

1 PC		
No.	Service	Hourly Rate
1.1	<b>Scheduled On-Site IT Consulting, Hardware, Software, or Network Support [Visit]</b> One (1) hour minimum charge, 15 minute increments thereafter. Bulk hours are negotiated at our discretion on a per project basis.  <b>Alberta:</b> Calgary <b>BC:</b> Vancouver <b>Ontario:</b> Toronto (GTA), Mississauga, Brampton, Milton, Oakville, Burlington, Hamilton, St. Catharines, Guelph, Cambridge, Kitchener, Waterloo, London, Ottawa.	\$ 135.00 \$ 125.00 \$ 120.00
1.2	<b>Emergency 4-Hour Response or Scheduled After Hours On-Site IT Support</b> Emergency between 8 am and 6 pm, Monday through Friday. After hours = evenings & weekends. <b>Alberta:</b> Calgary <b>BC:</b> Vancouver <b>Ontario:</b> Toronto (GTA), Mississauga, Brampton, Milton, Oakville, Burlington, Hamilton, St. Catharines, Guelph, Cambridge, Kitchener, Waterloo, London, Ottawa.	\$ 202.50 \$ 187.50 \$ 180.00
1.3	<b>After Hours On-Site IT Support - Unscheduled or Emergency</b> Evenings, weekends, and statutory holidays. <b>Alberta:</b> Calgary <b>BC:</b> Vancouver <b>Ontario:</b> Toronto (GTA), Mississauga, Brampton, Milton, Oakville, Burlington, Hamilton, St. Catharines, Guelph, Cambridge, Kitchener, Waterloo, London, Ottawa.	\$ 236.25 \$ 218.75 \$ 210.00
1.4	<b>Telephone or Remote Access Technical Support (ad hoc - without Help Desk plan)</b> Windows Remote Desktop Connection / Terminal Services / RDP, TeamViewer, or LogMeIn.com may be used where possible.	\$ 105.00
2 Custom Software Programming		
No.	Service	Hourly Rate
2.1	<b>In-House Programming (Microsoft .NET, Microsoft SQL Server, MSSQL Reporting Services, Java)</b> Bulk hours are negotiated at our discretion on a per project basis.	\$ 105.00
2.2	<b>On-Site Programming (Microsoft .NET, Microsoft SQL Server, MSSQL Reporting Services, Java)</b> Bulk hours are negotiated at our discretion on a per project basis.	\$ 120.00
2.3	<b>In-House Corporate Website Development (HTML, WordPress, Joomla!, PHP, MySQL)</b> Bulk hours are negotiated at our discretion on a per project basis.	\$ 105.00
3 Linux		
No.	Service	Hourly Rate
3.1	<b>On-Site or Remote Access Technical Support</b>	\$ 150.00
4 Cisco		
No.	Service	Hourly Rate
4.1	<b>On-Site or Remote Access Technical Support</b>	\$ 150.00
4.2	<b>On-Site or Remote Access Technical Support - Senior Technician</b>	\$ 180.00
5 VMware		
No.	Service	Hourly Rate
5.1	<b>On-Site or Remote Access Technical Support</b>	\$ 150.00
6 Citrix		
No.	Service	Hourly Rate
6.1	<b>On-Site or Remote Access Technical Support</b>	\$ 250.00
7 Apple / Mac		
No.	Service	Hourly Rate
7.1	<b>On-Site Technical Support</b>	\$ 200.00
7.2	<b>Telephone or Remote Access Technical Support (ad hoc - without Help Desk plan)</b>	\$ 150.00
8 Structured Wiring		
No.	Product / Service	Rate
8.1	<b>Network Drop – Cat5e 350MHz Solid UTP Cable (CMR)</b>	\$ 120.00
8.2	<b>Network Drop – Cat6 500MHz Solid UTP Cable (CMR)</b>	\$ 150.00
8.3	<b>Fibre Optic Line (drops &gt;100M)</b>	Quote Required
8.4	<b>Scheduled On-Site Cable Tech - Hourly Labour Only</b>	\$ 85.00
8.5	<b>Scheduled After Hours Cable Tech - Hourly Labour Only</b>	\$ 105.00

9 IT Infrastructure Products & Services		
No.	Product / Service	Rate
9.1	Offsite Data Backup - Monthly Per GB (Plus \$7.00 Per Month Licensing Fee)	\$ 1.00
9.2	Anti-Malware & Anti-Spam - Windows Server or Windows Workstation - Yearly Per User	\$ 50.00
9.3	IT Help Desk - 24/7/365 Telephone & Remote Technical Support - Monthly Per Unit [HelpIT]	\$ 25.00
9.4	IT Help Desk - 24/7/365 Telephone & Remote Technical Support - Hourly (15 minute increments) [HelpIT]	\$ 105.00
9.5	Monitoring - Windows Server - Per Month [WatchIT] Patch Management, Anti Virus management, Spyware, Hacker, Backup Monitoring, License Compliance Monitoring, Hardware Warranty Tracking, Windows Service Monitoring, Disk Space and Changes, Website Health (IIS), Remote Control, Event Log Check, Disk Health, Reporting	\$ 50.00
9.6	Management - Windows Server - Per Month [ServeIT] Proactive maintenance	\$ 180.00
9.7	Monitoring - Windows Workstation - Per Month [WatchIT-PC] EPS (Endpoint Security), Antivirus Management, Remote Control, Backup Monitoring, License Compliance Monitoring, Hardware Warranty Tracking, Patch Management, Asset Tracking, Reporting	\$ 8.00
9.8	Management - Windows Workstation - Per Month [RemoteIT] Proactive maintenance	\$ 30.00
9.9	Monitoring - Firewall - Per Month [BlockIT] Firewall Management, VPN Monitoring, IDS Monitoring, Port Availability Monitoring, Firmware Updating, Load Monitoring, Reporting	\$ 15.00
9.10	Monitoring - Network Appliance (Router / Switch) - Per Month [SecureIT] Router Monitoring, Switch Monitoring, WAP Monitoring, Port Availability Monitoring, Firmware Updating, Load Monitoring, Reporting	\$ 5.00

10 Cloud Computing & Hosted Solutions		
No.	Product / Service	Rate
10.1	Zimbra Email Hosting (Microsoft Exchange Server Compatible) - Yearly per user/account - 5GB	\$ 50.00
10.2	Zimbra Email Hosting - Mobile Phone Add-on - Yearly per user/account	\$ 60.00
10.3	Microsoft SharePoint Server - Per Month	Quote Required
10.4	CentOS 5 Linux VPS 512 MB Dedicated RAM, 20 GB Storage, 1 TB Traffic/month, 2 GB Burstable RAM	\$ 50.00
10.5	CentOS 5 Linux VPS 1 GB Dedicated RAM, 40 GB Storage, 2 TB Traffic/month, 2 GB Burstable RAM	\$ 85.00
10.6	CentOS 5 Linux VPS 1.5 GB Dedicated RAM, 60 GB Storage, Unlimited Traffic/month, 2 GB Burstable RAM	\$ 130.00
10.7	MS Remote App or Citrix Virtual Desktop - Application Hosting - MS Office - Monthly per user	Quote Required
10.8	MS Remote App or Citrix Virtual Desktop - Application Hosting - MS Office & QuickBooks - Monthly per user	Quote Required
10.9	Co-Location Services - 1 Server - 3Mb Up & Down - Price Per Server, Per Month	\$ 450.00
10.10	Co-Location Services - 2 to 4 Servers - 3Mb Up & Down - Price Per Server, Per Month	\$ 325.00

11 Specific Consulting Services		
No.	Service	Hourly Rate
11.1	Corporate IT Infrastructure Auditing Services [Audit]	\$ 200.00
11.2	SR&ED or IRAP Consulting Services	\$ 200.00
11.3	Technical Writing	\$ 60.00
11.4	Relocation Services [MoveIT]	Quote Required
11.5	SEO (Search Engine Optimization)	Quote Required
11.6	Training Seminar [TeachIT] Bulk hours are negotiated at our discretion on a per project basis. *Rate subject to change based on curriculum.	\$ 100.00

12 Travel Time		
No.	Service	Hourly Rate
12.1	Travel Time (Charged in 15 minute increments) Billed when distance exceeds 40 KM or 30 minutes one-way under normal driving conditions.	\$ 105.00

13 Apex Software		
No.	Product (SaaS)	Rate
13.1	HEALTH CARE - OSCAR [EMR] - Monthly price per doctor	\$ 250.00
13.2	LOGISTICS - Apex WMS v1.0 [Warehouse Management System] - Monthly price per user (5 user minimum)	Quote Required
13.3	LOGISTICS - Loadmaster v2.0 [Freight Brokerage] - 3 Months Free	Quote Required
13.4	LOGISTICS - Apex LMS v3.0 [Logistics Management System - 3PL] - Monthly price per user (5 user minimum)	Quote Required
13.5	OPERATIONS - Biotrax [Biometric Time & Attendance] - Monthly price for 1 to 5 users	\$ 60.00
13.6	OPERATIONS - Biotrax [Biometric Time & Attendance] - Monthly price for 6 to 25 users	\$ 90.00
13.7	OPERATIONS - Biotrax [Biometric Time & Attendance] - Monthly price for 26 to 100 users	\$ 125.00
13.8	OPERATIONS - eFactory [ERP] - Monthly price for 1 to 5 users	\$ 500.00
13.9	OPERATIONS - eFactory [ERP] - Monthly price for additional users	\$ 50.00
13.10	OPERATIONS - Merchant RMS [POS]	Quote Required