



GSA Schedule 70 Price List

Contract No. GS-35F-0922P

Special Item 132-51- Information Technology (IT) Professional Services

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

Special Item 132-8- Purchase of Equipment

Poliwall Transparent Bridge Security Appliance – Copper
Poliwall Transparent Bridge Security Appliance – Fiber

Special Item 132-12- Maintenance

Maintenance on Poliwall – Silver Level

Maintenance on Poliwall – Gold Level

Period Of Performance: 30 September 2004 – 30 September 2009

Modification No.: PO-0004

Effective Date: 21 April 2009

TECHGUARD SECURITY, LLC

1450 South Rolling Road, Suite 2.025
Baltimore, MD 21227
PH: 443-543-5701
FAX: 443-543-5700

743 Spirit 40 Park Drive, Suite 206
Chesterfield, MO 63005
PH: 636-519-4848
FAX: 636-519-4850

www.techguardsecurity.com

For ordering information, please contact Carla Stone
Carla.stone@techguard.com (636) 519-4848



**SIN 132-51 Information Technology (IT) Professional Services
Government Site Labor Rates**

SIN No	Order Code	Labor Category	Rate
132-51	1	Program Manager	\$157.24
132-51	2	Project Manager	\$109.52
132-51	3	Subject Matter Expert, Level I	\$92.79
132-51	4	Subject Matter Expert, Level II	\$125.94
132-51	5	Subject Matter Expert, Level III	\$142.37
132-51	6	Functional Expert Consultant	\$162.63
132-51	7	Senior Computer Network Systems Analyst	\$109.52
132-51	8	Computer Network Systems Analyst	\$76.66
132-51	9	Senior Software Engineer	\$104.04
132-51	10	Computer Programmer	\$82.14
132-51	11	Senior Information Engineer	\$95.88
132-51	12	Information Engineer	\$78.13
132-51	13	Systems Engineer	\$104.04
132-51	14	Senior Computer System Security Specialist	\$87.61
132-51	15	Computer System Security Specialist	\$76.18
132-51	16	Junior Computer System Security Specialist	\$67.38
132-51	17	Training Specialist	\$81.06
132-51	18	Systems Design Architect	\$97.66
132-51	19	Systems Design Engineer	\$93.09
132-51	20	System Security Expert	\$197.13
132-51	21	Senior INFOSEC Engineer	\$100.75
132-51	22	Junior INFOSEC Engineer	\$76.18
132-51	23	Senior Network Security Analyst	\$136.90
132-51	24	Network Security Analyst	\$104.04
132-51	25	System Security Research Analyst	\$72.27
132-51	26	Documentation Specialist	\$47.09
132-51	27	Systems Administrator	\$73.93



TECHGUARD SECURITY SCHEDULE 70 PRODUCTS

SIN 132-08- Purchase of Equipment

SIN No Product Number

132-08	28	SYS-G-TGS200-000	PoliWall Transparent Bridge Security Appliance-Copper	\$4995.00
132-08	31	SYS-G-TGS300-000	PoliWall Transparent Bridge Security Appliance- Fiber	\$7195.00

SIN 132-12- Maintenance

SIN No

132-12	29	SUP-G-TGS500-001	Maintenance on PoliWall – Silver Level	\$999.00
132-12	30	SUP-G-TGS500-002	Maintenance on PoliWall – Gold Level	\$1995.00



DESCRIPTION OF LABOR CATEGORIES

TechGuard utilizes a mix of experience and education to ensure successful performance of IT projects. Labor category descriptions in this section provide general guidelines for the position, however equivalencies may be used to determine an optimal combination of experience and education on a case-by-case basis.

1. PROGRAM MANAGER

Minimum Education: B.A. or B.S. degree.

Minimum/General Experience: Must have 12 years of IT experience, including at least 8 years of IT and/or telecommunications system management experience. At least 8 years of direct supervision of IT software development, integration, maintenance projects, and/or telecommunications systems. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems.

Functional Responsibility: Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

2. PROJECT MANAGER

Minimum Education: B.A. or B.S. degree.

Minimum/General Experience: Must have 10 years of IT or telecommunications experience, including at least 5 years of IT software management experience. At least 5 years of experience in direct supervision of IT software development, integration maintenance projects, and/or telecommunications management.

Functional Responsibility: Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills.

3. SUBJECT MATTER EXPERT, LEVEL I

Minimum Education: B.A. or B.S. degree.

Minimum/General Experience: Must have 8 years of experience in the IT field. At least 5 years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

Functional Responsibility: Develops requirements from a project's inception to its conclusion in the subject matter area for simple to moderately complex systems. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

4. SUBJECT MATTER EXPERT, LEVEL II

Minimum Education: B.A. or B.S. degree.

Minimum/General Experience: Must have 12 years of experience in the IT field.

Specialized Experience: At least 8 years of combined new and related older technical experience in the IT field directly related to the required area of expertise. Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.



5. SUBJECT MATTER EXPERT, LEVEL III

Minimum Education: B.A. or B.S. degree.

Minimum/General Experience: Must have 15 years of experience in the IT field. At least 10 years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

Functional Responsibility: Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

6. FUNCTIONAL EXPERT CONSULTANT

Minimum Education: B.A. or B.S. degree.

Minimum/General Experience: This position requires up to 3 years of experience in the appropriate area.

Functional Responsibility: Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. May include subject matter and unique technical knowledge. Assists Information Technology consultants with the analysis, evaluation and implementation of systems and other information technology tasks.

7. SENIOR COMPUTER NETWORK SYSTEMS ANALYST

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: Must have 8 years of computer experience working independently or under general direction on complex application problems involving all phases of system analysis. At least 5 years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, to include experience in database management systems (DBMS), and use of programming languages. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules. Must be able to coordinate with the Program Manager to ensure solutions problems and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports, deliveries and presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

8. COMPUTER NETWORK SYSTEMS ANALYST

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: Must have 5 years of computer experience in information systems design and management. Must demonstrate an ability to work independently, or under only general direction, on requirements that are moderately complex to analyze, plan, program, and implement. At least 3 years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, including experience in DBMS, and use of programming languages. Knowledge of current storage and retrieval methods; 1 year of system analysis experience designing technical applications on computer systems; and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

Functional Responsibility: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and record management Functional Responsibility. Develops plans for IT systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions.



9. SENIOR SOFTWARE ENGINEER

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: Must have 8 years of programming experience in software development or maintenance. At least 5 years of experience in IT system analysis and programming.

Functional Responsibility: The Senior Software Engineer is responsible for the component design and implementation of software projects. The SSE provides development estimates and is given responsibility for interface design and assisting in overall system design. The SSE works with limited supervision following established guidelines, processes, and techniques. Must be capable of using third- and fourth-generation or current state-of-the-art IT equipment and languages to develop and prepare diagrammatic plans for solution of business, management, communications, tactical, and strategic problems. Must be able to design detailed programs, flowcharts, and diagrams showing the mathematical computations and the sequence of machine operations necessary to copy and process data and print results.

10. COMPUTER PROGRAMMER

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: Must have 5 years of computer programming experience. At least 2 years of experience in IT system analysis and programming.

Functional Responsibility: Must be capable of using third- and fourth-generation or current state-of-the-art IT equipment and languages to analyze systems requirements and devise program logic for business, management, communication, tactical, and technical problems. Must be able to develop detailed flowcharts and instructions for programs, develop general run diagrams, and process flowcharts. Must be able to develop tape layouts and record formats and add additional data items necessary to accomplish work products.

11. SENIOR INFORMATION ENGINEER

Minimum Education: B.A. or B.S. degree or 5 years of equivalent experience in a related field.

Minimum/General Experience: Must have 8 years of experience in managing implementation of information engineering projects and experience in systems analysis, design, and programming using CASE and IE tools and methods. At least 5 years of experience in information system development, functional and data requirement analysis, system analysis and design, programming, program design, and documentation preparation.

Functional Responsibility: Must be capable of applying business process improvement practices to modernization projects. Applies, as appropriate, activity and data modeling transaction flow analysis; internal control and risk analysis; modern business methods; and performance measurement techniques. Assists in establishing standards for information system procedures. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems.

12. INFORMATION ENGINEER

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: Must have 5 years of experience in engineering, system analysis, design, and programming. At least 2 years of experience in information system development, functional and data requirement analysis, system analysis and design, programming, program design, and documentation preparation.

Functional Responsibility: Must be capable of applying a businesswide set of disciplines for planning, analysis, design, construction, and maintenance of information systems businesswide or across a major sector of the business. Must be capable of performing business strategic systems planning, information planning, and analysis. Performs process and data modeling in support of the planning and analysis efforts, using both manual and automated tools, such as I-CASE tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Provides technical guidance on software engineering techniques and automated support tools.



13. SYSTEMS ENGINEER

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: Must have 3 years of experience in systems engineering. At least 1 year of experience in analytical problem solving related to work flow, organization, and planning.

Functional Responsibility: Must be capable of analyzing information requirements. Evaluates system problems of workflow, organization, and planning. Develops appropriate corrective action.

14. SENIOR COMPUTER SYSTEMS SECURITY SPECIALIST

Minimum Education: B.A. or B.S. degree or 5 years of equivalent experience in a related field.

Minimum/General Experience: This position requires a minimum of 8 years of experience. At least 5 years of experience in defining computer security requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development life cycle.

15. COMPUTER SYSTEM SECURITY SPECIALIST

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: This position requires a minimum of 5 years of experience. At least 3 years of specialized experience in defining computer security requirements for high-level applications, evaluating approved security product capabilities, and developing solutions to MLS problems.

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment.

16. JUNIOR COMPUTER SYSTEM SECURITY SPECIALIST

Minimum Education: B.A. or B.S. degree or 2 years of equivalent experience in a related field.

Minimum/General Experience: This position requires a minimum of 4 years of experience. At least 2 years of experience in defining computer security requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions to security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security.



17. TRAINING SPECIALIST

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: Must have 4 years of experience in information systems development, training, or related fields. At least 2 years of experience in developing and providing IT and end user training on computer hardware and application software.

Functional Responsibility: Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms).

18. SYSTEMS DESIGN ARCHITECT

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: Must have 4 years of experience in planning, designing, building, and implementing IT systems. At least 3 years of experience developing application, development, network, and technical architectures for small-scale client/server and mainframe applications. Demonstrated ability to develop and execute architecture strategies and to perform feasibility studies and integration analyses. Experience supervising and providing guidance in implementing various small-scale architectures and supporting implementation of mid-range and large-scale applications.

Functional Responsibility: Must be able to lead team in developing application, development, network, and technical architectures for small-scale client/server and mainframe applications. Responsible for gathering and defining the architecture requirements and for ensuring that the architectures are compatible and in compliance with the appropriate IT organization and project standards.

19. SYSTEMS DESIGN ENGINEER

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: Must have 4 years of experience in planning, designing, building, and implementing IT systems. Familiar with our Capability Maturity Model compliant structured methodology. At least 3 years of experience analyzing user requirements and translating them into system designs using various design tools and techniques. Demonstrated ability to develop and execute system designs, ensure implementation of repeatable processes, and ensure compliance with CMM methodology.

Functional Responsibility: Must be able to perform design of information systems, including the design of the application architecture, database, and interfaces. Responsible for gathering and analyzing user requirements and translating them into system designs.

20. SYSTEM SECURITY EXPERT

Minimum Education: M.A. or M.S. degree or 7 years of equivalent experience in a related field.

Minimum/General Experience: This position requires a minimum of 12 years of experience. At least 7 years of highly specialized experience in one or more information, computer, or network security disciplines. These disciplines could include penetration testing, intrusion detection and audit analysis, public key infrastructure, cryptography, strong authentication, risk analysis, and multilevel security.

Functional Responsibility: Possesses requisite knowledge and expertise so recognized in the professional community that the Government is able to qualify the individual as an expert in a specified field. Provides expert-level advice, analysis, and functional expertise to tasks. Demonstrates exceptional oral and written communication skills. Reviews requirements and task documentation for accuracy and applicability.



21. SENIOR INFOSEC ENGINEER

Minimum Education: B.A. or B.S. degree or 5 years of equivalent experience in a related field.

Minimum/General Experience: This position requires a minimum of 8 years of experience. At least 5 years of experience in defining security programs or processes for the protection of sensitive or classified information.

Functional Responsibility: Analyzes and defines security requirements for information protection. Defines and develops security policies. Analyzes the sensitivity of information, performs vulnerability and risk assessments on the basis of defined sensitivity and information flow.

22. JUNIOR INFOSEC ENGINEER

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: This position requires a minimum of 4 years of experience. At least 2 years of experience in defining security programs or processes for the protection of sensitive or classified information.

Functional Responsibility: Analyzes and defines security requirements for information protection. Defines and develops security policies. Analyzes the sensitivity of information and performs vulnerability and risk assessments on the basis of defined sensitivity and information flow.

23. SENIOR NETWORK SECURITY ANALYST

Minimum Education: B.A. or B.S. degree or 5 years of equivalent experience in a related field.

Minimum/General Experience: This position requires a minimum of 8 years of experience. At least 5 years of experience in defining network security requirements for local and wide area networks, evaluation of approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

24. NETWORK SECURITY ANALYST

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum/General Experience: This position requires a minimum of 4 years of experience. At least 2 years of experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the system development life cycle.



25. SYSTEM SECURITY RESEARCH ANALYST

Minimum Education: B.A. or B.S. degree or high school diploma with additional experience.

Minimum/General Experience: This position requires no experience if a B.A. or B.S. degree has been obtained. If only a high school diploma has been obtained, a minimum of 2 years of experience is required. If a B.A. or B.S. degree has been obtained, a minimum of 1 year of experience is required in researching information using technical documentation, library resources, and the Internet. Familiarity with Office 95 or Office 97 applications.

Functional Responsibility: Gathers, analyzes, and composes technical information. Conducts research in one or more security disciplines and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

26. DOCUMENTATION SPECIALIST

Minimum Education: Associate's degree in related field.

Minimum/General Experience: Must have 4 years of experience in technical writing and documentation pertaining to all aspects of IT. A minimum of 2 years of experience in preparing technical documentation, including conducting research on applicable standards.

Functional Responsibility: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and nontechnical personnel. For applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation.

Responsible for gathering and analyzing user requirements and translating them into system designs.

27. SYSTEMS ADMINISTRATOR

Minimum Education: Associate's degree in related field.

Minimum/General Experience: Must have 4 years of experience pertaining to all aspects of IT. A minimum of 2 years of experience in system maintenance and/or administration.

Functional Responsibility: Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.



TECHGUARD SECURITY'S SCHEDULE 70 PRODUCTS AND SERVICES

28. SYS-G-TGS200-000 POLIWALL™ WITH HIPPIE™ TRANSPARENT BRIDGE SECURITY APPLIANCE—Copper Gigabit Ethernet

The PoliWall is a bridging network security appliance that rapidly filters traffic by country of origin (allowing IP exceptions as desired) with the click of a mouse, providing rapid access control decisions significantly enhancing firewall, spam filter and router performance by removing unnecessary traffic upfront. The PoliWall sits in front of the firewall and transparently interfaces with any security architecture. The gigabit-speed HIPPIE filters use patent-pending technology to allow or deny entire countries' network access with a single click with unique filters assignable to different organizational resources with the granularity to permit only the addresses/ranges selected. Intuitive GUI with low training requirement, allows for one-click country override in case of denial-of-service attack—removing offending country's access, while preserving bandwidth for remainder of network.

31. SYS-G-TGS300-000 POLIWALL™ WITH HIPPIE™ TRANSPARENT BRIDGE SECURITY APPLIANCE—Fiber SX Gigabit

The PoliWall is a bridging network security appliance that rapidly filters traffic by country of origin (allowing IP exceptions as desired) with the click of a mouse, providing rapid access control decisions significantly enhancing firewall, spam filter and router performance by removing unnecessary traffic upfront. The PoliWall sits in front of the firewall and transparently interfaces with any security architecture. The gigabit-speed HIPPIE filters use patent-pending technology to allow or deny entire countries' network access with a single click with unique filters assignable to different organizational resources with the granularity to permit only the addresses/ranges selected. Intuitive GUI with low training requirement, allows for one-click country override in case of denial-of-service attack—removing offending country's access, while preserving bandwidth for remainder of network.

32. SUP-G-TGS500-001 MAINTENANCE ON POLIWALL – SILVER LEVEL

Silver-level maintenance on the PoliWall Transparent Bridge Security Appliance includes the following:

- Online access to technical information including white papers and product documentation.
- One year of HIPPIE filter country IP address updates. Updates are available through the PoliWall automatic update utility or the PoliWall Support Site.
- One year of free software upgrades, including minor and major releases.
- One year of access to technical support by phone, fax or e-mail during business hours (Monday through Friday 8:00 AM to 5:00 PM Central, excluding regularly observed holidays).

33. SUP-G-TGS500-002 MAINTENANCE ON POLIWALL –GOLD LEVEL

Gold-level maintenance on the PoliWall Transparent Bridge Security Appliance includes the following:

- Online access to technical information including white papers and product documentation.
- One year of HIPPIE filter country IP address updates. Updates are available through the PoliWall automatic update utility or the PoliWall Support Site.
- One year of free software upgrades, including minor and major releases.
- One year of access to technical support by phone, fax or e-mail 24 hours per day, 7 days per week, 365 days per year.