

Appendix C to DIR Contract No. DIR-SDD-1869

Pricing Index

As amended in Amendment #2

NOTE: Services pricing and/or desktop/laptop pricing may change from what is listed in this Appendix C based on customer requirements and changes to desktop and laptop configurations as set forth below.

Desktop Specifications		
Components	Low End User	High End User
Chassis Style	SFF Desktop	Micro Tower
Chip (include brand)	Intel Core i3 (dual core)	Intel Core i5 (quad core)
Processor/Clock Speed	3.5 GHZ	3.2 GHZ
Memory	4 GB	4 GB
Hard Drive	500 GB	500 GB
Optical Drive	DVD-ROM	DVD+/-RW with software
Operating System	MS Win 7 Pro 64-bit	MS Win 7 Pro 64-bit
Network Card/Sound	Integrated	Integrated
Video/Graphics	Integrated	Integrated
Speakers	Internal	Internal
Keyboard	Standard 104+ USB	Standard 104+ USB
Mouse	2 Button Entry w/Scroll USB	2 Button Entry w/Scroll USB
Warranty	3 or 4 year NBD	3 or 4 year NBD
Software Installed	Microsoft Operating System	Microsoft Operating System
Assumptions		
Term of Agreement	3 or 4 years	3 or 4 years
Payment Terms	Negotiable	Negotiable
Quantity Needed	Minimum 1 seat	Minimum 1 seat
Shipping and Handling		
Delivery of New Equipment (include any minimum operating standards upon return)	Delivery Included; machine must boot up with no obvious broken parts upon return	Delivery Included; machine must boot up with no obvious broken parts upon return
Return Boxing Materials and Shipping	Included	Included
Pricing		
Pricing Per Seat (3 years)	\$234.96/year	\$291.48/year
Pricing Per Seat (4 years)	\$218.28/year	\$263.40/year
Payment Per Term Stated (1 payments of "X" per year)	1 annual payment	1 annual payment
3 Year Total	\$704.88	\$874.44
4 Year Total	\$873.12	\$1,053.36

Notebook Specifications		
Components	Low End User	High End User
Chip (include brand)	Intel i3-4000M 2.4GHZ (2 core)	17-4702MQ 2.2GHZ (4 core)
LCD Resolution	15.6in 1366x768 HD LED LCD	15.6in 1366 x 768 HD LED LCD
Memory	4GB (Max 8GB)	8GB (Max 16GB)
Hard Drive	500GB 5400 RPM	1 TB 5400 RPM
Optical Drive	DVD-R/RW	DVD-R/RW
Operating System	Windows 7 Pro 64-bit	Windows 8.1 Pro 64-bit
Modem or Broadband	N/A	N/A
Network Card	Gigabit Ethernet	Gigabit Ethernet
Sound/ Graphics	Intel HD 4600 graphics built in speakers	NVIDIA GeForce GT 740M built built in speakers
AC Adapter / Battery	AC Adapter – included Battery 6-cell Li-Ion (9.25 hr per mfr)	AC Adapter – included Battery 6-cell Li-Ion
Wi-Fi (802.11) miniPCi card	802.11 B/G/N	802.11 B/G/N
Warranty	3 or 4 year	3 or 4 year
Docking Station	Available – not included	Available – not included
Keyboard	Available – not included	Available – not included
Mouse	Available – not included	Available – not included
Cable Lock	Available – not included	Available – not included
Software Installed	Win 7 Pro 64-bit	Win 8.1 Pro 64-bit
Assumptions		
Term of Agreement	3 or 4 years	3 or 4 years
Payment Terms		
Quantity Needed		
Shipping and Handling		
Delivery of New Equipment (include any minimum operating standards upon return)	Delivery Included; machine must boot up with no obvious broken parts upon return	Delivery Included; machine must boot up with no obvious broken parts upon return
Return Boxing Materials and Shipping	Included	Included
Pricing		
Pricing Per Seat (3 years)	\$314.28/year	\$380.04/year
Pricing Per Seat (4 years)	\$267.48/year	\$344.52/year
Payment Per Term Stated (1 payments of “X” per year)	1 annual payment	1 annual payment
3 Year Total	\$942.84	\$1,140.12
4 Year Total	\$1,069.92	\$1,378.08

Help Desk Services		
Bronze	Help Desk support for any Vintage supplied equipment. 7:30am – 6:00pm, M-F, NBD Response, Hardware Break/Fix Only, Manufacturer Terms	No additional charge

Service Level Agreements – Bronze Help Desk Services

Trouble	Priority	Response Time Core Services	Standard Escalation Threshold	Standard Resolution Time	UPGRADE OPTIONS		
					Resolution Time 3-Day Upgrade for Return to Service	Resolution Time 1-Day Upgrade for Return to Service	Resolution Time Critical Networks
Any Hardware Break/Fix Issue covered by Vintage supplied equipment or Extended Service Plan	N/A	Next Business Day	5 Business Days	Best Effort	Within 3 Service Days	Within 1 Service Day	Within 4 Service Hours

Silver	Includes all hardware covered by the Bronze Help Desk Service and software listed below. 7:30am-6:00pm, M-F	\$29/seat/month
Gold	Silver Help Desk with 24 x 7 coverage	\$87/seat/month

Customer may purchase Silver or Gold Help Desk Services for Customer supplied equipment.

Service Level Agreements – Silver and Gold Help Desk Services

Gold Only	UPGRADE OPTIONS
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Trouble	Priority	Response Time	Escalation Threshold (After Initial Response)	Standard Coverage	Standard Resolution time	Full Coverage	Resolution Time 3 Day Upgrade for Return to Service	Resolution Time 1 Day Upgrade for Return to Service	Resolution Time Critical Networks
Service not available (all users and functions unavailable or critical user affected)	1	Within 1 Service Hour	2 Service Hours	7:30am-6:00pm Mon-Fri Excluding Holidays	ASAP – Best Effort	7 x 24	Within 3 Service Days	Within 1 Service Day	Within 4 Service Hours
Significant degradation of service (large number of users or business critical functions or critical user affected)	2	Within 2 Service Hours	4 Service Hours	7:30am-6:00pm Mon-Fri Excluding Holidays	ASAP – Best Effort	7 x 24	Within 3 Service Days	Within 1 Service Day	Within 8 Service Hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 4 Service Hours	2 Service Days (goes to 4 Service Hours if covered by 1 Day Upgrade)	7:30am-6:00pm Mon-Fri Excluding Holidays	ASAP – Best Effort	7 x 24	Within 3 Service Days	Within 1 Service Day	N/A
Small service degradation (business process can continue, one user affected).	4	Within 8 Service Hours	2 Service Days (goes to 4 Service Hours if covered by 1 Day Upgrade)	7:30am-6:00pm Mon-Fri Excluding Holidays	ASAP – Best Effort	7 x 24	Within 3 Service Days	Within 1 Service Day	N/A

The following software* is included within the Scope of Work for Silver and Gold Help Desk Services:

Publisher	Title/Version	Publisher	Title/Version
Microsoft	Wn XP Pro	Adobe	Acrobat
Microsoft	Win 7 Pro	Corel	Draw
Microsoft	Access	Corel	Wordperfect
Microsoft	Excel	IBM	Lotus Notes Client
Microsoft	FrontPage	IBM	Lotus Smartsuite
Microsoft	MapPoint	McAfee	Antivirus
Microsoft	Outlook	Symantec	EndPoint AV
Microsoft	Powerpoint	Symantec	pcAnywhere
Microsoft	Publisher	Symantec	WinFax Pro
Microsoft	Visio	Winzip	Winzip
Microsoft	Word		
Microsoft	Works		
One Custom Application	Level 1 Support Only		

* This list is subject to change

In addition to any hardware covered by the Bronze Help Desk, (Vintage supplied equipment and Customer supplied equipment)

The following hardware* is included within the Scope of Work for Silver and Gold Help Desk Services:

Manufacturer	Type	Manufacturer	Type
IBM	Desktops	IBM	Laptops
Lenovo	Desktops	Lenovo	Laptops
Dell	Desktops	Dell	Laptops
HP	Desktops	HP	Laptops
HP	Printers	Epson	Printers
Xerox	Printers	Lexmark	Printers
Palm	Handheld	Toshiba	Laptops
Blackberry	Handheld		

This is not meant to be an exhaustive list.

Customer should review supported hardware with Vintage.

We will support any computer based on Intel or AMD processors that is running a supported Microsoft Operating System.

*This list is subject to change.

Unlimited Onsite Support (Platinum)	Unlimited Onsite Support for items listed in Silver or Gold Help Desk. Requires Silver or Gold Help Desk and Remote Support Services. SLA corresponds to SLA with Silver or Gold Help Desk.	\$21/seat/month
Projects for MAC Section		
Physical relocation of equipment	Powering down, disconnecting, labeling, moving within the same physical building, connecting at new desk and verifying network connectivity.	\$145/instance
Equipment upgrades/modifications	Installation of upgrades or user designated modifications to network or end user equipment.	\$145/instance
Installation	Connecting hardware at user location, verifying network connectivity.	\$145/instance
De-installation	Disconnecting hardware from user location, moving to designated area in physical location.	\$99/instance
De-installation with installation	Disconnecting hardware from user location, moving to designated area in physical location. Connecting hardware at user location, verifying network connectivity. At same physical location.	\$215/instance
Packing/unpacking of equipment	Included in Installation/De-installation	
Swaps/replacement of equipment not covered under equipment provisioning	Disconnecting designated hardware from user location, connect replacement hardware, verify connectivity.	\$215/instance
Time and Materials for MAC Section		
Any onsite service not specifically covered by Customer's Supplemental Agreement	Desktop Technician	\$119/hour
	Systems Engineer	\$175/hour
	Network Engineer	\$195/hour
	Telecommunications Engineer	\$195/hour
	Virtual Engineer	\$215/hour
Vendor staff residing onsite	7:30am – 6:00pm, M-F, Holidays Excluded	\$119/hour

	All Other Times	\$175/hour
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Remote Support Services		
"Take over" control from a central location. Includes all hardware/software covered by Silver or Gold Help Desk services, including listed hardware and software. This option requires the purchase of Silver or Gold Help Desk Services and has the same SLA as the purchased Help Desk services.		Covered by Silver and Gold Help Desk Options

Asset Tracking Services
Included for any Vintage supplied equipment.

Standard and Ad Hoc Reporting	
The ability to report and measure the services acquired.	Included with the Services

Unwind/End of Engagement Services		
DOD Wipes of Hard Drives	Hard drive to be overwritten 7 times	\$119 per DOD wipe
Remove Hard Drives for customer	Remove hard drive from system and deliver to customer	\$119 per instance
De-installation of equipment	Disconnecting hardware from user location, moving to designated area in physical location.	\$99 per instance
Planning to unwind services	Included for Vintage supplied equipment	no additional charge
Pickup and shipment services	Included for Vintage supplied equipment	no additional charge

Break-Fix Vendor Owned Equipment
Troubleshooting, maintenance, on-site support for vendor owned equipment included with procurement services.

Network Management Services

		Monthly Charges
Bronze	Monitoring	\$149/server, \$49/firewall, \$29/managed switch, \$10/desktop
Silver	Remote Network Support Services	\$410/server, \$49/firewall, \$29/managed switch
Platinum	Unlimited Onsite Network Support	\$595/server, \$49/firewall, \$29/switch

Software Services		
Image Creation	Installation and Certified Image creation of Operating System plus up to 8 additional applications.	\$1,850 per image
Imaging	Applying Certified image to system	\$25 per system
Remote Image Distribution	Applying Certified image to system through remote access	\$25 per system
On-site Image Distribution	Applying Certified image to system on-site	\$119 per system
Desktop Patch Management		Included with Remote Support
Microsoft Server Installation	Installation of current Windows Server Release.	\$1,900 plus \$235 per CAL
Microsoft Exchange Server Installation	Installation of current Exchange server.	\$1,000 plus \$120 per CAL
Server Installation	Other Titles	to be quoted individually
Server Patch Management		Included with Remote Network Support

Security Services

Manage A/V	Remotely manage A/V for an agency throughout a centralized console on a per server/seat basis. Requires Bronze Helpdesk support	\$6 per seat
Managed Firewall	Remotely monitor firewalls bandwidth utilization, up / down status and system errors.	\$49 per firewall
Managed Anti-Spam	Remotely manage agencies anti-spam services/products.	\$25 plus \$1 per mailbox