

## Rate Card - One Time Job

S.No	Job title	In Scope	Pre-requisite	Assumption	on site Completion time (in hrs)	Resource allocation time (in days)	monitoring /observation period (in week)	Total effort in mandays
1	Standard server setup and installation	Raid Creation, OS installation, Network Teaming, OS hardening, AV installation, Patching, Racking and switch connectivity and configuration.	Physical site should ready with Following details - Power from two independent source, Identified and allocated Rack space, IP details, Hostname, Site access, Downtime and All the Software	PIC shared by us should be filled by customer and site survey done before resource mobilization/allocation	6	3	2	2.5
2	2 Standard switch configuraion	Basic configuration, Duplex setting, port security configuraion, VLAN setp	Switches to behysically installed in rack, Powered On and remote access to be provided by customer	Agreed and signoff of LLD submitted by us before start of deployment, Engineer shall be made available within 3 hrs once on iste access needed	4	3	2	1
3	3 Server Updates & Support.	OS Update, Configuration, Data migaration, hardening, Patching.	Backup of important data to be taken by customer and must be kept at third location. All Stakeholder (server, network to be informed in advance for support in case needed)	Agreed and signoff of MOP submitted by us before start of deployment, Engineer shall be made available within 3 hrs once on iste access needed	6	3	2	1
5	5 Backup Maintenance.	Software Installation, Policy Creation, backup scheduleing, Client registration, Capacity planning	Backup server should be ready with latest OS patchset and Antivirus (in case of windows), PIC to be filled by customer	Agreed and signoff of Backup deployment document by customer before resource mobilization/allocation	8	5	2	3
6	6 Network Monitoring & Troubleshooting	Monitoring tool configuration, tuning, dashboard creation, basic	PIC with all the items ( alert/alram/notification ) should be documented and signed by customer. PIC to be filled by customer	Agreed PIC and signoff of NMS configuration document from customer should be available before resource allocation	5	4	2	2
	AD issues fix	AD repair, Backup, restoration, Role management, site management, Replication management, DNS, DHCP, Group policy management.	SOW to be agreed and signed by customer and to be covered in PIC	Agreed and signed MOP from customer	8	4	2	2
8	8 Website development standard update.	Atleast 5 page website creation, hosting, training to update.	Documented and agreed SOW from customer	Agreed and signed SOW from customer	28	5	2	4
9	9 Database support	Installation, configuraion, Tuning, backup schedule, Log management and cleanup, Replication, License management	Documented and agreed SOW from customer, Filled PIC from customer, UAT document to be agreed.	Agreed and signed Implementation documents from customer.	8	5	2	2.5
10	10 storage support	Installation, configuraion, Tuning, backup schedule, Replication, License management, swiitch configuraion, issues fix	Documented and agreed storage layout, LUN mapping and agreed UAT cases from customer	Agreed and signoff on SOW.	8	5	2	4
11	11 Server Vulneribility managemer run.	Patching, Risk removal, Tool installation and report creation, Report creation.	network rechability to the devices/nodes/equipment to be accessed. Administrative credential as and when needed, filled PIC from customer	One time accessment	8	4	2	4
12	12 VMWARE	VMWARE setup, DC creation, Vmotion etc	Agreed and signed Vmlayout, policy and documented SCOPE.	No databackup/migration, no changes in network. Agreed and signed SOW & LLD submitted by us from customer	24	5	4	6
13	13 Cloud (AWS/Azure) support	Issues diagnose and fix	Cusrent configuraion and deployment details needed	No databackup/migration, no changes in network. Agreed and signed SOW & LLD submitted by us from customer	16	5	2	5
12	12 MDM support	Installation of MDM application example airwatch, Configuration, policy creation, usr management, intergating with email, Upgrade, Migration	Agreed and signed policy details and documented SCOPE. PIC to be filled by customer	Physical hardware is mounted, patched with latest OS patchset and should be accessaible from remote. No databackup/migration, no changes in network. Agreed and signed SOW & LLD submitted by us from customer	40	5	4	10
13	13 Exchange/o365 support	Installation, Configuration, mail box provisioning, Routing, clustring of servers	Agreed and signed policy details and documented SCOPE. PIC to be filled by customer	Physical hardware is mounted, patched with latest OS patchset and should be accessaible from remote. No databackup/migration, no changes in network. Agreed and signed SOW & LLD submitted by us from customer	40	5	4	10
14	14 Scripting/automation (std)	any kind of repetative task can be automated	SOW to be prepared	Agreed and signed SOW from customer	50	7	2	10
15	15 Citrix implementation/support	Installation, Configuration, policy creation, AD intergarion, patching, Issues fix	Agreed and signed policy details and documented SCOPE. PIC to be filled by customer	Physical hardware is mounted, patched with latest OS patchset and should be accessaible from remote. No databackup/migration, no changes in network. Agreed and signed SOW & LLD submitted by us from customer	25	7	4	8
16	16 ITIL process Implementaion	IM, PM, CM, capacity mgmt, Knowledge management, Critical issues mangement, documentation, Risk Management, DR Management	Agreed and signed policy details and documented SCOPE. PIC to be filled by customer	Agreed and signed SOW from customer	15 days	7	4	20
17	17 Desktops/upgrade/support	Installation, configuration, application installation, AV installation, Hardening, Patching, priner configuraion,			5	2	2	1
19	19 Malware Prevention, Antivirus & Spyware Removal, Security Patches				5	2	2	1