

**Appendix C to DIR Contract No. DIR-SDD-1880**

**Pricing Index**

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.

<b>Desktop Specifications</b>		
Components	Low End User	High End User
Chassis Style	Optiplex 390 (Quote# 611293742)	Optiplex 790 (Quote # 611295692)
Chip (include brand)	Pentium G630	Intel i7
Processor/Clock Speed	2.7GHz	2600
Memory	4GB, 1333MHz DDR3, 1x4GB	4GB, 1333MHz DDR3, 1x4GB
Hard Drive	250GB 3.5" SATA	250GB 3.5" SATA
Optical Drive	16x DVD+/-RW	16x DVD+/-RW
Operating System	Win 7 Pro	Win 7 Pro
Network Card/Sound	Included	Included
Video/Graphics	Included	Included
Speakers	Included	Included
Keyboard	Included	Included
Mouse	Included	Included
Warranty	3 year	3 year
Software Installed	Operating System	Operating System
Monitor	19" Flat Panel	22" Flat Panel
<b>Assumptions</b>		
Term of Agreement	3 or 4 years	3 or 4 years
Payment Terms	Lease – monthly payments	Lease – monthly payments
Quantity Needed	1	1
<b>Shipping and Handling</b>		
Delivery of New Equipment (include any minimum operating standards upon return)	\$41.00	\$41.00
Return Boxing Materials and Shipping	Included	Included
<b>Pricing</b>		
Pricing Per Seat (3 years)	\$18.47	\$27.14
Pricing Per Seat (4 years)	\$14.99	\$22.03
Payment Per Term Stated	\$221.64 x 3 Annual payments	\$325.68 x 3 Annual payments

<b>Shipping and Handling (cont'd)</b>		
3 Year Total	\$664.92	\$977.04
4 Year Total	\$719.52	\$1057.44

<b>Notebook Specifications</b>		
Components	Low End User	High End User
Chip (include brand)	e5420 (Quote # 611292897)	e6520 (Quote # 611293450)
LCD Resolution	14" HD LED Backlit	15.6" HD Graphics
Memory	4GB, 1333MHz DDR3, 1x4GB	4GB, 1333MHz DDR3, 1x4GB
Processor	CORE i3 2600	CORE i7 2640
Hard Drive	250GB 3.5" SATA	250GB 3.5" SATA
Optical Drive	8x DVD+/-RW	8x DVD+/-RW
Operating System	Win7 Pro	Win7 Pro
Modem or Broadband	Included	Included
Network Card	Included	Included
Sound/ Graphics	Included	Included
AC Adapter / Battery	Included	Included
Wi-Fi (802.11) miniPCI card	Included	Included
Warranty	3 years	3 years
Docking Station	Not Included	Not Included
Keyboard	Included	Included
Mouse	Touchpad	Touchpad
Cable Lock	Not Included	Not Included
Software Installed	Operating System	Operating System
<b>Assumptions</b>		
Term of Agreement	3 or 4 years	3 or 4 years
Payment Terms	Lease – monthly payments	Lease – monthly payments
Quantity Needed	1	1
<b>Shipping and Handling</b>		
Delivery of New Equipment (include any minimum operating standards upon return)	\$41.00	\$41.00
Return Boxing Materials and Shipping	Included	Included
<b>Pricing</b>		
Pricing Per Seat (3 years)	\$29.74	\$37.05
Pricing Per Seat (4 years)	\$24.14	\$30.08

Pricing (cont'd)		
Payment Per Term Stated	\$356.88 x 3 Annual Payments	\$444.60 x 3 Annual Payments
3 Year Total	\$1070.64	\$1333.80
4 Year Total	\$1158.72	\$1443.84

Help Desk Services		
Basic 5 x 12	<ul style="list-style-type: none"> <li>- Single point of contact for all incidents</li> <li>- Log and route to your resolver teams</li> <li>- Dedicated toll-free phone number</li> <li>- Standard reports and includes implementation</li> </ul>	\$11.43 /seat/month
Advanced 5 x 12	<ul style="list-style-type: none"> <li>- All the features of Basic</li> <li>- System of record for all IT incidents</li> <li>- Dell best practices for resolving top call drivers</li> <li>- Dell Service Desk first call resolution for a defined set of end user issues (e.g. Microsoft® productivity tools and connectivity problems)</li> <li>- Routing of issues not resolved by Dell agents to your resolver team</li> <li>- Hardware troubleshooting &amp; dispatch</li> <li>- Weekly/monthly reports showing First Call Resolution statistics</li> </ul>	\$21.73/seat/month
Premium 5 x 12	<ul style="list-style-type: none"> <li>- All the features of Basic and Advanced</li> <li>- Password resets</li> <li>- Scripted support for proprietary software or processes</li> <li>- Separate phone number</li> <li>- VIP SLAs and processes</li> <li>- Monthly analytics highlighting top call-drivers</li> <li>- Monthly recommendations for ongoing service improvement</li> </ul>	\$36.61/seat/month

On-Site Support and Moves/Adds/Changes (MACs) Services		
PC Installation	Basic	\$99.00
PC Installation	Comprehensive	\$229.00
On-site Support & MACs - 5x8 Coverage	<ul style="list-style-type: none"> <li>- Hours of Coverage: 5x8 Monday – Friday</li> <li>- Devices Cover: Desktops and Laptops</li> <li>- MACs events included = /device/year and Desk side events= 1/device/year</li> <li>- MAC completed with 5 business days</li> <li>- Desk side resolve SLA = Next Business Day</li> </ul>	\$32.54/seat/month
On-site Support & MACs - 5x12 Coverage	<ul style="list-style-type: none"> <li>- Hours of Coverage: 5x8 Monday – Friday</li> <li>- Devices Cover: Desktops and Laptops</li> </ul>	\$34.05/seat/month

	<ul style="list-style-type: none"> <li>- MACs events included = /device/year and Desk side events= 1/device/year</li> <li>- MAC completed with 5 business days</li> <li>- Desk side resolve SLA = Next Business Day</li> </ul>	
Same Day On-site Support & MACs – 5x12 Coverage	<ul style="list-style-type: none"> <li>- Hours of Coverage: 5x8 Monday – Friday</li> <li>- Devices Cover: Desktops and Laptops</li> <li>- MACs events included = /device/year and Desk side events= 1/device/year</li> <li>- MAC completed with 5 business days</li> <li>- Desk side resolve SLA = 4-hour resolve</li> </ul>	\$36.26/seat/month
SHI MAC Gold	<ul style="list-style-type: none"> <li>-Sample pricing based on: 10,000 desktops</li> <li>-MSRP Not Available</li> <li>-Standardized OEM</li> <li>-Based on sample SLA's provided in response</li> <li>-1 IMAC per system per year plus SLA-based break-fix services</li> <li>-30% discount extended</li> </ul>	\$10/seat/month
Summus Bronze	<ul style="list-style-type: none"> <li>- Hours of Coverage: 5x9 Monday – Friday</li> <li>- Devices Cover: Desktops</li> <li>- MAC completed with 3 business days</li> </ul>	\$75.00 one-time fee
Summus Silver	<ul style="list-style-type: none"> <li>- Hours of Coverage: 5x12 Monday – Friday</li> <li>- Devices Cover: Desktops, Laptops</li> <li>- MAC completed with 2 business days</li> </ul>	\$95.00 one-time fee
Summus Gold	<ul style="list-style-type: none"> <li>- Hours of Coverage: 7x24</li> <li>- Devices Cover: Desktops, Laptops</li> <li>- MAC completed with 2 business days</li> </ul>	\$125.00 one-time fee

**Remote Support Services**

Remote services are included as part of the Advanced and Premium help desk services

**Managed Network Support and Services**

Advanced Network Monitoring Switch	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices and monthly reporting. 7x24 coverage.	\$32.13/device/month
Basic Network Management Switch	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices, monthly reporting and provides incident triage, resolution and event correlation. 7x 24 coverage	\$64.54/device/month
Advanced Network Management Switch	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices, monthly reporting, provides incident triage, resolution and event correlation and Tier 2 and 3 engineering support, NOS patching and complex routing issues. 7 x 24 coverage	\$91.54/device/month
Advanced Network Monitoring Router	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices and monthly reporting	\$36.63/device/month
Basic Network Management Router	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices, monthly reporting and provides incident triage, resolution and event correlation	\$66.34/device/month
Advanced Network Management Router	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices, monthly reporting, provides incident triage, resolution and event correlation and Tier 2 and 3 engineering support, NOS patching and complex routing issues.	\$105.04/device/month
Advanced Network Monitoring Wireless Controller	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices and monthly reporting	\$99.63/device/month
Basic Network Management Wireless Controller	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices, monthly reporting and provides incident triage, resolution and event correlation	\$118.17/device/month

Advanced Network Management Wireless Controller	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices, monthly reporting, provides incident triage, resolution and event correlation and Tier 2 and 3 engineering support, NOS patching and complex routing issues.	\$127.17/device/month
Advanced Network Monitoring Access Point	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices and monthly reporting	\$32.13/device/month
Basic Network Management Access Point	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices, monthly reporting and provides incident triage, resolution and event correlation	\$68.67/device/month
Advanced Network Management Access Point	Identifies and notifies you of down status or predetermined thresholds events that affect your critical network devices, monthly reporting, provides incident triage, resolution and event correlation and Tier 2 and 3 engineering support, NOS patching and complex routing issues.	\$110.29/device/month

Software Services		
<b>Absolute</b>	Software, Services, Soft Costs and Misc Standalone -Connecting Agency Mobile Devices	Cost +2.5%
<b>S Bronze</b>	5x9 Desk & Laptops, Completion 3 days	\$17
<b>S Silver</b>	5x12 Desktops & Laptops, Completion 2 days	\$24
<b>S Gold</b>	7x24 Desktops & Laptops, 2 business days	\$65
<b>TOA</b>	Mobile Time & Device Management	Cost +2.5%
<b>Labor Software Services</b>	Labor price to perform manage services for software to including software configuration management, encryption process engineering, patches, automated distribution, imaging creation, and imaging implementations.	\$99/hr

Security Services		
<b>Mobile Device Manager</b>	Connecting Agency Mobile Devices and Secure Processes (Includes Absolute and Encryptics Security packages)	Cost +2.5%
<b>EPC Bronze</b>	Small Servers, Printers & Ruggedized Technology Green Level Plus: -End of Life Data Security	\$N/C with Managed Service/Lease

<b>EPC Silver</b>	Notebooks, Tablets Bronze level Plus: - Hard Drive Shredding - Additional Firewall Monitoring -Vulnerability Scanning	\$10 per seat
<b>EPC Gold</b>	Large Server and Networking Equipment Silver Level Plus: - Data Containment Units for Harddrives - Security Event Monitoring	\$12 per seat

<b>Asset Tracking Services</b>		
Summus Gold	Desktops, Laptops	\$16.00 one-time fee
Summus Silver	Desktops, Laptops	\$9.00 one-time fee
Summus Bronze	Desktops, Laptops	\$5.00 one-time fee
Mobile Epiphany (Bronze)	Standard Install	\$399.00 one-time fee
Mobile Epiphany (Silver)	Advanced Install	\$599.00 one-time fee
Mobile Epiphany (Gold)	Server & Advanced	\$5,734.00 one-time fee
Absolute Manage	Advanced IT Asset Tracking & Management	2.5% of purchase price

<b>Standard and Ad Hoc Reporting</b>		
MyCSI	Reporting Tool on Leased/Deployed Assets - Included for all leased assets	No Charge
Standard	Existing reporting that comes with a standard manage services offering such as Advanced Network Management or Basic Help Desk	No Charge
Custom	Custom reporting requirements that are outside the scope of a standard manage services offering	\$99.00 per hour

<b>Unwind/End of Engagement Services</b>		
Summus Gold	- Custom Needs Analysis - 7x24 - Desktop, Laptop, Portables - Completion 2 days	\$85.00 one-time fee
Summus Silver	- Custom Needs Analysis - 5x12 - Desktop, Laptop, Portables - Completion 2 days	\$65.00 one-time fee

<b>Unwind/End of Engagement Services cont'd</b>		
Summus Bronze	<ul style="list-style-type: none"> <li>- Custom Needs Analysis</li> <li>- 5x9</li> <li>- Desktop, Laptop, Portables</li> <li>- Completion 2 days</li> </ul>	\$55.00 one-time fee
CSI Transition Management	<ul style="list-style-type: none"> <li>- Custom Needs Analysis</li> <li>- Consignment Deployment (Wholesale cost of equipment only)</li> </ul>	Included
Asset Recovery Gold	<ul style="list-style-type: none"> <li>- Custom Needs Analysis</li> <li>- Ship Back, Audit, Resell &amp; Recovery</li> <li>- 7x24 Service</li> </ul>	\$60.00 one-time fee
Asset Recovery Silver	<ul style="list-style-type: none"> <li>- Custom Needs Analysis</li> <li>- Ship Back, Audit, Recovery &amp; Recycle</li> <li>- 5x12 Service</li> </ul>	\$50.00 one-time fee
Asset Recovery Bronze	<ul style="list-style-type: none"> <li>- Custom Needs Analysis</li> <li>- Ship Back, Audit, Resell &amp; Recovery</li> <li>- 5x9 Service</li> </ul>	\$30.00 one-time fee

<b>Break-Fix Vendor Owned Equipment</b>
Standard break-fix is included in the pricing per seat.

<b>Break-Fix Vendor Owned Equipment – On-Site Services</b>		
Bronze	Desktop, Laptop and Printers NBD <ul style="list-style-type: none"> <li>- On-site dispatch of tech and/or service parts to Customer's business location</li> <li>- Telephone access to technical support is 7x 24</li> <li>- SLA: Next Business Day Onsite Response</li> </ul>	Pricing per device/month Desktop \$14.22 Laptop \$25.27 Printers \$9.59
Silver	Desktop, Laptop and Printer 24x7x4 <ul style="list-style-type: none"> <li>- On-site dispatch of tech and/or service parts to Customer's business location</li> <li>- Telephone access to technical support is 7x 24</li> <li>- SLA: 4 hour Onsite Response</li> </ul>	Pricing per device/month Desktop \$38.02 Laptop \$67.56 Printers \$29.59
Gold	Program Manager: Desktop, Laptop and Printer 24x7x4 <ul style="list-style-type: none"> <li>- Annual Cost; 30% discount extended</li> <li>- On-site dispatch of tech and/or service parts to Customer's business location</li> <li>- Telephone access to technical support is 7x 24</li> </ul>	Onsite Program manager \$200,000 Pricing per device/month Desktop \$38.02 Laptop \$67.56

	- SLA: 4 hour Onsite Response	Printers \$29.59