consumer and the 1-800 Call Center. Supporting the West Virginia Development Office, the application allows the agency to maintain detailed commercial real estate information and statistics keyed to geospatial mapping. [www.wvcommerce.org](http://www.wvcommerce.org) receives approximately 600,000 pageviews each month, with seasonal volume fluctuations in traffic driven by travel seasons and marketing investments. The application hosts dozens of targeted landing pages and minisites supporting Commerce's advertising on TV, print, online, search engines, social media and mobile devices.

**The Vendor must provide 24-7 Uptime and "high availability" of this mission-critical application – with professional support of both hardware/bandwidth of the hosting environment and with application or .Net code maintenance support, as requested.**

### BACKGROUND:

The purpose of this RFQ is to identify a managed hosting Vendor who will lease and maintain the equipment, services and software listed below for a set monthly fee. **Commerce is seeking a one-year contract with the option to renew at the same terms and price for two (2) more years.**

The application has been hosted at Rackspace in Austin, Texas, for the past two-and-a-half years, receiving on average a 600,000 pageviews each month and growing. Commerce seeks to increase its traffic volume and add new clients onto our platform in the coming years, so the specifications are robust, with some spare capacity built in as contingency.

Commerce's Web Platform is a full-featured Web content management system, custom-built in .Net. Technologies in use include:

- Microsoft .NET Framework 3.5, C3, ASP.NET
- Microsoft SQL Server 2008
- Web Technologies, including XHTML, CSS, JavaScript, JQuery, AJAX
- GIS technologies, such as Sharp Map, BING, SQL, Server 2008 Spatial Tools
- Microsoft Windows Server 2008 with IIS 7
- Telerik Rad Developer Tools

Commerce foresees deploying our application and databases to the new hosting environment and testing for at least four to six weeks prior to redirecting the URL of our current live servers to the new servers. Commerce maintains a development server and code archive on site – therefore, this equipment is not included in this RFQ. Commerce's development server will be available to the winning Vendor as a test bed for code fixes, if needed. The development server is located at our offices in South Charleston, West Virginia.

## DESCRIPTION OF CURRENT HOSTING ENVIRONMENT:

### One (1) Webserver:

- Dell PowerEdge 2950 Win2k3 x64 Enterprise with 8GB RAM, Dual Quad Core 2.5 running RAID 5 on six (6) 300GB SAS hard drives. It is a dedicated resource
- Running Win2k3 x64 Enterprise with IIS and fully patched to the current level with no third party applications running.
- Using approximately 500GB of storage

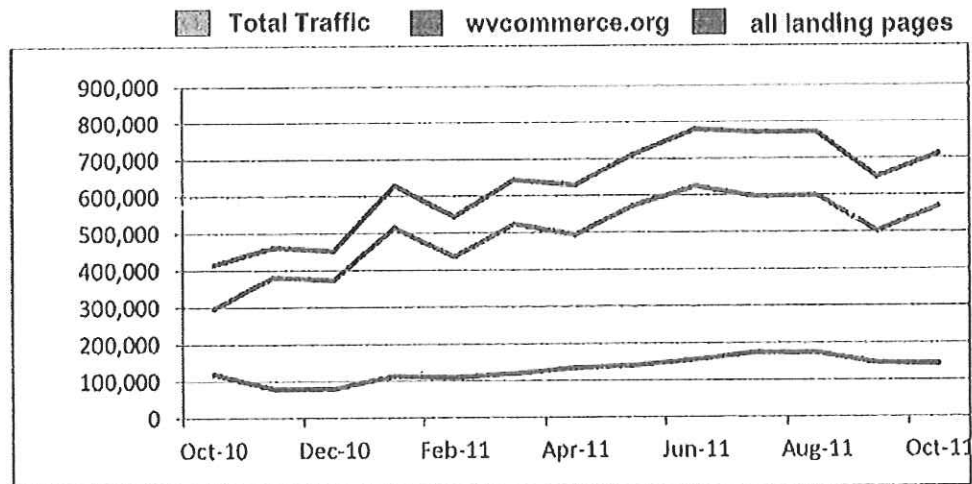
### One (1) SQLServer:

- Dell PowerEdge 2950 Win2k3 x64 Enterprise with 16GB RAM, Dual Quad Core Xeon 2.5 running RAID 5 on three (3) 300GB SAS hard drives and a mirror on two (2) 146GB SAS hard drives. It is a dedicated resource
- Running Win2k3 x64 Enterprise running SQL 2k8 fully patched to the current level with no third party applications running.
- Using approximately 400GB of storage

There is a Cisco ASA firewall in place, as well as a Cisco Load Balancer.

Commerce's current configuration of hardware has our analysis services sharing the SQL server. There are times when we run reports that it slows down the database – and therefore the user experience of the application is negatively impacted. The specifications, below, strive to separate the analysis services onto a separate area; so, running reports does not impact site performance.

For calendar year 2011, the average bandwidth usage has been within 4TB data transfer per month for out-bound traffic. The following chart represents the growth in our application's pageviews over the past year. Commerce expects the volume of traffic to increase in the future.



## SCOPE OF WORK:

The Vendor must provide Commerce with one (1) monthly hosting cost that covers the following services, licenses and hardware (See Cost Sheet on Page 9).

The successful managed hosting provider must be a Gartner tier leader or challenger. Set up and installation of the application must be in the Vendor's bid as a separate item.

### 1.0 Managed Hosting Services (Must meet or exceed)

- 24x7x365 Support
- 1 Hour Hardware Replacement Guarantee
- Port Monitoring Service
- Monthly Server Patching and Vulnerability Analysis
- New Hardware Provisioned in 15 Business Days

#### Bandwidth

- Up to 4 TB Outbound Transfer
- Unlimited Inbound Transfer
- 100 Mbps Connectivity to the Internet, 300 Mbps Aggregate or greater
- Redundancy of four or more Diverse Path Backbone Internet Connections

## HOSTING STRATEGY:

Commerce is seeking a "Private Cloud" solution. We wish to virtualize 3 servers, using VMware (virtual machines) or the equivalent technology. Please specify VMware with High Availability. The VMs will sit on physical gear. The following server specifications are provided with this strategy in mind.

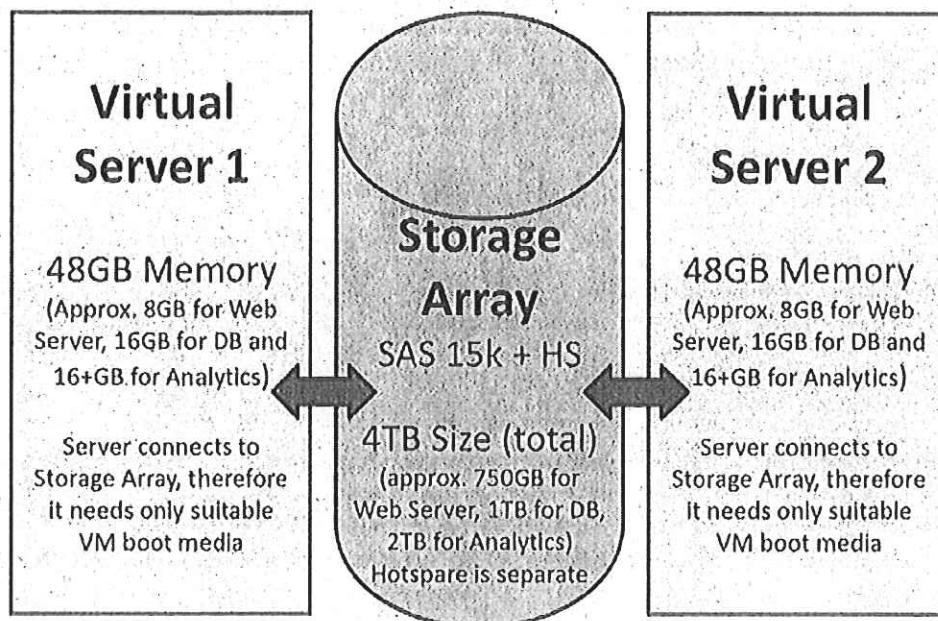
Vendor costs must be based on Commerce leasing this equipment from a Gartner tier leader. Commerce must be identified as the having full access to our production servers and code. Commerce must have full authorization and be recognized by the hosting Vendor as the owner of the application.

The equipment provided by the managed hosting facility must meet or exceed the equipment specified in this RFQ; however, a local firm may subcontract hosting if they meet the expected system administration and code maintenance requirements.



## 2.0 Hardware

### Private Cloud Strategy: Virtualize Web, DB and Analytics Servers with High Availability, accessing External Storage Array



#### 2.1 Two (2) Virtual Servers (Private Cloud) with High Availability

Currently, reporting is taxing on our database server and our log files become too large. Commerce requires a separate virtual server to run our analysis services, apart from our SQL DB using virtual machines or VMware.

Therefore the successful vendor must upgrade Commerce's existing operating system and software to a Dell PowerEdge R710 (Intel® Xeon® E5645), or equivalent servers as the virtual servers. Commerce estimates it needs at a minimum 48GB of memory on two (2) servers to accommodate the following: 8GB of memory to the Web Server, 16GB to the DB server and the rest to the Analytics Server.

Vendor pricing must accommodate the correct licenses for:

- Operating System & Software
- Microsoft Windows Server 2008 Enterprise Edition – 64-bit and IIS
- Microsoft SQL Server 2008 Standard Edition
- Managed Backup Agent for Microsoft SQL Server (see Managed Backup below)

#### Hardware

- Dell PowerEdge R710, or equivalent
- Dual Processor, Quad Core 2.5 GHz Processor or greater
- 48GB Memory, Optimized
- Suitable VMware boot media
- Redundant Power
- 100 Mbps Connectivity

#### Standard Drive Partitioning

C:\ - single partition

#### **External Storage Connection(s)**

- Private Backup Network Connection
- Dell PowerVault Unit (See: 2.2)

#### **2.2 One (1) Storage Array**

- Hardware such as Dell PowerVault MD3200 Dedicated Storage Unit, or equivalent
- RAID 5 + HS Configuration, or equivalent
- 4TB total capacity, SAS 15k (approximately 750GB for Web Server, 1TB for the SQL database, 2+TB for Analytics Server)
- Separate Hotspare

#### **3.0 Other Services to be provided by the Managed Hosting Facility**

##### **3.1 One (1) Firewall, Shared**

- Hardware
- Cisco ASA 5510 Firewall
- 100 Mbps Throughput
- 130,000 Concurrent Connections
- Stateful packet inspection
- Fully Managed Device, includes 24x7 Monitoring, Rule Changes and 1 Hour Replacement Guarantee

##### **3.2 Dual Active/Active Storage Controllers**

- 512MB Battery-backed Cache (per controller)
- Redundant Power

##### **3.3 Server & Application Monitoring**

- Port Monitoring
- Ping and TCP Port 80
- Additional Ports Monitored (e.g. FTP, SSH, DNS, POP3, MS SQL)
- 10-Minute Polling with Automated Ticket Creation and Response

##### **3.4 Advanced Availability Monitoring**

- URL, FTP and Mail Service Monitoring
- 10-Minute Polling, Automatic Alert Escalation

##### **3.5 Synthetic Transaction Monitoring**

- Scripted Site Walkthrough to Simulate a Typical User Interaction
- 10-Minute Polling with Automatic Alert Escalation

##### **3.6 Managed Backup**

- Setup, Configuration and Monitoring
- Weekly Full, Daily Differential Backup Schedule
- Automatic Tape Rotation, 2-Week On-site Retention

#### **Application Set-up and Support**

##### **4.1 Application Set-up**

The successful vendor will provide Commerce technical assistance in establishing our application in its new environment.

As noted in this specification, currently the analytics services and SQL database are on the same server and the virtual solution we're seeking will separate them. Configuration changes will need to be made to our applications/databases and tested.

Commerce will allow up to 40 hours to be billed for server set-up and configuration. Among the tasks the successful vendor will perform are the following:

- Analysis Server set up of 10-12 hours is estimated.
- Develop a data storage plan and automated service to purge the application of old log files on a monthly basis. Commerce wishes to keep 13-months of traffic history at all times. Commerce estimates 4-8 hours of work.
- Configuration changes to the Web application will be needed, because the analysis currently is done on the database server. Budget, 6-8 hours for this work.

Commerce will not pay for more than 40 hours of application set-up work, unless there is specific justification given in advance by the Vendor and approved by Commerce before the work is initiated.

#### **4.2 Monthly System Administration Support and .Net Code Maintenance**

Commerce will require approximately 20 hours of monthly support, on an as-needed basis. The Vendor must provide an hourly cost for system administration support and .Net code fixes (See the Cost Sheet on Page 9).

##### **Examples of Support:**

- Resolving errors on the site caused by coding issues (researching, editing code, testing) and assisting Commerce with deploying changes to code.
- Responding to emergency calls 24-7 if the application is down and helping Commerce determine if it's a coding or hosting issue. Identifying and then fixing coding or database issues.
- Reestablishing Google Analytics Reports on the new system.
- Assisting Commerce in launching new code or making updates to the current code, such as with any coding updates required by third-party licenses or fixes resulting from compatibility testing with new browsers that may come online in the future.
- Following step-by-step instructions to restart our application if it goes down.
- Clearing out the old log files and restarting analytics server if it gets backed up.
- This is not an exhaustive list of support items.

##### **4.2.1 Issue Prioritization and Response:**

The successful Vendor must meet or exceed the following issue prioritization and response levels.

- Severity 1 Issue** – System is down (Initial Vendor response within 1 hour after report of issue)
- Severity 2 Issue** – High-impact bug or error preventing use of CMS features, including the inability to update user-facing content or the inability to run reports or conduct business, such as handle Call Center activities or fulfill Travel Guides using the system. (Initial Vendor response within 2 hours after report of issue)
- Severity 3 Issue** – System is not as responsive as expected, such as database issues or slow CMS response times. (Initial Vendor response within 4 hours after report of issue)
- Severity 4 Issue** – Bug or error that can be duplicated, low impact, not widespread, such as a browser compatibility issue. (Initial response within 8 hours after report of issue)

##### **4.2.2 Response Time and Process:**

In its response to the RFQ, the Vendor must provide Commerce a detailed description of the issue tracking and resolution it will provide for code fixes, database maintenance or other system maintenance issues. The response must meet or exceed the following expectations:

1. Initial response – Investigation begins according to severity level, listed above.
2. Issue resolution – The Vendor will continue to work on the problem according to above schedule until the problem is resolved or client agrees on solution. Severity 1 & 2 issues must be resolved within 24 hours. Severity 3 & 4 issues must be resolved within 48 hours.

3. Notification of progress and resolution – Commerce expects the Vendor to be in contact during the bug fixing or maintenance process. After an initial investigation, the Vendor must communicate the status of the issue and estimate the time to fix it, and get authorization to fix the issue. The Vendor must see prior approval from Commerce if the fix will take longer than the original estimate.
  - Severity 1 & 2 – status updates provided by phone.
  - Severity 3 & 4 – status updates by email.

**Severity 1 & 2 Response Penalty: If a Severity 1 & 2 Issue goes unresolved beyond the 24 Hours after the stated response times listed above, the Vendor will be subject to a penalty of one thirtieth of the vendor's hosting cost for each day Commerce is unable to use the site or conduct business with wvcommerce.org.**

#### **4.2.3 Team Qualifications:**

The Vendor must identify two key technicians or developers (one primary and one back up) who will be assigned to the Commerce project as well as provide copies of their resumes.

The Vendor must detail the technician's experience with:

- Server setup and management
- Database setup and management
- Microsoft .NET Framework 3.5, C3, ASP.NET
- Microsoft SQL Server 2008
- Web Technologies, including XHTML, CSS, JavaScript, JQuery, AJAX
- GIS technologies, such as SharpMap, BING, SQL, Server 2008 Spatial Tools
- Microsoft Windows Server 2008 with IIS 7
- Telerik Rad Developer Tools

Please note any unique qualification these developers have related to managing this type of application.

#### **Commerce Access and Ownership:**

As noted, above, the Vendor shall not restrict or limit Commerce's access to its code or databases on the production environment.

Commerce reserves the right to hire additional third-party developers or use State resources to develop and launch new features to the application or new code. This RFQ in no way limits Commerce's ability to use whatever coding or system administration resources necessary beyond this contract to maintain the wvcommerce.org application.

Commerce will work with the winning Vendor to agree upon a notification process and coordination of code updates. The winning Vendor will not be held responsible for issues caused by these efforts.

All coding work the Vendor may perform and the code associated with wvcommerce.org remains the property of the West Virginia Department of Commerce. Information in our databases and systems (example: email or mailing lists) must be kept confidential and remain Commerce's sole property.





Marketing &amp; Communications | West Virginia Department of Commerce

COST SHEET

Description	Cost		Annual Quantity		Amount
Monthly Managed Hosting Fee	\$ <u>8,750</u> Per/Month	X	12 Months	=	\$ <u>105,000</u> /=
Application set up, configuration and testing	\$ <u>75</u> Per/Hour	X	40 Hours	=	\$ <u>3000</u> /=
Monthly system administration and .Net code support	\$ <u>55</u> Per/Hour	X	240 Hours	=	\$ <u>13,200</u> /=
TOTAL YEAR ONE COST					\$ <u>121,200</u> /=

Note: This is an estimate for evaluation purposes only.

In its response, the Vendor must provide its service level agreement terms that specifically address the items in Section 4.2 (issue prioritization and response times), along with the above pricing for Commerce's review.

The selected Vendor must comply with West Virginia's general terms and conditions for RFQs.

Commerce is seeking a one-year managed hosting contract, renewable at the same price and terms for two (2) subsequent years.

This contract will be awarded to the vendor who provided the lowest cost for a one year period who is able to provide the necessary equipment as well as provide the technical assistance required.

RFQ No. \_\_\_\_\_

STATE OF WEST VIRGINIA  
Purchasing Division

## PURCHASING AFFIDAVIT

**West Virginia Code §5A-3-10a states:** No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

### DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**EXCEPTION:** The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

### WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: NewTech Solutions Inc

Authorized Signature: Leian Padua Date: 5/8-12

State of CALIFORNIA

County of Maricopa, to-wit:

Taken, subscribed, and sworn to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

My Commission expires \_\_\_\_\_, 20\_\_.

AFFIX SEAL HERE

NOTARY PUBLIC

Will provide later

MAY. 3. 2012 1:51PM WV DIV OF PURCH



State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

# request for Quotation

NO. 3191 P. 2/4

RFQ NUMBER: **DEV1285**

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
**PAUL REYNOLDS**  
**304-558-0468**

RFQ COPY  
TYPE NAME/ADDRESS HERE

*New Tech Solutions*  
*4179 Business Center*  
*Freemont CA 94538*

WV DEVELOPMENT OFFICE  
ADMINISTRATION  
BUILDING 6, ROOM 645  
1900 KANAWHA BOULEVARD, EAST  
CHARLESTON, WV  
25305-0311 304-558-0350

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS		
05/01/2012						
BID OPENING DATE: 05/10/2012		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
CHANGES TO THE SPECIFICATIONS (SCOPE OF WORK)						
REPLACE PAGE 7 OF THE ORIGINAL REQUEST FOR QUOTATION WITH THE ATTACHED PAGE 2.						
ADD EXHIBIT 10						
BID OPENING DATE CHANGED						
FROM: 05/03/12 @ 1:30 P.M.						
TO: 05/10/12 @ 1:30 P.M.						
NO OTHER CHANGES						
0001		EA		920-19	\$121,200/=	\$121,200/=
		COMPUTER MANAGEMENT				
***** THIS IS THE END OF RFQ					DEV1285 ***** TOTAL:	\$121,200/=
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>Robert L...</i>				TELEPHONE 503 353 4070	DATE 5/8/12	
TITLE President		FON 943 284 685		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**Add an additional requirement to SCOPE OF WORK:****SCOPE OF WORK:**

The Vendor must provide Commerce with one (1) monthly hosting cost that covers the following services, licenses and hardware (See Cost Sheet on Page 9).

The successful managed hosting provider must be a Gartner tier leader or challenger.  
Set up and installation of the application must be in the Vendor's bid as a separate item.

**1.0 Managed Hosting Services (Must meet or exceed)**

- 24x7x365 Support
- 1 Hour Hardware Replacement Guarantee
- Port Monitoring Service
- Monthly Server Patching and Vulnerability Analysis
- New Hardware Provisioned in 15 Business Days

**Bandwidth**

- Up to 4 TB Outbound Transfer
- Unlimited Inbound Transfer
- 100 Mbps Connectivity to the Internet, 300 Mbps Aggregate or greater
- Redundancy of four or more Diverse Path Backbone Internet Connections
- A network connection of a gigabit or a 1,000 Mbps between the Web and database servers in the new virtual hosting environment.

**HOSTING STRATEGY:**

Commerce is seeking a "Private Cloud" solution. We wish to virtualize 3 servers, using VMware (virtual machines) or the equivalent technology. Please specify VMware with High Availability. The VMs will sit on physical gear. The following server specifications are provided with this strategy in mind.

Vendor costs must be based on Commerce leasing this equipment from a Gartner tier leader.  
Commerce must be identified as the having full access to our production servers and code.  
Commerce must have full authorization and be recognized by the hosting Vendor as the owner of the application.

The equipment provided by the managed hosting facility must meet or exceed the equipment specified in this RFQ; however, a local firm may subcontract hosting if they meet the expected system administration and code maintenance requirements.



## EXHIBIT 10

REQUISITION NO.: .....

## ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED  
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY  
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ☒ .....

NO. 2 .....

NO. 3 .....

NO. 4 .....

NO. 5 .....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE  
ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR  
MUST CLEARLY UNDERSTAND THAT ANY VERBAL  
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY  
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES  
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE  
INFORMATION ISSUED IN WRITING AND ADDED TO THE  
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

  
SIGNATURENew Tech Solidity  
COMPANY5/8/12  
DATE

## Technical Proposal

Proposed Business Track: Small Business [8(a)]

**Solicitation Number: DEV1285**

**Title: Computer Management**

Submitted to:

State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

ATTN: Contact Name: Paul Reynolds  
Phone: 304-558-0468

**Offeror:**



**New Tech**

Solutions, Inc.

**New Tech Solutions, Inc.**

4179 Business Center Drive  
Fremont, CA 94538

Rajesh Patel Ph: 510-353-4070 x 307 Fax: 510-353-4076

Email: [rajesh@ntsca.com](mailto:rajesh@ntsca.com)

Due Date and Time: 5/8/2011 04:00 PM MST

### PROPRIETARY DATA

*THIS PROPOSAL INCLUDES DATA THAT SHALL NOT BE DISCLOSED OUTSIDE THE GOVERNMENT AND SHALL NOT BE DUPLICATED, USED, OR DISCLOSED-IN WHOLE OR IN PART-FOR ANY PURPOSE OTHER THAN TO EVALUATE THIS PROPOSAL. IF, HOWEVER, A CONTRACT IS AWARDED TO THIS OFFEROR AS A RESULT OF, OR IN CONNECTION WITH, THE SUBMISSION OF THIS DATA, THE GOVERNMENT SHALL HAVE THE RIGHT TO DUPLICATE, USE, OR DISCLOSE THE DATA TO THE EXTENT PROVIDED IN THE RESULTING CONTRACT. THIS RESTRICTION DOES NOT LIMIT THE GOVERNMENT'S RIGHT TO USE INFORMATION CONTAINED IN THIS DATA IF IT IS OBTAINED FROM ANOTHER SOURCE*

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## 1.1. NTS Introduction

New Tech Solutions, Inc. was established in 1997, privately held, **minority-owned, Small Business, 8(a) SDB certified** Company headquartered in Fremont, California. Specializing in high value services, focused primarily on server virtualization and consolidation, data center migrations, disaster recovery, and IT product installation, management and support. We also specialize in custom configurations High Performance Computing (HPC) solutions, complex data storage solutions, and graphical and visualization solutions as well as supplying a broad spectrum of leading edge IT products and solutions.

The company's focus is on delivering the highest value solutions, products and services to our clients across their diverse business disciplines, accelerating the "time to value" of these technology investments.

New Tech Solutions possess the financial resources and talent pool to tackle projects that range from single workstation installations to multi-million dollar Cluster implementation & professional services.

NTS solutions are implemented at higher educational institutions, DOI, Dept of Navy, U.S. Department of Defense agencies, the US Intelligence community, the U.S. Department of Homeland Security, U.S. Government civilian agencies, State and Local Government entities and customers in selected commercial markets

Company Info	Address	Point of Contact
NTS GSA CONTRACT NUMBER: GS-35F-0791N Exp Date: 7/21/2013 Federal Tax ID#: 94-328-4685, Duns#: 020149303, Cage Code: 1QN24  STATE OF INCORPORATION: CALIFORNIA 8(a) Minority Owned SDB Certified # 302504 SBA Certified 8A Program Participant EXP Date: 04/04/2017 SBA Certified Small Disadvantaged Business EXP Date: 04/04/2017 CCR Registered - valid until 02/11/2012	NEW TECH SOLUTIONS INC 4179 Business Center Drive FREMONT CA 94538 Phone: 510-353-4070 Fax: 510-353-4076 <a href="http://www.ntsca.com">www.ntsca.com</a>	Rajesh Patel Tel:510-353-4070 x 307 Fax: 510-353-4076 Email: <a href="mailto:Rajesh@ntsca.com">Rajesh@ntsca.com</a>



## 1.2. Organization chart & contract management

Figure 1 below illustrates NTS's Contract Organizational Chart for the NWCG web portal project along with the responsibility flows, Lines of Authority, and communication with the Government Executive, Contracts, Technical and Program Management personnel.

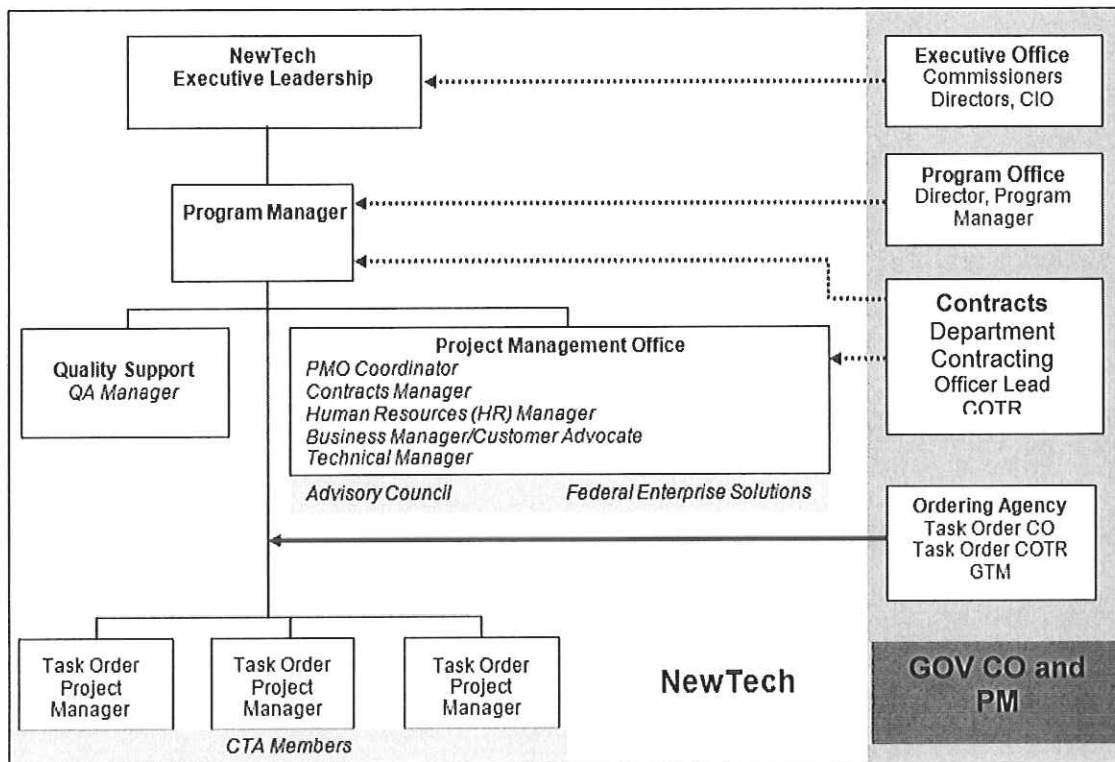


Figure 1: New Tech's Functional Organizational Chart specific

## 1.3. Technical Assumptions

The following technical assumptions apply to this RFP response:

1. Place of performance will be at the Government location in Boise, ID. The technical team will be remotely located, and the PM Sue Weber will be local to Boise, ID. If needed, the Government will provide the office/meeting space and facility for the contractor for any onsite meetings/work.
2. Any unique software/tools required for the web portal O&M and any IT infrastructure required in the performance of the work will be provided by the Government
3. No overtime work planned or budgeted but can be provided at the same rate
4. No travel costs budgeted. Travel will be done with approval from the Government approval
5. Work hours budgeted at 40 working hours per week. Additional hours can be provided at the same rate.
6. The government will provide any NWCG specific knowledge/documentation/access to NITC and clearance to contractor personnel.

## 1.4. Management and Technical Approach

The importance of the O&M team is apparent as this team will be providing operations and maintenance support and developing/enhancing (in future) the web portal as part of the overall project. Our proposed team selection is based on not only meeting the requirements of the task, but also we wanted to ensure that these personnel have the maturity, knowledge, and "customer facing presence" to provide an outstanding experience for any of NWCG team and clients interacting with the PM and technical personnel.

Our management approach is to bring the disciplined Project Management approach to managing the project tasks, and maintain open and frequent communication in the ongoing relationship with the Government team. Even though in this task our proposed team member will be working under the Government team, we wanted to share our overall standard PM approach which will be tailored, upon award of the contract, to the unique requirements of the NWCG Government team.

The proposed team will professionally and responsively support the mission, and team members, and users, recognizing their needs, capturing the requirements, and implementing the prioritized requirements.

The NTS personnel will operate and collaborate closely with the Government project office and project manager. Through these interactions NTS will strive to stay abreast of the latest information on NWCG needs, end users needs and upcoming Fire information needs.

### 1.4.1. Management Approach

We describe our Management Approach in the following sections for providing the NWCG web portal O&M task.

Our approach is based on best practices of the Project Management International (PMI) processes and lessons learned from similar projects that NTS has completed in the past. As a result, it includes many additional steps and/or checkpoints found to be useful in lowering the cost and schedule risks of programs like this one. NTS will use the PM methods and tools to manage the support delivery under this proposal. We will tailor this approach to the needs of the NWCG and this contract. We will develop the project management plan – outlining all the project management processes and approach - and tailor to the NWCG project needs. This document becomes a living document and a central source for all project management of the web portal work. A typical project management plan that we do consists of:

- **Update Project Schedule** - a Microsoft project schedule outlining detailed and high level tasks for the project.
- **Develop/Update Configuration Management Plan** – lays out how we (NWCG and the technical team) will manage the configuration of the web portal sw, releases, changes, and updates.
- **Develop/Update Risk Management Plan** – this plan outlines the process and a list of the risks for the project (e.g technical risks, security, IT, staffing, transition, etc.). All risks are identified, defined, assessed, quantified, and a resolution plan is put in place (to mitigate, avoid, transfer, prevent risks from occurring)
- **Develop/Update Communications Plan** – mostly a NWCG responsibility. Our focus will be to coordinate how the communication flows occur (weekly meetings, documentation, and interaction with NWCG and other agencies (stakeholders), include briefings as needed). We see NWCG to be the primary contact for all external communications and coordinating any interagency meetings. The purpose of this document is what information needs to be communicated, to whom, frequency, medium, and responsibility.
- **Weekly Status meeting** – we propose a weekly status meeting with the technical and NWCG team members. This can be a telecon, with a quick update on the status of technical, risk, schedule, usage reports, and requirements discussion. The purpose is to ensure that the all parties are involved and current on what the technical team is doing and to make any adjustments if required. Topics of discussion are same as the Monthly Status Report (see below). We will also provide a LiveMeeting link which can be used for upto 25 users for meeting, sharing data/web meeting and a voice call. This is a standard commercial service that is utilized for conducting live, web share, and voice meetings on demand basis.

- **Develop/update Documentation Management Plan** - as part of the O&M we will review and update any of the documentation (technical and process) to ensure that the web portal implementation and changes are well documented
- **Quality Assurance Plan** - Addresses reviews and audits, and provide a clear view of how the web portal O&M programming work will be done and process quality are to be assured.
- **Transition Plan** – do plan, design, and execute a smooth transition of support services (post completion of the development task). In addition, it will address transition from the current developer team to the O&M team (with key items e.g current design, documentation, any known defects, code, sw licenses, etc)
- **Staffing Plan** – a critical element of our support to ensure the position is fully staffed with qualified personnel, and to address any future needs. Resume of the technical candidate is provided with this proposal. We also provide additional resumes of personnel who can be brought on to support any particular web or GIS issue.
- **Cost and Schedule Tracking and Reporting** - plan will address the cost and schedule tracking for the project. NTS will provide detailed cost and schedule tracking for this project on a monthly basis. The granularity of the reporting will be coordinated with the Government Team.
- **Monthly Status Report** - this plan will address the format, content, and schedule for delivering the monthly status reports. NTS will work with the core Government team to adjust to any unique needs of the Government.

The minimum items contained in the monthly status reports are:

- Accomplishments
- Status of current tasks - started, completed, percent completion, forecasted completion, cost
- Discussion of upcoming tasks
- Issues, problems, resolutions, dependencies, usage reports
- Status of past action items
- Issues requiring Government assistance
- Financial reporting ( Labor hours, Travel, ODCs)

### 1.4.1.1. Georgeta Popa

#### PERSONAL INFORMATION

USA Status Profile Professional Goals	<b>USA Permanent Resident</b> An enthusiastic and energetic professional with a unique combination of computer programming experience, Geographic Information Systems (GIS) skills, and Internet web-services knowledge. A desire to gain and share knowledge about innovative technical GIS solutions; how to best apply them to diverse project applications; expand myself into an effectual team member; and design world-class resolutions to authentic challenges using GIS technology.
---	---

#### WORK EXPERIENCE

<ul style="list-style-type: none"> <li>• Dates (from – to)</li> <li>• Name and address of employer</li> <li>• Type of business or sector</li> <li>• Occupation or position held</li> <li>• Main activities and responsibilities</li> </ul>	<b>AUG 2007 – PRESENT</b> <b>New Tech Solutions, California, USA – working at IBM site in Boulder, CO</b> IT, Software development and system integration GIS Developer Developing GIS solutions, providing GIS support and work, implementing GIS functionalities.
<ul style="list-style-type: none"> <li>• Dates (from – to)</li> <li>• Project name</li> <li>• Project description</li> </ul>	<b>AUG 2007 – PRESENT</b> <b>Fire Program Analysis (FPA) System</b> Fire Program Analysis (FPA) system is a common interagency decision support tool for wildland fire planning and budgeting. This tool will enable wildland fire managers in the five federal land management agencies to plan jointly. The purpose of the Fire Program Analysis (FPA) System is to provide managers with a common interagency process for fire management planning and budgeting to evaluate the effectiveness of alternative fire management strategies through time, to meet land management goals and objectives. FPA will reflect fire objectives and performance measures for the full scope of fire management activities.
<ul style="list-style-type: none"> <li>• Occupation or position held</li> <li>• Main activities and responsibilities</li> </ul>	GIS Developer Analyzing GIS related requirements Implementing GIS requirements Testing (Data, Code, Implemented Features) Providing GIS support Managing GIS Data (ArcSDE): <ul style="list-style-type: none"> <li>- QA;</li> <li>- Database Design;</li> <li>- Administration;</li> <li>- Data Cleaning</li> <li>- Importing/Exporting;</li> <li>- Testing</li> </ul> Analyzing, implementing and testing other requirements (not only GIS related) as needed Client-server solutions for specialized applications (ArcGIS Server) -Design and develop specialized GIS functionalities(using ArcObjects -ESRI Developer Network) Technical environment: Agile development method, ArcGIS 9.2, ESRI Developer Network (EDN) 9.2 (JAVA) with ArcGIS Server, ArcGIS Engine, ArcSDE. JAVA Platform(WebSphere Application Server, IBM Rational Software Architect).
<ul style="list-style-type: none"> <li>• Dates (from – to)</li> </ul>	<b>FEB 2006 – JULY 2007</b>

- Name and address of employer **Siemens IT Solutions and Services, Brasov, Romania**
  - Type of business or sector IT, Software development and system integration
  - Occupation or position held GIS Developer
  - Main activities and responsibilities Developing GIS solutions, desktop or web-based applications with GIS functionality.
- 
- Dates (from – to) JUNE 2006 – PRESENT
  - Project name Enterprise GIS System for Local Government
  - Project description A complete GIS Enterprise solution for managing geographical data in the local government.  
Project includes:  
-GIS Database solution  
-Desktop applications for managing the data  
-Specialized applications for the daily workflows involving GIS data and analysis.  
Project leader/GIS Developer
  - Occupation or position held Project plan, architectural design and development.
  - Main activities and responsibilities Design and implement an enterprise GIS solution including:  
-Design the application architecture  
-Database management (ArcSDE Geodatabase)  
-Client-server solutions for specialized applications (ArcGIS Server/ArcIMS)  
-Design and develop specialized GIS applications (using ESRI Developer Network – EDN)  
Technical environment: Siemens development method (stdSEM), ArcGIS 9.2 with Network Analyst and 3D Analyst Extensions, ESRI Developer Network (EDN) 9.2 with ArcGIS Server, ArcSDE, ArcIMS. Visual Studio 2005, .NET ADF.
- 
- Dates (from – to) FEB 2006 – JUNE 2007
  - Project name Prototype application for local government
  - Project description Creating a prototype for local government. Developing a 3D map of the city area, and implemented GIS functionalities including routing, proximity area calculation and other GIS analysis.
  - Occupation or position held GIS Developer
  - Main activities and responsibilities Developed the 3D Map of the city.  
Implemented tools for routing and area calculation.  
Using Model Builder for automatization.  
Design and implementation using ArcGIS 9.1  
Technical environment: Siemens development method (stdSEM), ArcGIS 9.1 with Network Analyst and 3D Analyst Extensions.
- 
- Dates (from – to) JUNE 2002 – DECEMBER 2005
  - Name and address of employer **Delaware Water Gap NRA, National Park Service, PA, US**
  - Type of business or sector US Federal Government
  - Occupation or position held GIS Analyst
  - Main activities and responsibilities Developing geo-database based applications and GIS custom tools.  
Building 3D Visualization displays, GPS based applications, involved in map production.  
Created some comprehensive Internet Mapping Applications (ArcIMS) products for park ranger's work, an application for hemlock forest health monitoring, another one for LandSat vegmap verification using HTML, Java, Java Script.  
Creating and maintaining the department GIS website and the existing geo-databases.  
Administering network systems and troubleshooting.  
Developing GIS custom tools and desktop or web-based applications with GIS functionalities.  
Designing and implementing a watershed-based datalibrary using Map Objects, an application for managing information about harvest in the park, a geo-database application for managing

historical data from the park.

Technical environment: ArcGIS 8.x, 9.x with Network Analyst, Spatial Analyst and 3D Analyst Extensions, ESRI Developer Network (EDN) with ArcGIS Server, ArcSDE, ArcIMS ArcGIS Engine. Visual Studio 2003, .NET ADF, World Construction Set 6.0, ERDAS Imagine, GPS.

**Conferences**

July 2005 - ESRI International Users Conference, San Diego, CA

Presented one project:

Incorporating GIS Capabilities into National Park Service's Databases Using MapObjects (A watershed-based data library for natural resource datasets.)

August 2004 - ESRI International Users Conference, San Diego, CA

Presented one project:

Data and Mapping Routine for Transposing Historical Manual Field Notes and Maps in the National Park Service (a geo-database for managing historical data)

July 2003 - ESRI International Users Conference, San Diego, CA

Presented two projects:

Internet Mapping Tool for Analyzing Potential Urban Growth Patterns Adjoining the Park Units

(An Internet mapping application developed to show the projected urban growth data.)

Internet Mapping Tool for Displaying Hemlock Forest Health Modeling Data

(A mapping application for viewing, comparison, and field validation of the Rutgers University's

Hemlock Forest health model.)

December 2003 - National Park Service Spatial Odyssey, FL

Presented three projects:

The one presented at the ESRI Users Conference, San Diego

Using ArcIMS for Field Verification of LandsAT 7 Vegetation Classes

An Internet mapping application created to display Landsat7 images classified by NASA's Goddard Spaceflight Center.

- Dates (from – to)
- Name and address of employer
  - Type of business or sector
  - Occupation or position held
- Main activities and responsibilities

**MARCH – MAY 2003**

**NASA's Columbia Space Shuttle Recovery Operation, Lufkin, TX,US**

US Federal Government

GIS Technician

Duties included daily map production (especially ground and air status maps, and special requested maps); Helped determined the causes of the incident using GIS.

Developed tools for workflow automatization.



Daily database updates (working with SDE, writing SQL scripts for automatic updates).  
Created posters, statistics and reports showing ground search operation.  
Generated animations showing spatial-temporal relationships in the ground search evolution.

- Dates (from – to)
- Name and address of employer
  - Type of business or sector
  - Occupation or position held
- Main activities and responsibilities

**MARCH 2003**

**USDA, Exotic Newcastle Disease Task Force, Las Vegas, NV, US**

US Federal Government

GIS Technician

Daily data updates and maps production

Processed field collected data

Maintained and administrated a data base for the USDA's Project

Located infected areas using collected data, generating predictions, statistics and reports

- Dates (from – to)
- Name and address of employer
  - Type of business or sector
  - Occupation or position held
- Main activities and responsibilities

**MAY 2000 – JUNE 2002**

**Romania Data Systems SA, Internet Service Provider, Brasov, Romania**

IT, Internet Service Provider

Key Account Manager

Provided technical and commercial support for customers

Designed and developed applications for administrating potential clients information

Troubleshooting technical problems, installation of hardware and software for the key clients

- Dates (from – to)
- Name and address of employer
  - Type of business or sector
  - Occupation or position held
- Main activities and responsibilities

**DEC1998 – MAY 2000**

**Vogel Publishing Romania**

IT, Computer Magazine

Project Manager of CHIP Special Computer Magazine

Managed a team of editors and designers on writing the CHIP Special Computer Magazine

Market research of IT Publications

Created new issues like: CHIP Special Red Hat 6.0, CHIP Special Internet

- Dates (from – to)
- Name and address of employer
  - Type of business or sector
  - Occupation or position held
- Main activities and responsibilities

**1997 – 1999**

**"C.D. Nenitescu High School", "Rulmentul High School"**

Education

Teacher of Computer Science

Managed a team of editors and designers on writing the CHIP Special Computer Magazine

Market research of IT Publications

Created new issues like: CHIP Special Red Hat 6.0, CHIP Special Internet

**EDUCATION AND TRAINING**

- Dates (from – to) 1996 - 2000
  - Name and type of organization providing education and training Science Faculty, Transylvania University, Brasov, Romania
  - Principal subjects/occupational skills covered Software quality, Software development
  - Title of qualification awarded Bachelor's Degree in Computer Science
- 
- Dates (from – to) 1992 - 1996
  - Name and type of organization providing education and training "Grigore Moisil" Highschool of Brasov, National College for Informatics
  - Principal subjects/occupational skills covered Software development, Mathematics
  - Title of qualification awarded High school Diploma

**PERSONAL SKILLS  
AND COMPETENCES**

MOTHER TONGUE Romanian

## OTHER LANGUAGES

- Reading skills ENGLISH  
Excellent
  - Writing skills Excellent
  - Verbal skills Excellent
- FRENCH
- Reading skills Good
  - Writing skills Good
  - Verbal skills Good

**SOCIAL SKILLS  
AND COMPETENCES**

While working in the US, I was involved in many projects in various parts of the country. I am able to integrate myself very quick and easy in a team and I have good communication skills, being an effectual team member.

Working and living in a foreign country is a unique experience that helped me develop multicultural skills and helped me learn to interact with different people.

**ORGANIZATIONAL SKILLS  
AND COMPETENCES**

Leadership experience: Leading various projects at Siemens, managed a team of editors and designers at CHIP Special Computer Magazine. Leading several projects for National Park Service while I was working in US. Organized a Careers Day event in Romania while I was in University.

Ability to Learn, Result Orientation, Initiative, Ability to Analyze, Creativity.

**TECHNICAL SKILLS**

Knowledge in programming with ESRI ArcObjects and administering ESRI ArcSDE, ArcGIS

**AND COMPETENCES**

Server and ArcIMS applications; creation of various mapping products and GIS services; utilized 3-D visualization techniques; managed and implemented GIS data; designed various geo-databases and their interfaces utilizing Web-based services. Data processing through ArcObjects services.

*GIS Software* – ArcInfo, ArcView 3.x, 8.x, 9.x; Network, Spatial and 3D Analyst Extensions; ArcPad; ArcPad App. Builder; ESRI Developer Network (EDN); ArcGIS Server, ArcSDE, ArcIMS, ArcGIS Engine; ArcObjects; MapObjects; ERDAS Imagine; World Construction Set; GPS Softwares

*Programming* – JAVA, IBM Rational Software Architect, Microsoft Visual Studio .NET 200x, Visual Basic; VBA; HTML; PHP; C/C++; C#; JAVA script; Delphi; XML; SOAP; UNIX Shell Script

*Operation Systems* – IBM AIX, Windows 200x; Windows NT; Windows XP; Linux Slackware; Linux RedHat

*Database Systems* - Oracle; Microsoft SQL Server; MySQL; MS Access

*Applications* - MS Office; Corel Draw; Adobe Photo Shop; GIMP; Macromedia Dreamweaver; Macromedia Flash

**ADDITIONAL INFORMATION**

Additional information and references: available upon request

### **1.4.1.2. Keith Wanless - Sr Programmer for Department of Interior SMIS project**

**KEITH WANLESS**

#### **PROFESSIONAL PROFILE**

Team oriented senior developer, team manager and Web presence manager with extensive experience in all phases of Web site development and marketing, project management, development team management, strategic and tactical planning, budgeting and e-commerce. Works with marketing team and other key stakeholders to build a strong and profitable Web presence. Very strong written and verbal communication, proofreading and editing skills. Exceptional customer service skills for both internal and external clients. Conversational proficiency in French, Italian and Spanish.

#### **TECHNICAL SKILLS / TOOLS**

- **Languages:** ColdFusion, D/X/HTML, CSS, SQL, PHP, C# (ASP/ADO.NET), JavaScript, AJAX
- **Tools:** Macromedia/Adobe: Dreamweaver MX/8/CS3/CS5, ColdFusion Studio 4.5/5, ColdFusion Server 4.5,5.x,MX6,7,8,9, ColdFusion Administrator 5,6,7,8,9, HomeSite, Flash, Fireworks, FreeHand, Acrobat, Photoshop, Photoshop Elements 2/3/4/5, GoLive CS2
- **Microsoft:** Office Professional 97/2000/2003,2007, SQL Server 2000/2005/2008, Visual Studio 2005/2008, Internet Information Server 4/5/6, Visio
- **Other:** MenuMachine, TopStyle, WebTrends Log Analyzer/Analytics 8, WebPosition, WS\_FTP, Core FTP, iMIS Association Management System, Citrix, VPN, TrackIt Technician Client, CommonSpot Web Content Management System, Eclipse 3.x, CFEclipse 1.3, PHPEclipse, Aptana Studio, phpMyAdmin, MySQL Workbench, WordPress Blog/Publishing platform, Vault version control, TortoiseSVN repository management system, Remedy ticket tracking system
- **Database:** Microsoft SQL Server, Access, MySQL, postgresSQL
- **Operating System:** Windows 9x/2000/XP/Vista, Windows Server 2000/2003

#### **PROFESSIONAL EXPERIENCE**

**US Department of the Interior**

**July 2011 – Present**

**Sr. Developer**

**(under contract to New Tech Solutions, Inc.)**

Development of new and maintenance of existing web functionality for DOI's Safety Management Information System (SMIS) web site, including:

- Database and site development for a new Exposure Assessment addition to SMIS. Certain risks are inherent in tasks performed by staff at various facilities operated by different DOI bureaus, such as the National Park Service and Bureau of Land Management. DOI seeks to catalog and present those risks in a cohesive format.
- Reformatting an existing poorly conceived and developed Inspection and Abatement system written by and for the USGS to a professional system for use by all DOI bureaus. Tasks include normalization of an underlying database of over 500 tables, simplification of vastly overcomplicated stored procedures, custom functions and web site code, and translation of the site from Visual Basic 6 to ColdFusion 9.

- The new sites are being built in ColdFusion and CFAJAX, with an underlying SQL Server 2008 database.

**Tata Consultancy Services, Aurora, CO**  
**Sr. Developer / Tech Lead**  
**(under contract to ADT Security Systems)**

**Jan 2011 – July 2011**

Design, develop and maintain web applications using ColdFusion, JavaScript, CFAJAX, CSS, and D/X/HTML. Develop new and upgrade existing ColdFusion components and modules. Develop, optimize, and maintain underlying SQL Server databases. Create, maintain and update stored procedures, triggers and inline queries. Work with stakeholders to determine best practices and approaches to unique coding challenges. Assist, mentor and manage junior developers, including team of offshore developers in Mumbai, India. Conduct code reviews.

#### **Significant Accomplishments for ADT Security Systems**

- Reworked the company's main application and underlying database granting employees and contractors access to various systems to include a new definition of human resource called "contingent workers."
- Pointed out flaws in coding standards throughout the company's various web applications, resulting in terser, cleaner, and better-written HTML, ColdFusion, JavaScript and SQL code and the development of updated coding standards.
- Rewrote web code and underlying database from the ground up for the company's product exception application, which was nearly non-functional and very slow. This application allows sales reps to enter non-standard product requests into a sales order, and subsequently allows managers and stakeholders to comment on, approve or decline those requests.

#### **Independent Consultant**

**June 2008 – Present**

- The Wildlife Experience, Parker, CO – Designed and created an interactive Web page / online press release and accompanying e-mail template to announce the museum's then-upcoming exhibit "Animal Grossology."
- Ingram Sports Production Network, Denver, CO – Fully redesigned and rebuilt company's Web site at ispn.tv, designed to sell videos of high school sports games. Support for the company's staff is ongoing.
- Winning Strategies, Newark, NJ – Template and render handler design and development, database creation and management, and custom ColdFusion component, element and application development in a Web site driven by the Commonsport content management system for Seton Hall University School of Law.
- Skate City of Colorado – Completely redesigned an outdated, less than user-friendly Web site for a chain of five roller skating rinks and an inline hockey arena. Created all design elements and navigation, created and incorporated photographs of the facilities and customers.
- Weselis & Suchoparek LLC, Denver, CO – Maintenance and development of a law firm's Web sites, including UI enhancements in CSS and JavaScript, HTML scripting, PHP programming, and creation and extension of queries to underlying MySQL databases.
- McAfee Inc, Englewood, CO. – Data entry for Email Protection System migration. Created PHP/MySQL scripts to check customers' DNS records and update database accordingly.

**Financial Planning Association**  
**Web Manager / Senior Developer**

**Denver, CO**

**Jan. 2001 – June 2008**

Programmed all advanced ColdFusion and e-commerce applications. Initial design and layout of new Web projects. Provided technical support to other departments while maintaining and updating site content. Received,

processed and assigned web-related tasks and interdepartmental work requests. Marketed Web sites to search engines to improve rankings and traffic. Monitored Web site traffic, reported traffic counts periodically to staff. Maintained and administered Web sites, users, virtual domains and security certificates through IIS. Filled in for desktop and system support staff when necessary. Fielded all "second level" technical support calls related to Web sites. Managed multiple SQL Server databases, performing backups and restores, querying data at staff members' request, developing and maintaining stored procedures, maintaining user records, and writing ColdFusion applications to query, update and insert into the databases.

### **Significant Accomplishments for Financial Planning Association**

- Two complete revamps of site architecture. Redesigned outdated Web site, rebuilt in modular design.
- Created and implemented faux e-commerce system due to lack of communication abilities from web site to database.
- Developed, implemented and supported site-wide real-time e-commerce system upon conversion of outdated database.
- Created Administration area to enable non-technical staff members to update / maintain certain dynamically-driven content.
- Conceptualized and coded two complete redesigns of PlannerSearch consumer referral program.
- Architected PlannerSearch with a modular design, so that other companies can easily 'co-brand' with FPA.
- Designed, developed and created online store, online member application and renewal forms, registration forms for various conferences and annual convention, members-only area.
- Following second site redesign, incorporated existing content into CommonSpot Content Manager format. Wrote and rewrote custom ColdFusion applications to run in CommonSpot environment.
- Progressively greater web site traffic throughout tenure. Monthly site visits displayed significant increase annually from 2001 through 2008.
- Consistent top five unpaid rankings for critical keywords on major search engines throughout tenure.
- Designed and built additional web sites for organization's annual convention and other conferences.
- Primary photographer at organization's 2002 and 2003 annual conventions. Photographs published in advertising brochures for subsequent conferences and convention.
- Articles on computer security and identity theft avoidance published in organization's monthly magazine Solutions

### **Southeastern Computer Consultants Boulder, CO Systems Analyst / Senior Technical Writer**

**1999 - 2000**

Led team of 16 in development of United States Air Force Interactive Electronic Technical Manuals for Lockheed Martin. Analyzed system requirements, recommending and implementing advanced software tools. Troubleshot and redesigned code as required to enhance functionality.

### **Responsibilities for SCCI / Lockheed Martin**

- Design, data entry, validation and technical evaluation of the above referenced manuals
- Analysis of system requirements, suggestion of new tools
- Development and troubleshooting of new and existing functionality
- Coordination of group members' work activities
- Creation and operation of PERL quality control scripts
- Installation and maintenance of background programs and development tools
- Troubleshoot and repair group members' hardware and software problems
- Quality assurance and control
- Conversion of Engineering drawings from AutoCAD format to Drawing Web Format
- Held secret security clearance



**Highlander Home Brew Inc.**  
**President****Littleton, CO****1992 - 1998**

Owner of retail / mail order home beverage supply business. Generated annual revenues of \$800,000. Managed daily operations and staff of ten. Responsible for all aspects of small business operation including:

- Product Line Development and Product Orders
- Budgeting and Bookkeeping, Cost and Revenue Analysis
- Customer Base Development, Service and Education
- Employee Hiring, Training and Scheduling
- Marketing and Advertising
- Web Site Development
- Catalog Creation and Publishing
- Print Advertisement
- Frequently published author in local industry magazines

**EDUCATION****BA, French Language and Literature, University of Colorado****TRAINING AND CERTIFICATION**

- Macromedia (then Allaire Corp.) "Fast Track to ColdFusion" Seminar, 2000
- Macromedia "Advanced ColdFusion Programming" Seminar, 2001
- Macromedia "Fast Track to Flash MX" Seminar, 2001
- Macromedia "Developing Rich Internet Applications with Flash MX" Seminar, 2001
- International Standards Organization "ISO9000 and CheckIt" training, 1999
- Lockheed Martin internal Peer Review training, 1999
- TeckChek ColdFusion online testing, 89th percentile, November 2000
- ASI "E-Series and iBO Training", August 2004
- Microsoft Official Course 2609A, "Introduction to C# Programming with Microsoft .NET", October 2006
- WebTrends Analytics training, 6 days, January 2007
- Microsoft Official Course 4994, "Introduction to Programming Microsoft .NET Framework Applications", December 2007
- Microsoft Official Course 2500, "Introduction to XML and the Microsoft .NET Platform", January 2008
- Microsoft Official Course 2663, "Programming with XML in the Microsoft .NET Framework", January 2008
- Microsoft Official Course 2576, "Implementing & Administering Internet Information Services (IIS) 6.0", February 2008
- Microsoft Official Course 2779, "Implementing a Microsoft SQL Server 2005 Database", February 2008
- Microsoft Official Courses 2261 and 2262, "Supporting Users Running the Microsoft Windows XP Operating System" and "Supporting Users Running Applications on a Microsoft Windows XP Operating System", November 2008
- Microsoft Official Course 2780, "Maintaining a Microsoft SQL Server 2005 Database", December 2008
- Hands On Technology Transfer Course, "PHP Programming", September 2009
- LeaderQuest Course, "Visual Studio 2008 ASP / ADO.NET 3.5 Training", February 2010
- LeaderQuest Course, "MCTS:SQL Server 2008, Implementation and Maintenance", March 2010
- LeaderQuest Course, "ASP.NET Web Development", March 2010
- LeaderQuest Course, "Advanced T-SQL Programming and Database Design", April 2010

- Microsoft Official Course 50400, "Designing, Optimizing, and Maintaining a Database Administrative Solution for Microsoft SQL Server 2008", October 2010
- Microsoft Official Course 6463, "Visual Studio 2008: ASP.NET 3.5", October 2010
- Microsoft Official Course 2957, "Advanced Foundations of Microsoft .NET 2.0 Development", November 2010

## 1.5. Past Performance

### 1.5.1. Reference – 1 Jessica McClintock (San Francisco, CA)

<b>Client Name:</b>	Jessica McClintock Inc
<b>Contract/Task Order Title:</b>	Web Services and support
<b>Contract/Task Order Number:</b>	JMC32221
<b>Contract/Task Order Period of Performance:</b>	Jan 2006 to June 2014
<b>Contract/Task Order Value (\$)</b>	\$750,000.00
<b>Contract Type (e.g. T&amp;M, FFP, CPFF, CPIF)</b>	T&M
<b>Subcontracting Details:</b> <i>Type of Support and the percentage of contract/task order subcontracted</i>	no
<b>Geographic Distribution Of Services</b> <i>(Local, National, Worldwide)</i>	Local
<b>Any show causes, contract cancellations, claims or litigation details</b>	
<b>Client Contracting Officer Name:</b>	Dilip Parekh
<b>Address:</b>	1400 16 <sup>th</sup> st, San Francisco, CA 94102
<b>Telephone:</b>	415-553-8256
<b>Email:</b>	<a href="mailto:Dilip@jessicamcclintock.com">Dilip@jessicamcclintock.com</a>

### Description of the Contract/Task Order requirements and the work performed Project Description: Help Desk Support and Site Developments

#### The Customer

Jessica McClintock, Inc., encompasses a vast national and international wholesale business, selling Jessica's designs throughout North America, Europe, Asia and the Middle East and has also expanded her business empire by venturing into the highly competitive retail market with 43 company owned boutiques.

#### The Challenge

The order process for the retailers was dependent on phone, faxes and paper that contributed to inefficiencies in the current market trend. Jessica McClintock decided to address this problem and wanting to infuse greater efficiency into this process, they turned to e-business.

## The Solution

NTS provides a full complement of system help desk services and support to help Customer get the most out of its NTS custom system solutions.

NTS will be the focal point of contact for service and support on all equipment and software purchased through this contract.

NTS help desk support contracts are renewable on an annual basis or can be purchased upfront with multi-year discounts. The alternative support contract levels are Priority, Priority Plus and Premium. The detailed features offered with each level are described below:

Feature/Support Help Desk Contract			Premium
Business Hours Phone, Email and Fax Support			X
24/7 Phone Support			X
3-Years Parts Warranty			X
Four Hour Onsite Service			X
Email/Chat			X
Onsite Technician Support			X

### The services offered above are described below:

- **Phone, Fax, Chat and E-mail Support** – Phone and fax support during business hours (Monday to Friday, 8am to 5pm, Pacific Standard Time).
- **24/7 Phone Support** – Premium contracts include 24/7 telephone support. The initial response time after hours is two hours; otherwise response time is within one hour.
- **3-Years Parts Warranty** - All hardware is sold with a 3-years standard warranty. Standard warranty covers within US only.

### Optional Service

- **Four Hour Onsite Service**– The on-site service option is to customers with Priority Plus or Premium Support Contracts. This is an agreement between NTS and you to expedite on-site hardware warranty response for designated components. This service provides that NTS will make its best effort to arrive on-site within 4 hours to replace a defective hardware component, restore the system to a hardware operational condition, and verify the hardware integrity of the systems.

**Onsite Technician** – Onsite technicians are available as an additional cost option with support. This is an agreement between NTS and you to have an onsite engineer experienced with NTS solutions to work with you. Contract for this service can be renewed on an annual basis

NTS developed a long term and comprehensive solution that included requirement analysis, architecting, design, development, implementation and maintenance services. A scalable framework was planned to accommodate the various retailers & huge product database. We developed a business-to-business (B2B) retailer partner portal and business-to-consumer (B2C) site that enables these retailers and web shoppers to order online. Today, the entire product line is available online. Web shoppers can search for specific styles, colors, sizes or other attributes and buy online. Corporate customers submit online form for Reseller Partner program, can see a customized view of

the catalog, and create purchase orders online. The solution provides order tracking, secure access, invoicing, shipping, search functions, real-time information about pricing and availability and reporting.

A GUI based Administration Engine was developed to easily update the featured items on the site reflecting the latest information.

### **Silent Feature**

- ✓ Wedding Planner (Wedding/Prom/Destination Wedding)
- ✓ My Selections (Dress/Accessories/Shoes)
- ✓ Portrait (Email to friends)
- ✓ Event list
- ✓ My Profile
- ✓ Advance search for huge Jessica's product catalog.
- ✓ Store Locator
- ✓ Private purchasing systems for trade customer, which only incorporated the products and prices that a particular customer had already negotiated with its suppliers.
- ✓ Synchronize backend (AS/400) product catalog to online product catalog
- ✓ Synchronize store locator data to online trade customer so web admin will not need to do lots of data entry.
- ✓ Online order interface with backend system (AS/400).
- ✓ Custom Administrator interface.
- ✓ Automated Credit card payment process for online orders. Integration of IBM Payment manager, Web Sphere Commerce Server and Verisign Cybercash cash register.
- ✓ Database clean up utility
- ✓ Order history for order status and tracking info.

### **The Technology Used**

The solution implemented with following key components:

**Software:** IBM WebSphere Application Server - Advanced Edition, IBM WebSphere Commerce Suite, Oracle 8i Database, Apache HTTP Web Server and SSL. IBM Payment manager

### **The Benefits**

NTS provided a reliable, secure solution that could be easily scaled up with the growth of Jessica McClintock. The solution benefited the participating retailers and customers in reducing cycle times, better information exchange, which resulted in web sales growing every month, 40% savings in administrative costs for updating online catalog and the improvement of overall business process. The customer Return of Investment is projected 100% payback in 1 year.

## 1.5.2. Reference -2 IBM, CO USA, (USDA Forest Service FPA Project support)

<b>Client Name:</b>	IBM, CO USA, (USDA Project)
<b>Contract/Task Order Title:</b>	GIS Programming
<b>Contract/Task Order Number:</b>	08302007-01
<b>Contract/Task Order Period of Performance:</b>	Sept 2007 to Sep 2014
<b>Contract/Task Order Value (\$)</b>	\$700,000.00
<b>Contract Type (e.g. T&amp;M, FFP, CPFF, CPIF)</b>	T&M
<b>Subcontracting Details:</b> <i>Type of Support and the percentage of contract/task order subcontracted</i>	N/A
<b>Geographic Distribution Of Services</b> <i>(Local, National, Worldwide)</i>	National
<b>Any show causes, contract cancellations, claims or litigation details</b>	NO
<b>Client Contracting Officer Name:</b>	Sudhir Rao
<b>Address:</b>	IBM , CO , USA
<b>Telephone:</b>	303-924-9354
<b>Email:</b>	<a href="mailto:sudrao@us.ibm.com">sudrao@us.ibm.com</a>

**Project Details:**

Fire Program Analysis (FPA) System

Developing GIS solutions, providing GIS support and work, implementing GIS functionalities

Fire Program Analysis (FPA) system is a common interagency decision support tool for wildland fire planning and budgeting. This tool will enable wildland fire managers in the five federal land management agencies to plan jointly.

The purpose of the Fire Program Analysis (FPA) System is to provide managers with a common interagency process for fire management planning and budgeting to evaluate the effectiveness of alternative fire management strategies through time, to meet land management goals and objectives. FPA will reflect fire objectives and performance measures for the full scope of fire management activities.

GIS Developer

Analyzing GIS related requirements

Implementing GIS requirements

Testing (Data, Code, Implemented Features)

Providing GIS support

Managing GIS Data (ArcSDE):

- QA;



- Database Design;
- Administration;
- Data Cleaning
- Importing/Exporting;
- Testing

Analyzing, implementing and testing other requirements (not only GIS related) as needed

Client-server solutions for specialized applications (ArcGIS Server)

-Design and develop specialized GIS functionalities (using ArcObjects -ESRI Developer Network)

Technical environment: Agile development method, ArcGIS 9.2, ESRI Developer Network (EDN) 9.2 (JAVA) with ArcGIS Server, ArcGIS Engine, ArcSDE. JAVA Platform (WebSphere Application Server, IBM Rational Software Architect).

### 1.5.3. Reference -3 Department of Interior SMIS Web project programming support

<b>Client Name:</b>	Department of Interior
<b>Contract/Task Order Title:</b>	SMIS Web Development programmer and Help Desk
<b>Contract/Task Order Number:</b>	D11PD18889
<b>Contract/Task Order Period of Performance:</b>	4/25/2011 to 4/24/2016
<b>Contract/Task Order Value (\$)</b>	\$980,066.47 with option of five years
<b>Contract Type (e.g. T&amp;M, FFP, CPFF, CPIF)</b>	Firm Fixed Price
<b>Subcontracting Details:</b> <i>Type of Support and the percentage of contract/task order subcontracted</i>	N/A
<b>Geographic Distribution Of Services</b> <i>(Local, National, Worldwide)</i>	National
<b>Any show causes, contract cancellations, claims or litigation details</b>	NO
<b>Client Contracting Officer Name:</b> <b>Address:</b> <b>Telephone:</b> <b>Email:</b>	<b>Armando Galindo, Jr. MPH</b> <b>Assistant Director (Acting)</b> Office of Emergency Management (OEM) SMIS Program Manager (OSH) Office of the Secretary US Department of the Interior 1849 C Street, NW--- Room 3420 Washington, DC 20240 office: 202-208-5673 / cell: 202-904-0008 Email: <a href="mailto:Armando_Galindo@ios.doi.gov">Armando_Galindo@ios.doi.gov</a>



**Project Details:**

The U.S. Department of the Interior (DOI) currently uses the Safety Management Information System (SMIS) as the system of record for accident reporting and electronic data submission for accident investigations and workers compensation . claims. Since its deployment in 1997, SMIS assists safety managers and Department supervisors and employees in managing the safety risks associated with job duties and complying with the Occupational Safety and Health Administration's (OSHA) recordkeeping requirements. Since 2004, SMIS has also provided a mechanism for employees who are injured on the job to file claims for workers compensation and enabled designated compensation coordinators to review and monitor the claims and associated costs. The system is used to also report visitor and volunteer accidents and to submit volunteer workers compensation claims. OHS provides technical support in a variety of safety and occupational health subject areas including industrial hygiene. Accident records are maintained through SMIS for DOL and bureau use, with analyses of accident trends developed for Departmental managers. The WEB application portion of the system is used throughout all DOI agencies/bureaus to report accidents, distribute risk management information, file claims for compensation electronically, and manage/monitor compensation claimant's cases.

NTS programmer works with the SMIS development team in performing the needed technical changes to the system. Works closely with the SMIS System and Program Manager in making critical software modifications and enhancements. Resolves data errors and discrepancies within SMIS and develop procedures to prevent errors from re-occurring. Assists SMIS System Managers with technical issues concerning modifications and enhancements to the system.

# Rackspace SLA

## Service Level Agreement (SLA)

Cloud Servers™ SLA  
Cloud Sites™ SLA  
Cloud Files™ SLA  
Cloud Load Balancers SLA

### Cloud Servers™ SLA

The Rackspace Cloud provides the same guaranty for Cloud Servers™ as Rackspace does for traditional hosted servers. Specifically:

#### Network

We guaranty that our data center network will be available 100% of the time in any given monthly billing period, excluding scheduled maintenance.

#### Data Center Infrastructure

We guaranty that data center HVAC and power will be functioning 100% of the time in any given monthly billing period, excluding scheduled maintenance. Infrastructure downtime exists when Cloud Servers™ downtime occurs as a result of power or heat problems.

#### Cloud Server Hosts

We guaranty the functioning of all cloud server hosts including compute, storage, and hypervisor. If a cloud server host fails, we guaranty that restoration or repair will be complete within one hour of problem identification.

#### Migration

If a cloud server migration is required because of cloud server host degradation, we will notify you at least 24 hours in advance of beginning the migration, unless we determine in our reasonable judgment, that we must begin the migration sooner to protect your cloud server data. Either way, we guaranty that the migration will be complete within three hours of the time that we begin the migration.

#### Credits

If we fail to meet a guaranty stated above, you will be eligible for a credit. Credits will be calculated as a percentage of the fees for the Cloud Servers™ adversely affected by the failure for the current monthly billing period during which the failure occurred (to be applied at the end of the billing cycle), as follows:

**Network:** Five percent (5%) of the fees for each 30 minutes of network downtime, up to 100% of the fees;

**Data Center Infrastructure:** Five percent (5%) of fees for each 30 minutes of infrastructure downtime, up to 100% of the fees;

**Cloud Server Hosts:** Five percent (5%) of the fees for each additional hour of downtime, up to 100% of the fees;

**Migration:** Five percent (5%) of the fees for each additional hour of downtime, up to 100% of the fees.

**Definitions:** For purposes of this Service Level Guaranty:

"cloud server" means your unique virtual machine instance;

"cloud server fees" means the fees for your Cloud Servers™ for the monthly billing period in which the failure occurred and includes monthly virtual machine instance and bandwidth charges;

"cloud server host" means the physical server which hosts your cloud server;

"data center network" means the portion of The Rackspace Cloud network extending from the network egress point of your cloud server host to the outbound port of the data center border router;

"power" includes UPSs, PDUs and cabling, but does not include the power supplies in cloud server hosts;

"scheduled maintenance" means maintenance that is announced at least ten business days in advance, and that does not exceed sixty minutes in any calendar month.

#### Limitations.

You are not entitled to a credit if you are in breach of your services agreement with The Rackspace Cloud™ (including your payment obligations to us) until you have cured the breach. You are not entitled to a credit if downtime would not have occurred but for your breach of your agreement with The Rackspace Cloud or your misuse of Cloud Servers™ system.

To receive a credit, you must contact your The Rackspace Cloud account team within thirty (30) days following the end of the downtime. You must show that your use of the Cloud Servers™ was adversely affected in some way as a result of the downtime to be eligible for the credit.

This Service Level Guaranty is your sole and exclusive remedy for Cloud Servers™ unavailability.

Notwithstanding anything in this Service Level Guaranty to the contrary, the maximum total credit for the monthly billing period, including all guaranties, shall not exceed 100% of your fee for that billing period. Credits that would be available but for this limitation will not be carried forward to future billing periods.

This Service Level Guaranty is part of your Agreement with The Rackspace Cloud, along with The Rackspace Cloud™ Terms of Service and the AUP, and is subject to the terms and conditions stated in those documents.

June 23, 2009. The Rackspace Cloud™ is a trademark of Rackspace US, Inc.

## Cloud Sites™ SLA

### Our no-loophole, no-legalese SLA

The Rackspace Cloud believes that your websites, email and databases should always be protected against unscheduled outages. Our commitment to you is that every effort will be made to keep your sites online.

### This isn't an empty promise:

1. Cloud Sites, powered by enterprise technology, is built to be highly robust.
2. We've hired great people.

Most importantly, we'll credit your next invoice with the equivalent of 1 day's hosting fee for each 60 minutes of unscheduled downtime (up to 100% of your Recurring Fee). It doesn't matter why—any time your websites, email or databases are offline or not functioning as a result of a failure in our systems, data center, or network is considered downtime, and we begin counting from the minute you open an incident report with our support team.

That's it—we've designed our SLA to be ultra-simple. Please note that the Cloud Sites™ SLA does not cover coding or configuration errors on your part, and like all hosts, we may schedule occasional maintenance windows that will affect the availability of some services. We'll post notification of scheduled maintenance before it happens, and since we operate clusters of servers, maintenance that causes downtime should be rare.

## Cloud Files™ SLA

### Guaranty

We guaranty that Cloud Files™ service will be available 99.9% of the time in a given billing cycle. If we fail to meet this guaranty, you will be eligible to receive a credit to your account. The credit will be calculated as a percentage of your last billed fee for the Cloud Files service, or at your option, your fee for the current billing cycle (to be applied at the end of the billing cycle). Credits will be based on the duration of the unavailability that exceeds the 99.9% threshold as defined below.

### Unavailability

Unavailability means: (i) The Rackspace Cloud network is down, or (ii) the Cloud Files™ service returns a server error response to a valid user request during two or more consecutive 90 second intervals, or (iii) the Content Delivery Network fails to deliver an average download time for a 1-byte reference document of 0.3 seconds or less, as measured by The Rackspace Cloud's third party measuring service.

Unavailability due to scheduled maintenance is excluded from these conditions and does not contribute towards unavailability calculations.

### Credits

Account credits are calculated as a percentage of your Cloud Files™ service fee, as follows:

Total Cloud Files™ Available Time (for given billing cycle)	Credit Amount
100% - 99.9%	0%
99.89% - 99.5%	10%
99.49% - 99.0%	25%
98.99% - 98.0%	40%

97.99% - 97.5%	55%
97.49% - 97.0%	70%
96.99% - 96.5%	85%
Less than 96.5%	100%

For example, if your billing cycle is 30 days, and Cloud Files™ is unavailable for 47 minutes during that billing cycle (.11% of the minutes in the billing cycle) then you are eligible for a 10% credit.

**Definitions:** For purposes of this Service Level Guaranty:

"Cloud Files™ service" means the Cloud Files™ Authentication Service, Storage System, and CDN-Management ReST web service interfaces, and related back-end systems;

"Content Delivery Network" means the global network of servers designed to expedite delivery of web content by serving the content from a location in geographic proximity to the user;

"scheduled maintenance" means maintenance that is announced at least ten business days in advance, and that does not exceed sixty minutes in any calendar month;

"The Rackspace Cloud network" means the portion of The Rackspace Cloud network that extends from the outbound port on The Rackspace Cloud edge device to the outbound port on the datacenter border router;

"server error response" means an HTTP return status code between 500-599;

#### Limitations

You are not entitled to a credit if you are in breach of your services agreement with The Rackspace Cloud (including your payment obligations to us) until you have cured the breach. You are not entitled to a credit if the unavailability would not have occurred but for your breach of your agreement with The Rackspace Cloud or your misuse of The Rackspace Cloud system.

To receive a credit, you must contact your The Rackspace Cloud Account Team within thirty (30) days following the end of the unavailability. You must show that your use (or end users' use) of The Rackspace Cloud service was adversely affected in some way as a result of the unavailability to be eligible for the credit.

This Service Level Guaranty is your sole and exclusive remedy for Cloud Files™ unavailability.

This Service Level Guaranty is part of your Agreement with The Rackspace Cloud, along with The Rackspace Cloud Terms of Service and the AUP, and is subject to the terms and conditions stated in those documents.

June 23, 2009. The Rackspace Cloud™ is a trademark of Rackspace US, Inc.

## Rackspace Cloud Load Balancers SLA

#### Load Balancers

*We guaranty that the load balancing service will be available 99.99% of the time in any given monthly billing period, excluding scheduled maintenance.*

In the event of a Load Balancer failure, the system is to failover to a partner device. In this event, the failover is to result in less than 30 seconds of disruption.

#### Credits

If we fail to meet a guaranty stated above, you will be eligible for a credit. Credits will be calculated as a percentage of the fees for the Rackspace Cloud Load Balancer adversely affected by the failure for the current monthly billing period during which the failure occurred (to be applied at the end of the billing cycle), as follows:

**Load Balancers:** Five percent (5%) of the Load Balancer Fees for each additional hour of downtime, up to 100% of the Load Balancer Fees;

**Definitions:** For purposes of this Service Level Guaranty:

"Load Balancer" means your unique load balancer instance;

"Load Balancer Fees" means the fees for your Rackspace Cloud Load Balancer for the monthly billing period in which the failure occurred and includes monthly instance, concurrent connections and bandwidth charges;

"Scheduled Maintenance" means maintenance that is announced at least ten business days in advance, and that does not exceed sixty minutes in any calendar month.

**Limitations.**

You are not entitled to a credit if you are in breach of your services agreement with The Rackspace Cloud™ (including your payment obligations to us) until you have cured the breach. You are not entitled to a credit if downtime would not have occurred but for your breach of your agreement with The Rackspace Cloud or your misuse of the Rackspace Cloud Load Balancers system.

To receive a credit, you must contact your The Rackspace Cloud account team within thirty (30) days following the end of the downtime. You must show that your use of the Rackspace Cloud Load Balancer was adversely affected in some way as a result of the downtime to be eligible for the credit.

This Service Level Guaranty is your sole and exclusive remedy for Rackspace Cloud Load Balancer unavailability.

Notwithstanding anything in this Service Level Guaranty to the contrary, the maximum total credit for the monthly billing period, including all guaranties, shall not exceed 100% of your fee for that billing period. Credits that would be available but for this limitation will not be carried forward to future billing periods.

This Service Level Guaranty is part of your Agreement with The Rackspace Cloud, along with The Rackspace Cloud™ Terms of Service and the AUP, and is subject to the terms and conditions stated in those documents.



**#1** SPECIALIST  
IN  THE  
**HOSTING**  
AND  
**CLOUD COMPUTING**  
**INDUSTRY**



THIS IS

# FANATICAL SUPPORT®

## WHO WE ARE



### WE'RE ALWAYS HERE

Direct, immediate access to your team 24x7x365. Yes, that means no frustrating automated menus when you call.



### WE'RE READY TO HELP

From deep strategic planning to reacting to an emergency at 3 a.m., Rackers are ready to help.



### WE'RE EMPOWERED

When you call Rackspace, you don't have to fight to speak to someone who can solve your problem.



### WE'RE TRANSPARENT

We don't shy away from hard conversations. If we make a mistake, we'll admit it and fix it.

## WHAT WE OFFER



### DEEP EXPERTISE

We've got more Red Hat certified engineers than any other hosting company. And the list of certifications goes on.



### FLEXIBILITY

Our customers regularly change their configurations as their needs change. We offer the right solution at the right time.



### RESPONSIVENESS

We treat every customer as a priority. That means you can move as fast as you need to.

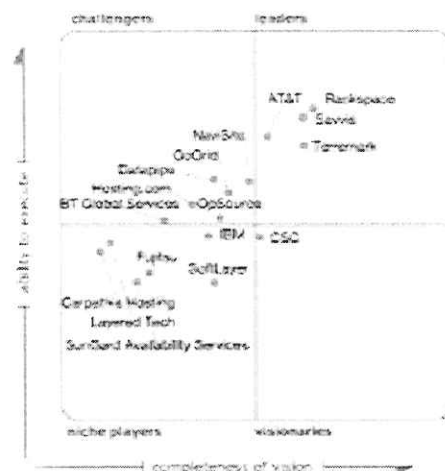


### STRONG SLAs

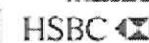
100% power. 100% network uptime. One-hour hardware replacement guarantee for hardware failure. And that's the minimum.



How We Build Our Support Teams  
to better Support You



As of March 2012



Hosting Provider for:

- Alexa® Top 1,000 Sites
- Top 100 Retail Sites
- Small Business Web
- Webby Awards Nominees Websites
- Have DIR Contract

Doing Business with:

- 5 of the Top 10 Brands
- 40 of the Top 100 Brands
- 40% of the FORTUNE 100
- 30% of the FTSE 100 Index

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EXPLORE

BOOK TRAVEL

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**HawaiianMiles**

How It Works

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JOIN NOW

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Flight or Seats

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View Flight Details

**FLIGHTS**

**HOTELS**

**CARS**

**VACATION PACKAGES**

TRIP TYPE

TRAVELERS

Roundtrip

1

?

DEPARTING FROM

Oahu - Honolulu

GOING TO

Oahu - Honolulu

DEPARTING DATE

8/9/2011

RETURNING DATE

8/9/2011

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Sacramento - Honolulu:	\$484*
Oakland - Honolulu:	\$454*
Seattle - Maui:	\$402*
Portland - Maui:	\$360*
Seattle - Kauai:	\$410*
Seattle - Kona:	\$410*

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## Ziploc® Brand Bags with the Smart Zip™ Seal

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Get More Out of Your Meals:  
Delicious Recipes



[Savory Turkey Meatballs](#)



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Get More, Do More, Save More:  
This Week's Tips



*"This year everyone is talking about brining the Thanksgiving turkey. The instructions say to 'soak the turkey in a clean 5 gallon bucket'. Once the turkey is in the bucket, where am I going to put it to keep the turkey cold?? I live in Hawaii! A co-worker told me she uses her*

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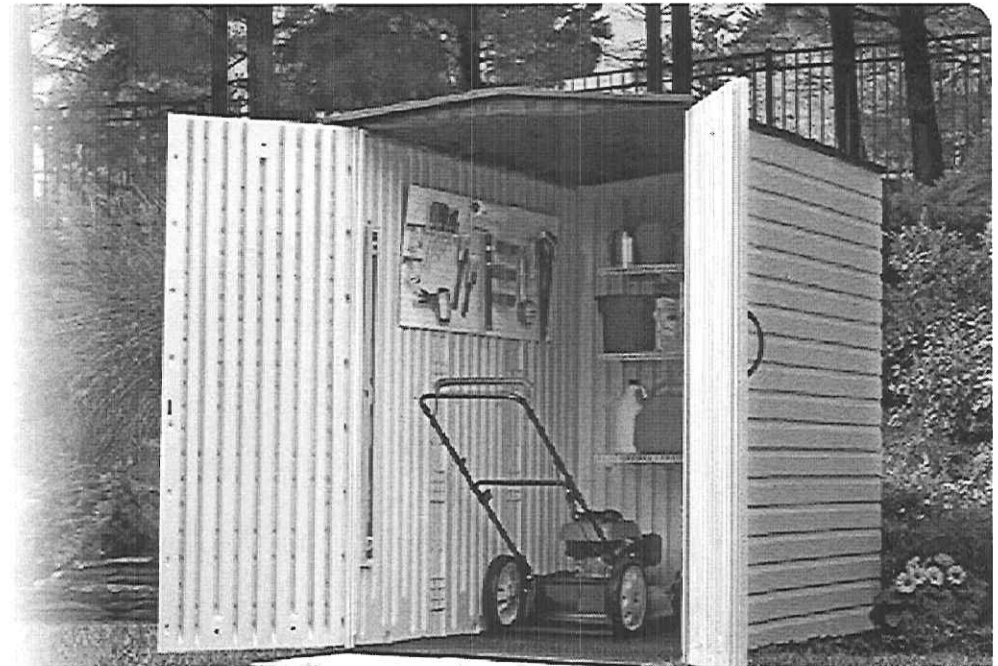




# Outdoor Living Shed Selector

Find the perfect shed for your storage and organizational needs. Simply select the items you want to store and we'll recommend the best shed for you.

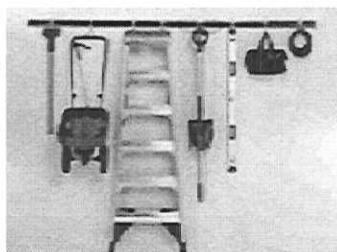
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## Tips & Solutions



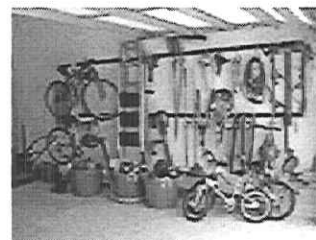
Garage Gains  
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## Your Reviews



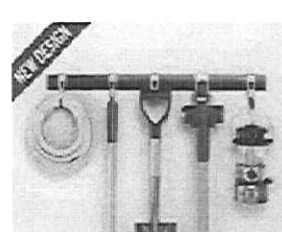
Filter Fresh Water Bottle  
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## Best in Blog



Jim's Garage Makeover  
[Read More](#)

## Featured Products



★★★★★

**FastTrack 6 Piece Kit**  
Organize your garage with this kit that includes a rail and 5

1 of 4

# ONE



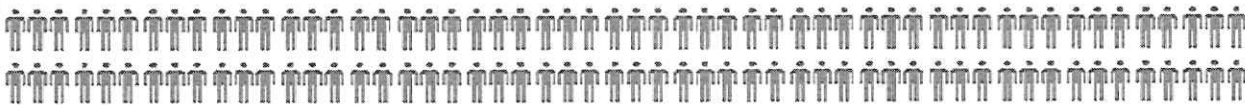
## Rackspace Facts

# 9 DATA CENTERS



## 4,335

RACKERS



# 82,438 SERVERS



More than ...

# 50%

OF THE  
FORTUNE 100

## >\$1 BILLION

Annualized

## REVENUE \$\$\$\$\$

## 180,866

CUSTOMERS



**rackspace**  
HOSTING





# Rackspace Vision

---

**“ To be recognized as one  
of the world’s great  
service companies.”**

Fanatical Support®  
made us  
→ **THE SERVICE  
LEADER  
IN CLOUD  
COMPUTING**

# ARMY OF PROMOTERS

"When all of our customers are giving us 9 or 10 out of 10, THAT'S when we know that we've become one of the world's greatest service companies."

- Lanham Napier, Rackspace CEO

**LEGEND**

 This symbol shows the world wide location for the Rackspace Army of Promoters. Each instance represents a varying density in that region's promoter count.

**ARMY OF PROMOTERS STATISTICS\***

Continents: 6  
Countries: 91  
Promoter Count: 4321

\*The Rackspace Army of Promoters survey was first created in 2009.



**Greatness is achieved when customers say we're great.**





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## Appendix

Market Differentiators

# MANAGED HOSTING SOLUTIONS

## BACKED BY FANATICAL SUPPORT®

The Power, Control and Services You Need, Wrapped  
in the Expert Support You Want.



Roland  
Racker Since 2003

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## Dedicated Support Teams

Fanatical Support® is Rackspace doing what it takes to make a difference for every customer; a difference that will truly change the way you work. It's a promise that's deeply rooted in our belief that being a great hosting provider requires more than just the best technologies, but the best of support and service.



### A Day in the Life: Rackspace Support Tech

Follow one of our Linux Systems Administrators, David Corn, and his team through a day and see Fanatical Support in action.

[Watch this Video](#)

No more call centers. No more dealing with a different person every time you need something. No more transferring you to the "expert" who transfers you to another "expert" and then on to another "expert", with none of them knowing anything about your configuration, your needs or even your business. And, most importantly, no more feeling like you're just one more anonymous customer stuck in a system that works against you instead of for you.

Instead, you have a dedicated Rackspace Support Team that's built around you and your needs. It's the Team's responsibility to know and understand your configuration, your goals and you. Your Account Manager is your single point of contact at Rackspace and is accountable for ensuring all of your infrastructure needs are met. Working alongside your Account Manager—your Business Development Consultant, Systems Engineer, Support Technician, Support Specialists, Billing Specialist and representatives of Rackspace Professional Services and Data Center Operations. Combining years of experience and unrivaled expertise, they all work together with one purpose, to give you peace-of-mind.

Fanatical Support begins with our people and the dedicated support teams we build around every Rackspace customer. From there, it filters through everything we do as a company and as individuals—our data centers, network, products, services, Best Practices, processes, expertise, SLAs, guarantees and promises.

The purpose is to relieve you and your IT team from any and all of the worries, strains and unending inconveniences of web hosting. Instead, Rackspace takes on the burdens, going beyond what is acceptable customer service to what is exceptional, and often pushing beyond the exceptional to the truly inspired.






How We Build Our Support Teams  
to better Support You

## INDUSTRY AWARDS & EXPERTISE

CERTIFICATIONS, RECOGNITION & EXAMINATIONS

Alberto  
Red Hat Since 2009

Home / Why Rackspace / Industry Awards & Expertise

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Fanatical Support® is only real because of our expertise. Without it, we wouldn't be able to promise and deliver the level of service we do every second of every day. Without it, we'd be just another hosting company struggling to deliver on its guarantees and SLAs, instead of actually living up to them. It's why we hire the best and train them to be better. Why our employees have hundreds, if not thousands, of certifications of expertise. And why we're the world's hosting leader.

### Company Examinations

• SOAC 10 Type I SOC 1

### Company Certifications

• PCI Security Standards Council Member  
• Safe Harbor Certified

### Employee Certifications

• Red Hat®-Certified Engineers  
• Microsoft® has over 100 certified professionals  
• Network Certifications—including CCNP and many more

### Service Expertise

• American Business Awards' Best Customer Service Organization

### Linux Expertise

• Red Hat Premier Hosting Partner  
• MySQL Certified Hosting Partner  
• Linux Journal Reader's Choice—Best Hosting Provider

### Windows Expertise

• Microsoft Gold Certification  
• Microsoft Hosting Provider of the Year  
• SQL Server Magazine Readers' Choice—Best Database Hosting Company  
• Windows Server 2008

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### Company Examinations

#### SSAE 16 Type I SOC 1\*

On June 19, 2011, the Statement for Accountants for American Express (SAAC) by US 16, pursuant to the SSAE 16 supersedes and replaces the Statement for Auditing Standards (SAAS) by US 16. The new SSAE 16 Type I Service Organization Control (SOC) examination is a necessity. A service auditor's examination performed in accordance with SSAE 16 ("SOC 1 Auditor" Type II SOC 1) provides a detailed description of our controls and the effectiveness of those controls. The examination often includes detailed event information technology and related processes.

#### Learn More

\* Currently the SSAE 16 Type II SOC 1 Report applies to Rackspace Managed Hosting customers, Cloud Services & Cloud File Customers, and all Rackspace Data Centers.

### Company Certifications

#### PCI Security Standards Council Member

The PCI Security Standards Council is an open global forum for the ongoing development, enhancement, storage, dissemination and implementation of security standards for payment card account data protection. Endorsed by American Express, Discover Financial Services, JCB, MasterCard Worldwide and Visa, Inc., the Council's members have a vested interest in the PCI Data Security Standard, an organization's best protection against data breaches. By participating in the Council, Rackspace has access to the latest payment card security standards while playing an active part in setting the standards.

### Employee Certifications

#### Red Hat

With more than 60 Red Hat Certified Engineers (RHCEs), Rackspace officially employs more RHCEs than any other hosting company in the world.

#### Microsoft

More than 100 Rackspace employees have earned the title of Microsoft Certified Professional (MCP). And of those 100, several have earned additional Microsoft certifications, including MCSA, MCSA:MCSE, MCT, MCSE.

#### Network

A multitude of Cisco Certifications, as well as other third-party certifications, attest to the expertise of our network professionals. Their certifications include: CCNP, CCNP-COE, CCDA, CCDF, CCIP, CCIP-SP, RNC, LPI, J-P1, A+, Server+, RNC, MCSF, WISA, WIP, Network+ and more.

### Service Expertise

#### American Business Awards' Best Customer Service Organization 2006, 2007

Rackspace was the second overall winner for "Best Customer Service Organization" by The American Business Awards for the company's continued commitment to becoming one of the world's greatest service companies. Rackspace was previously named Best Customer Service Organization by The American Business Awards in 2005.

# Rackspace® Security

## Triple-Strength Security Backed by Fanatical Support®

Rackspace Security is a powerful, fully integrated portfolio of services, managed devices and best practices — all designed to ensure the highest levels of security for customer data.

Our portfolio covers all three critical security areas: physical security, operational security, and system security. Physical security includes locking down and logging all physical access to servers at our data center. Operational security involves creating business processes that follow security best practices to limit access to confidential information and maintain tight security over time. System security involves locking down customer systems from the inside, starting with hardened operating systems and up-to-date patching. Rackspace offers a full range of options to take system security to the next level.

As with all Rackspace offerings, our promise of Fanatical Support stands behind our security solutions. We will do whatever it takes to ensure that all our customers are 100% satisfied, 100% of the time.



Rackspace Security supports all three areas of your security infrastructure, ensuring protection for customer data.

### Rackspace Security at a Glance

#### Physical Security

- Data center access limited to Rackspace data center technicians
- Biometric scanning for controlled data center access
- Security camera monitoring at all data center locations
- 24x7 on-site staff provides additional protection against unauthorized entry
- Unmarked facilities to help maintain low profile
- Physical security audited by an independent firm

#### System Security

- System installation using hardened, patched OS
- System patching controlled by Rackspace to provide ongoing protection from exploits
- Dedicated firewall and VPN services to help block unauthorized system access
- Data protection with Rackspace managed back-up solutions
- Optional, dedicated intrusion detection device to provide an additional layer of protection against unauthorized system access
- Distributed Denial of Service (DDoS) mitigation services based on our proprietary Rackspace PowerTilt™ system
- Risk assessment and security consultation by Rackspace professional services teams

#### Operational Security – the Rackspace Infrastructure

- ISO 17799-based policies and procedures, regularly reviewed as part of our SAQ70 Type II audit process
- All employees trained in documented information security and privacy procedures
- Access to confidential information restricted to authorized personnel only, according to documented procedures
- Systems access logged and tracked for audit and purposes
- Secure document destruction policies for all sensitive information
- Fully documented change-management procedures
- Independently audited disaster recovery and business continuity plans in place for Rackspace headquarters and support services

#### Operational Security – Customer's Application Environment

- Best practices used in the hardening, penetration and virtualization
- All passwords encrypted during transmission and while in storage at Rackspace
- Secure media handling and destruction procedures for all customer data
- Support ticket history available for review at [my.Rackspace.com](http://my.Rackspace.com)
- Help available from Rackspace in configuring system logging to create a system audit trail
- Rackspace Security Services can provide guidance in developing security processes for compliance programs

MODIFIED DATE: 1/14/2008

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## Securing Your Network from Malicious Activity

(fig. 1) How a Firewall Works.

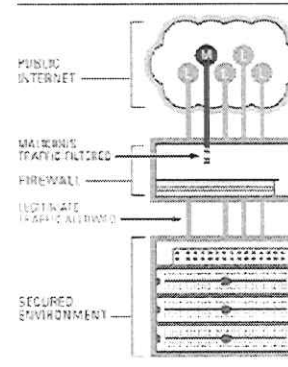


Figure 1 is a graph showing the evolution of the number of nodes ( $N$ ) and the number of links ( $L$ ) over time ( $t$ ). The x-axis is labeled "TIME" and the y-axis is labeled "N, L". A solid line represents the number of nodes ( $N$ ), which increases over time. A dashed line represents the number of links ( $L$ ), which decreases over time. The graph is divided into three regions: "REGION I: INITIAL GROWTH", "REGION II: STATIONARY GROWTH", and "REGION III: STATIONARY GROWTH". The number of nodes ( $N$ ) is labeled as  $N(t)$  and the number of links ( $L$ ) is labeled as  $L(t)$ . The graph shows that the number of nodes ( $N$ ) increases exponentially in Region I, linearly in Region II, and then levels off in Region III. The number of links ( $L$ ) decreases linearly in Region I and Region II, and then levels off in Region III.



# MANAGED HOSTING SOLUTIONS

BACKED BY FANATICAL SUPPORT™

The Power, Control and Services You Need, Wrapped  
in the Expert Support You Want.



Home / Hosting Solutions / Managed Hosting / Managed Support / Managed Service Levels / Managed vs. Intensive

## Managed™ On-Demand Support

### Performance SLA

- 100% Network Uptime
- 1-Hour Hardware Replacement
- View Service Level Agreement

### On-demand Customer Care Services

- Dedicated Account Manager and Business Development Consultant who are familiar with your company and business
- 24x7x365 team focused on your platform and service needs
- Your services are up and running fast
- No surprise! (0) introductory call with your Support Team helps you get the most out of our services and your config
- Experienced System Engineers available on demand to assist you in developing, identifying and managing your environment

### Server & Device Administration

- Customized specifications for pre-packaged hardware
- Unlimited Sys Admin troubleshooting when you want, as much as you want and by people who know the answers to your questions

### Security

- Automated and Backspace tested OS patching
- Server compromise checks on demand
- Managed IPMI access (optional)
- Managed VPI access (optional)
- Third-party security audit (optional)
- Network Intrusion Detection (optional)

### Storage & Backup Management

- Storage Options: local storage (hardware RAID and SAN Direct Attached Storage)
- Database backup agents for MySQL and MySQL (optional)
- Offsite Storage & Retention (optional)

### Monitoring & Issue Response

- Standard availability monitoring of ports and services
- No/low-on-call response and customer driven specifications

### Reporting

- Online logging and alerting/triggering
- Detailed backup performance and utilization
- Bandwidth utilization
- DMS (debugger)
- Uptime (Web Analytics (optional))

## Intensive® Proactive Support

### Performance SLA

- 100% Network Uptime
- 1-Hour Hardware Replacement
- View Service Level Agreement

### Proactive Customer Care Services

- Dedicated Account Manager and Business Development Consultant who know your config and business inside and out
- 24x7x365 support team of experienced system engineers specializing in your technologies
- Custom deployment project managed by your Account Manager
- Extensive implementation planning and assistance
- Experienced System Engineer proactively provides consulting services, systems, root cause analysis and troubleshooting
- Frequently scheduled configuration and firmware updates to keep your Support Team
- Change Management Coordinator documenting and overseeing your configuration changes
- Up-to-date planning to align with your growth goals
- Proactive issue resolution to help you maintain and optimize your system

### Server & Device Administration

- Customized specifications for pre-packaged hardware
- Unlimited Sys Admin troubleshooting when you want, as much as you want and by people who know the answers to your questions
- Customized Managed Active Directory

### Security

- OS patching tested by Backspace and done according to your schedule
- Customized patching and rollback capabilities
- Server virus scanning
- Third party security audit user implementation
- Managed firewalls
- Managed VPI access
- Dedicated intrusion detection (optional)
- Network Intrusion Detection (optional)

### Storage & Backup Management

- Storage Options: local storage (hardware RAID and SAN Direct Attached Storage) and Cloud (iCloud, Amazon S3, Google Drive, and others) (optional)
- Private and secure dedicated backup network
- Backup needs analysis & integrity testing
- Database backup agents for MySQL and MySQL (optional)
- Offsite Storage & Retention (optional)

### Monitoring & Issue Response

- 24x7x365 monitoring and immediate 1-on-1 support monitoring service your organization is counting on
- Advanced system performance monitoring proactively identifies system performance issues
- Predictive hardware failure monitoring (alerts allowed by device)
- We create our custom scripts, instructions and use on how we manage your environment

### Reporting & Performance Management

- Online logging and alerting/triggering
- Detailed backup performance and utilization
- Bandwidth utilization
- Monthly support issue trending
- Server performance reports
- Custom monthly report (reporting from monitoring systems)
- Fast Debugger
- Uptime (Web Analytics (optional))

# THE RACKSPACE® NETWORK

100% NETWORK UPTIME SLA

Marc  
Racker Since 2007

[Home](#) / [Why Rackspace](#) / [The Rackspace Network](#) / [Bandwidth Billing](#)

## How We Bill for Bandwidth

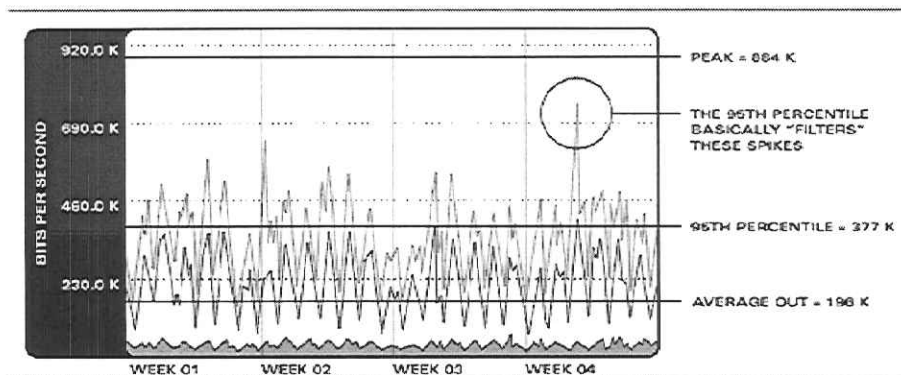
### Actually billing you only for what you use

Rackspace introduced the concept of charging customers only for the bandwidth utilized in a given period. Other providers use what is commonly referred to as the 95th percentile method. This method takes readings of inbound and outbound bandwidth utilization on regular intervals. The larger bandwidth utilization of the two is recorded. At the end of the billing period, the highest 5% of the readings are discarded and the customer is charged for a full month of utilization at the 95th mark.

While this method allows some level of protection against short traffic spikes, the disadvantage occurs during hours of lower utilization. With 95th percentile billing, your lower off-hour utilization is billed at the higher 95th percentile rate. Traditionally, this period of lower bandwidth utilization is approximately 50% of the hours in the billing period, resulting in charges for bandwidth you did not use.

Rackspace instead charges based upon aggregate transfer. This method is ideal for our hosting customers as it results in lower bandwidth charges. Instead of penalizing for peak hour consumption (as in the 95th percentile method), this method only charges you for the bandwidth you use. Referring to the graph, in the 95th percentile method you would be charged for bandwidth utilization at a rate of 377 kbps sustained across the entire month. With Rackspace, you would instead be charged for the equivalent of 196 kbps, converted as per GB transferred.

Finally, Rackspace only charges for outbound bandwidth, meaning that routine site maintenance, such as content publishing and uploads, are not counted against your bandwidth allocation.



# Rackspace® Managed Backup

## Technical Overview

Rackspace offers four main backup and recovery strategies to match your specific needs. When choosing a backup and recovery strategy for each of your servers, you must decide what is most important to you – how fast your data can be recovered in an emergency or how much your backups will cost based on the amount of data stored. Each strategy has specific advantages and disadvantages based on these two factors.

### Strategy 1: Daily Full Backups

The Daily Full Backup Strategy is the most comprehensive backup and recovery strategy offered at Rackspace. It provides for the fastest data recovery possible, but comes with a premium cost.

With this strategy, all files/directories you specify are supported with a *Full Backup* once per day, every day. When a full data recovery is required, only one Backup Set is needed for restoration – the latest Full Backup Set.

### Strategy 2: Weekly Full Backup + Daily Differential Backups

The Weekly Full Backup + Daily Differential Backup Strategy is designed to provide speedy data recovery while reducing costs.

With this strategy, a *Full Backup* of all files/directories you specify is performed one day a week. Every day (or six days thereafter), a *Differential Backup* is performed on the same set of files/directories. Each daily *Differential Backup* backs up the files and directories that have been modified since your last *Full Backup*. This means that a file modified the day after your *Full Backup* will be supported by a *Differential Backup* every single day until your next *Full Backup*.

When a full data recovery is required with a differential strategy, only two Backup Sets are needed to restore all of your important data – the latest *Full Backup Set* plus the latest *Differential Backup Set*. *This makes a full data recovery speedy because the required data only has to be restored from two Backup Sets.*

### Strategy 3: Weekly Full Backup + Daily Incremental Backups

The Weekly Full Backup + Daily Incremental Backup Strategy is designed to be the most cost effective strategy that provides for a *Daily Backup* of all modified files and directories. The trade-off for this cost effectiveness is the length of time it may take to perform a full data restoration.

With this strategy, a *Full Backup* of all files/directories you specify is performed one day a week. Every six days thereafter, an *Incremental Backup* is performed on the same set of files/directories. Each daily *Incremental Backup* only backs up the files and directories that have been modified since your last backup – regardless of whether it was a *Full Backup* or not. This means that a file that is modified the day after your *Full Backup* will be backed up only once per week unless it is modified again before the next *Full Backup*.

When a data recovery is required with an incremental strategy, up to seven Backup Sets may be needed to restore all of your important data – the latest *Full Backup Set* plus every individual *Incremental Backup Set* that occurred after the weekly full backup. *This makes a full data recovery somewhat slow because the data required to perform a full recovery needs to be extracted from up to seven individual Backup Sets.*

### Strategy 4: Weekly Full Backups Only

The Weekly Full Backup Only Strategy is designed to be cost effective for servers that do not house data essential to maintaining your online business. *Examples of such servers would be staging or development servers.*

With the Weekly Full Backup Only Strategy, a *Full Backup* of all files/directories you specify is performed one day per week. No additional daily backups are performed. This means that data can only be recovered from this *Full Backup Set*, which may have been up to seven days prior to when you need it. *Data recovery is fast because only one Backup Set is required. However, the data may be from up to seven days prior to the day you request a recovery.*

RECOVERED DATA 1-88-1064

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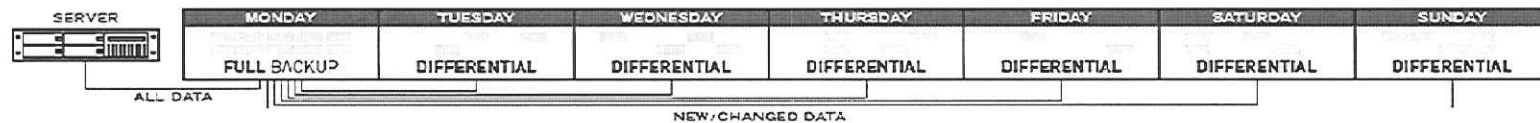
RACKSPACE US, INC. | PH: 800.961.2888 | FX: 210.312.4100 | WWW.RACKSPACE.COM



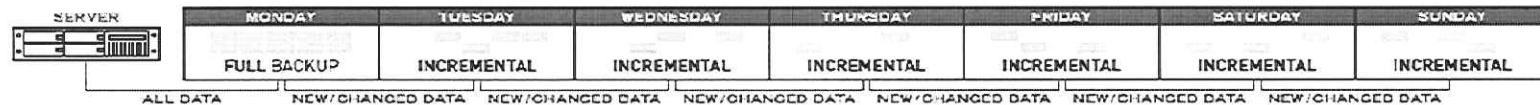
### DAILY FULL BACKUPS



### WEEKLY FULL + DAILY DIFFERENTIAL



### WEEKLY FULL + DAILY INCREMENTAL



## Delivering on the Promise of the Zero-Downtime Network™

To promise 100% network uptime is one thing. To guarantee 100% network uptime is another. Guarding against DDoS attacks, single points of failure in the network or inefficient network topology is not just a matter of technology, but rather a marriage of technology and comprehensive processes built upon a foundation of open standards and best practices. What safeguards our customers against downtime is consistent excellence in every aspect of the network, from the technical to the administrative and from the most minuscule minutiae to the big picture. This consistent and all-encompassing excellence instills Rackspace® customers with an unconditional and unshakable confidence in our Zero-Downtime Network.

The Zero-Downtime Network is a literal description of precisely what the Rackspace network was designed to be – a highly redundant and responsive configuration with no single points of failure. Technology and our promise of Fanatical Support® make 100% uptime possible. Processes, controls and oversight make it happen every day.

### The Evolution of a Network

Rackspace is governed by a single guiding principal – to become the leading service company in the world. That means being able to consistently deliver what our customers need and want without exception. And what they need and want has evolved radically since the company's inception.

In 1998, with the rapid proliferation of information being shared and disseminated via the Internet, the high availability of information naturally emerged as the primary priority of Rackspace customers and its network. Quickly following, the customers' need for information availability was then need for information security. Information had always been an asset for businesses, but it was now an asset being exposed to an onslaught of threats entirely unfamiliar to companies. In response to our customers' need to protect their data and fueled in part by mounting governmental regulations, Rackspace undertook developing the Zero-Downtime Network. It was designed to be both highly available and highly secure – two needs that had been previously considered contradictory. Simply upgrading the network with superior technology would be sufficient for the short-term, but for long-term scalability and improvement, a new and unprecedented network was required. More importantly, new methods of building, managing and securing the network were called for – methods that were governed by strict guidelines, processes and controls.

### Powered by Processes

Our one-of-a-kind network is developed and maintained by instituting policies, processes and controls that are rigid enough to ensure a standard of excellence while remaining fluid enough to proactively adapt to a changing risk landscape. Informing and guiding the entire development and implementation of the Zero-Downtime Network was our own Network Management Methodology – a framework of best practices and procedures incorporating both ITIL® and ISO 17799 standards, and tailored specifically to address the needs of hosted solutions.

Rackspace Network Management Methodology systematically manages every event, action and decision that could possibly compromise the network's availability. This methodology covers every aspect of the network, from hardware and software change management to topology management to performance monitoring and tuning. Processes and procedures for all of these functions are well documented, necessary controls are implemented and monitored, and these processes and controls are continually audited, evaluated and improved. The auditing component of our Network Management Methodology is accomplished through routine SAS70 audits conducted by a recognized, independent auditing firm, and they help ensure that we will continue to attain the existing network standards that the company has set for itself.

MODIFIED DATE: 1-03-2008

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#### Working In Tandem with Technology

Rackspace Network Management Methodology has had an enormous impact on the evolution of our Zero-Downtime Network. It has helped shape technology decisions in our quest to deliver both information availability and security to our customers. We were the first hosting provider to develop a highly redundant network topology utilizing multiple bandwidth providers, and to couple this with a unique multi-failover configuration that eliminated single point of failures at each layer in the network. We were also the first to develop a strategy of live-overall network utilization across our bandwidth providers, ensuring network resiliency in the face of even the most severe Internet-related routing issues. And we were the first to run physically disparate networks across our data centers to insure stability in the face of the most catastrophic natural events. Each of these technical innovations would not have been possible without a sound methodological framework in place for managing network change management and security and a solid third-party auditing mechanism like SAS70. The results speak for themselves.

#### The Key to Future Success

As Rackspace and its customers are taken with future information and security challenges, we can take some comfort in the fact that these challenges will be confronted with a solid methodological framework that itself is continually evaluated and evolved to overcome them. Our methodology is rooted in open standards and best practices and pragmatically applied to a singular aim – uncompromising network uptime.

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# Thank You

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