Framework IT Hourly Rates

Please note that Out of Scope services are typically quoted at a Fixed Fee by the vCIO for a specific project Scope of Work (SOW). For your reference, Framework's hourly rates and descriptions of service Tiers are included below.

The description of each Tier is intended to clarify its applicability and is formulated independently of any existing Services a client may have that cover aspects of the description. It does not specify whether a Service is included in Managed Services or any other Service. This is instead detailed within the Service Guide itself. For instance, support for workstations is included within Managed Services.

Onsite Charges

Onsite Travel Fees

Travel time is billed at the hourly rate of the engineer traveling onsite.

Onsite Travel Expenses

In addition to the Travel Fee itself, travel related expenses such as parking, flights, and hotels, will be passed through to the client unless a Scope of Work indicates otherwise.

Onsite Minimums

Onsite service has a 2 labor hour minimum billing.

IT Hourly Rates

The description of typical tasks below are guidelines. The level of engineer performing the task determines the hourly rate. The level of engineer required will be determined by Framework IT based upon it's professional experience.

Tier 1 Engineer

Standard Business Hours	After-Hours	Weekend/Holiday Hours
$140	$210	$280

Description of Typical Tasks: Workstation Support, Peripheral Support (Printers, Scanners, Faxes, Etc.), Connectivity Troubleshooting (Internet, Applications, File Shares), Basic Server Support (Active Directory, Terminal Services, DNS), Basic Networking, Mobile Device Support, Email Support, Anti-Virus and Anti-Malware installation and PC cleanup, Basic Application Installation

Tier 2 Engineer

Standard Business Hours	After-Hours	Weekend/Holiday Hours
$200	$300	$400

Description of Typical Tasks: VPN Support, Server installation, management and maintenance of all major role Components (IIS, Terminal Server, Active Directory, DNS, etc.), Layer 2 Switching design (VLANs, QoS, Aggregation, Spanning tree, etc.), Advanced networking techniques (failover, HA, Load Balancing), Advanced Application Installation, Management, and Maintenance, Advanced Routing, Basic Management of Virtual Environments (Virtual PC, Virtual Box, VMware, etc.), Domain Registrar Management and initial configuration, NAS, RAID, VOIP Support.

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IT Hourly Rates

Tier 3 Engineer

Standard Business Hours	After-Hours	Weekend/Holiday Hours
$320	$480	$600

Description of Typical Tasks: Advanced Troubleshooting techniques and granular security forensics, Advanced Security Design, 100+ user hierarchical design of Active Directory database and Group Policies, Engineering of HA Environment (Physical and Virtual Clusters), Client Migrations (P2V, P2P, software, OS, Application, Database), Storage Area Networks and network fabrics (iSCSI, Fiber, SAS, CIFS) and replication of storage, Linux support, Hardware Failover on networking equipment, Data Center Design and Management (Co Location), Application Virtualization Platforms (Citrix Xen App, Xen Desktop), Advanced Scripting Shell, Visual Basic, etc., Multi-site designs (VPN, MPLS, etc. over Domain infrastructure), VOIP Installation, Management, and Maintenance, Private Cloud Management and build.