

**Appendix C to DIR Contract No. DIR-SDD-2175
Pricing Index
As amended by Amendment Number 1**

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

Desktop Specifications		
Components	Low End User	High End User
Model	HP Compaq 6200 Pro SFF PC (no vPro Support)	HP Compaq 6200 Pro SFF PC (no vPro Support)
Chassis Style	HP Compaq 6200 Pro SFF Standard Chassis	HP Compaq 6200 Pro SFF Standard Chassis
Operating System	Windows 7 Professional 32-bit (USA – US English)	Windows 7 Professional 32-bit
Processor	Intel Pentium G620 Processor	Intel Core i5-2400 Processor
Memory	4GB PC3-10600 Memory (2X2 GB)	4GB PC3-10600 Memory (2X2 GB)
Hard Disk	250GB 7200RPM SATA-6G 1 st HD	250GB 7200RPM SATA-6G 1 st HD
Keyboard	HP USB Standard JB Keyboard (USA – US English)	Keyboard - HP USB Standard Keyboard
Mouse	USB Optical BLK Mouse	Mouse – HP USB Button Optical Scroll Mouse
DVD RW	HP SuperMulti (JB) 1st	HP SuperMulti (JB) 1st
Accessories	HP Compaq 620X Pro Country Kit (USA – US English)	HP Compaq 620X Pro Country Kit
Monitor	HP LA1905wg 19 IN Wide Screen LCD Monitor	HP LA2306x 22" 1920x1080 Res LED Monitor US
Assumptions		
Term of Agreement	3 or 4 years	3 or 4 years
Payment Terms	Net 30 days from date of Northrop Grumman invoice	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1	1
Shipping and Handling		

Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency	Responsibility of State Agency
Pricing		
Pricing Per Seat (3 years)	\$353.33 Per year	\$475.18 Per year
Pricing Per Seat (4 years)	\$291.40 Per year	\$383.41 Per year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$353.33 per year in advance (3 year) 1 payment of \$291.40 per year in advance (4 year)	1 payment of \$475.18 per year in advance (3 year) 1 payment of \$383.41 per year in advance (4 year)
3 Year Total	\$1,059.99	\$1,425.54
4 Year Total	\$1,165.60	\$1,533.64

Notebook Specifications		
Components	Low End User	High End User
Model	HP 6460b Base NB PC IDS UMA HM65 No WWAN (vPro is an Optional Upgd)	HP IDS QM67 DSC WWAN 6560b Base NB PC vPro Config 3040525
Operating System	Windows 7 PRO 32 OF 10 STR OS Windows 7 Logo Label	Windows 7 PRO 64 OF 10S TR O/S
Processor	Intel Core i3-2310M Dual Core Processor i3-2G Label	Intel Core i5-2520M Dual Core Processor
WebCam	Integrated WebCam	WEBCAM Integrated Module
LCD Display	14.0 HD Display (1366 x768 Res)	15.6 HD+ WVA f/Cam 6560b Display
Memory	4GB 1333DDR3 1DM Memory	4GB 1333DDR3 1DM Memory
Hard Disk	250 GB 7200RPM Hard Drive	250 GB 7200RPM Hard Drive
DVD RW	DVD RW Optical Drive	DVD RW UB Optical Drive
Battery	6C 55Wh Battery	6C 55Wh Battery
Keyboard	DualPoint Keyboard	DP Keyboard
Modem	V92 MDC Modem	56k v92 MDC Modem
Wi-Fi (802.11)mini PCi card	802.11 a/b/g/n I2 WLAN Card	Intel 802.11 a/b/g/n 2x2 I Card

Notebook Specifications		
BlueTooth	2.1 BlueTooth	N/A
WWAN	No WWAN Module	Broadcom WPAN BT 2.1 WW Card
Fingerprint Reader	No Finger Print Reader f/DP Kybd Module	Finger Print Reader f/DP Kybd Module
Energy Saver	eStar PCID Module	eStar PCID Module
Docking Station	HP 90w Docking Station	HP 90w Docking Station
Keyboard	HP USB Keyboard	HP USB Keyboard
Mouse	HP 2 Button Optical Scroll Mouse	HP 2 Button Optical Scroll Mouse
Monitor	HP LA1905wg 19 IN Wide Screen LCD Monitor	HP LA2306x 22" 1920x1080 Res LED Monitor US
SmartCard	None	SEC Active SmartCard
Assumptions		
Term of Agreement	3 or 4 years	3 or 4 years
Payment Terms	Net 30 days from date of Northrop Grumman invoice	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1	1
Shipping and Handling		
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency	Responsibility of State Agency
Pricing		
Pricing Per Seat (3 years)	\$624.31 Per year	\$722.48 Per year
Pricing Per Seat (4 years)	\$505.46 Per year	\$581.16 Per year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$624.31 per year in advance (3 year) 1 payment of \$505.46 per year in advance (4 year)	1 payment of \$722.48 per year in advance (3 year) 1 payment of \$581.16 per year in advance (4 year)
3 Year Total	\$1,872.93	\$2,167.44
4 Year Total	\$2,021.84	\$2,324.64

Provisioning of Equipment and Procurement Services - Pricing Assumptions

Minimum quantity of 1
No charge for damages or missing units at the end of the period of performance if all annual fees have been paid in full.
Units are preloaded with the customer supplied image and includes asset tagging.
Configurations above include the manufacturer's standard next business day parts warranty for the period of performance listed.
Individual unit period of performance begins on the date of delivery and ends on the last day of the month of return after the minimum number of months specified above.
For units held beyond the specified period of performance, there will be a monthly charge equivalent to 1/12 of the listed annual rate plus an additional ten percent (10%).
Pricing does not include installation, de-installation, image creation, return packing materials, packing labor or cost of return shipping to Northrop Grumman.
Pricing does not include transition services to a subsequent service provider.
Pricing is valid for annual payments in advance only and does not include Service Level Credits.
Pricing is non-severable from the Break-Fix/Maintenance -- Vendor Owned Services listed in this table.
Pricing includes standard delivery to a business location within the state of Texas.
Pricing is valid only for services performed in the State of Texas.
All services will be performed at non-residential locations only.
Care, custody, and control of the hardware and software will reside with the customer throughout the term of the contract.
ARRA funds will not be utilized to fund this effort.
Availability of the hardware as configured, is subject to its commercial availability from the applicable manufacturer.
Northrop Grumman is not responsible for manufacturing delays by the original equipment manufacturer.

Provisioning of Equipment and Procurement Services

Printer Specifications	
Components	Description
Model	HP LaserJet Pro 400 Printer M401n
Warranty	HP 3y Next Bus Day Warranty Exchange LaserJet M401 Service
Assumptions	
Term of Agreement	3 years
Asset Tagging Service	1 Asset Tag Per Printer
Payment Terms	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1
Shipping and Handling	
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency
Pricing	
Pricing Per Seat (3 Years)	\$166.53 Per year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$166.53 per year in advance (3 year)
3 Year Total	\$499.59

Server Specifications	
Components	Description
Model	PowerEdge T110 II Chassis with Cabled 4x3.5 Hard Drives, No Operating System included
Processor	Intel® Xeon® E3-1220 3.10 GHz, 8M Cache, Turbo, Quad Core/4T (80W)
Network	On-Board Single Gigabit Network Adapter
Memory	8GB Memory (4x2GB), 1333MHz Single Ranked UDIMM (speed is CPU dependent)
Hard Drive (s)	(2) 500GB 7.2K RPM SATA 3Gbps 3.5in Cabled Hard Drive
Controller	PERC S100 (Embedded SATA Software RAID) supporting 2 Hard Drives – RAID 0. Proactive Maintenance: 1 event per year, Remote Delivery, 1 Year
Management	Baseboard Management Controller
DVD	DVD Drive, Internal
Power Cord	NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord
Warranty	Dell 5Year Basic Hardware Warranty Repair: 5x10 HW-Only, 5x10 Next Business Day (NBD) Onsite
Assumptions	
Term of Agreement	5 years
Asset Tagging Service	1 Asset Tag Per Server
Payment Terms	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1
Shipping and Handling	
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency
Pricing	
Pricing Per Server (5 Years)	\$514.54 Per Year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$514.54 per year in advance (5 year)
5 Year Total	\$2572.70

Scanner Specifications	
Components	Description
Model	HP Scanjet Professional 1000 Mobile Scanner
Warranty	HP 3-year Next-business-day Exchange Scanjet Pro 1000 HW Support
Assumptions	
Term of Agreement	3 Years
Asset Tagging Service	1 Asset Tag Per Scanner
Payment Terms	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1
Shipping and Handling	
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency
Pricing	
Pricing Per Scanner (3 Years)	\$134.04 Per Year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$134.04 per year in advance (3 year)
3 Year Total	\$402.12

Router Specifications	
Components	Description
Model	Cisco 2921 W/3 GE 4 EHWIC3 DSP1 256MB CF 512MB DRAM IPB
Warranty	Cisco 3 Yr SMARTNET 24X7X4 for Cisco 2921
Assumptions	
Term of Agreement	3 years
Asset Tagging Service	1 Asset Tag Per Router
Payment Terms	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1
Shipping and Handling	
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency
Pricing	
Pricing Per Router (3 Years)	\$2,300.10 Per Year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$2,300.10 per year in advance (3 year)
3 Year Total	\$6,900.30
Pricing Per Router (Purchase Option)	\$5,833.48

Tablet Specifications	
Components	Description
Model	HP Tablet 2760p IDS i5 Base NB PC vPro
Operating System	All software licenses and maintenance will be provided by the Ordering Agency including but not limited to the operating system license.
Webcam	Integrated 720p Webcam
Display	12.1 WXGA WDG LED TCH Display
Memory	4GB 1333DDR3 1DM Memory
Hard Drive	250GB 7200RPM Hard Drive
Keyboard	DualPoint Keyboard
Battery	6C 44Wh Battery
Finger Print Reader	Finger Print Reader
Modem	MDC v.92 Modem
WLAN	Intel 802.11 a/b/g/n I2 WLAN Card
Bluetooth	Bluetooth 2.1+ Module
Warranty	HP Next Business Day (NBD) Hardware limited warranty: 3/3/0 NBD 3 years parts, labor without onsite repair
AMT	AMT Enabled Module
Asset Tagging Service	1 Asset Tag Per Tablet
Imaging Service	Tablet will be preloaded with agency provided custom image
Assumptions	
Term of Agreement	3 Years
Payment Terms	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1
Shipping and Handling	
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency
Pricing	
Pricing Per Seat (3 Years)	\$873.30 Per year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$873.30 per year in advance (3 year)
3 Year Total	\$2,619.90

Peripherals Bundle Specifications	
Components	Description
Monitor Model	NEC LCD175M-BK 17IN LCD 1280X1024 1000:1 5MS
Monitor Warranty	NEC 3 Years
Laptop Bag Model	Targus Laptop Bag for 17" Notebook
Laptop Bag Warranty	Targus 5 Years
Docking Station Model	StarTech.com Universal Laptop USB 2.0 Docking Station with Audio and Ethernet
Docking Station Warranty	StarTech 2 Year
Assumptions	
Term of Agreement	3 Years
Payment Terms	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1 Monitor, 1 Laptop Bag & 1 Docking Station
Shipping and Handling	
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency
Pricing	
Pricing Per Bundle (3 Years)	\$105.10 Per Bundle per year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$105.10 per year in advance (3 year)
3 Year Total	\$315.30

Software Specifications	
Components	Description
Software	ABBYY FineReader v.11.0 Corporate Edition - Complete Product - 1 Concurrent User Software
Software License Maintenance	1 Year
Assumptions	
Term of Agreement	1 Year
Payment Terms	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1
Shipping and Handling	
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency
Pricing	
Pricing Per License (1 Years)	\$450.61 Per License per year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$450.61 per year in advance (1 year)
1 Year Total	\$450.61

Storage Specifications	
Components	Description
Model	HP STORAGEWORKS 4/16 SAN SWITCH
Warranty	HP 1 Year Hardware Warranty - One-year on-site warranty, 8x5, next business day response, installation not included. NOTE: The hardware warranty covers firmware and embedded non-saleable software.
Assumptions	
Term of Agreement	3 Years
Asset Tagging Service	1 Asset Tag Per Unit
Payment Terms	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1
Shipping and Handling	
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency
Pricing	
Pricing Per Device (3 years)	\$1,063.48 Per year per device
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$1,063.48 per year in advance (3 year)
3 Year Total	\$3,190.44

Switch Specifications	
Components	Description
Model	Cisco SG200-08 Gigabit Smart Switch 8PORT SG 200-08 SLM2008T-NA GIGABIT SMART SWITCH 8 Ports - Manageable - 8 x RJ-45 - 10/100/1000Base-T
Warranty	Cisco Small Business Limited Lifetime HW (WARR-LIFE-RTF-HW) from date of order
Assumptions	
Term of Agreement	3 Years
Asset Tagging Service	1 Asset Tag Per Device
Payment Terms	Net 30 days from date of Northrop Grumman invoice
Quantity Needed	1
Shipping and Handling	
Delivery of New Equipment (include any minimum operating standards upon return)	Included in pricing below
Return Boxing Materials and Shipping	Responsibility of State Agency
Pricing	
Pricing Per Device (3 Years)	\$65.71Per Device Per Year
Payment Per Term Stated (1 payments of "X" per year)	1 payment of \$65.71 per year in advance (3 year)
3 Year Total	\$197.13

Provisioning of Equipment and Procurement Services (additional) - Pricing Assumptions

Minimum quantity of 1
No charge for damages or missing units at the end of the period of performance if all annual fees have been paid in full.
Individual unit period of performance begins on the date of delivery and ends on the last day of the month of return after the minimum number of months specified above.
For units held beyond the specified period of performance, there will be a monthly charge equivalent to 1/12 of the listed annual rate plus an additional ten percent (10%).
Pricing does not include installation, de-installation, image creation, return packing materials, packing labor or cost of return shipping to Northrop Grumman.
Pricing does not include transition services to a subsequent service provider.
Pricing is valid for annual payments in advance only and does not include Service Level Credits.
Pricing includes standard delivery to a business location within the state of Texas.
Pricing is valid only for services performed in the State of Texas.

Minimum quantity of 1
All services will be performed at non-residential locations only.
Care, custody, and control of the hardware and software will reside with the customer throughout the term of the contract.
ARRA funds will not be utilized to fund this effort.
Availability of the hardware as configured is subject to its commercial availability from the applicable manufacturer.
Northrop Grumman is not responsible for manufacturing delays by the original equipment manufacturer.

Help Desk Services		
Bronze Level	Price is per contact per month	\$24.97
	Single point of contact for authorized users	
	Support includes COTS applications, password resets	
	Support of basic calls regarding hardware issues	
	Price is based on a maximum average time on call of 7 minutes.	
	Perform remote control to increase First Call Resolution	
	Bronze Service Level Description: <ol style="list-style-type: none"> 1) 1 contact per user per month 2) SLA: 80% Answer Rate 3) SLA: Average Speed to Answer (ASA)–90 seconds 4) SLA: First Call Resolve–50% 5) Contacts accepted from 8:00am to 5:00pm Central Time 6) Help desk closed on mutually agreed holidays 7) Pricing includes telecom charges 8) Any deviation in call volumes plus or minus 10% over a 90-day period could result in renegotiation of price 9) Customer will provide all network connectivity hardware, software and supporting hardware and software maintenance for Northrop Grumman help desk analysts to remotely access customer computers for troubleshooting purposes. 	
Gold Level	Price is per contact per month	\$25.77
	Single point of contact for authorized users	
	Support includes COTS applications, password resets	
	Support of basic calls regarding hardware issues	
	Perform remote control to increase First Call Resolution	
	Additional “how to” support of up to 5 custom/proprietary applications, assuming documentation is provided by Customer for addition to knowledge management repository	
	Price is based on a maximum average time on call of 7.5 minutes.	
	Customer satisfaction rating of 3.0 out of 5.0	
	Gold Service Level Description: <ol style="list-style-type: none"> 1) 1 contact per user per month 2) SLA: 85% Answer Rate 	

Help Desk Services		
	<ul style="list-style-type: none"> 3) SLA: Average Speed to Answer (ASA)–60 seconds 4) SLA: First Call Resolve–60% 5) Contacts accepted from 8:00am to 5:00pm Central Time 6) Help desk closed on mutually agreed holidays 7) Pricing includes telecom charges 8) Any deviation in call volumes plus or minus 10% over a 90-day period could result in renegotiation of price 9) Customer will provide all network connectivity hardware, software and supporting hardware and software maintenance for Northrop Grumman help desk analysts to remotely access customer computers for troubleshooting purposes. 	
Platinum Level	Price is per contact per month	\$26.97
	Single point of contact for authorized users	
	Support includes COTS applications, password resets	
	Support of basic calls regarding hardware issues	
	Perform remote control to increase First Call Resolution	
	Additional “how to” support of up to 10 custom/proprietary applications, assuming documentation is provided by Customer for addition to knowledge management repository	
	Price is based on a maximum average time on call of 8 minutes.	
	Customer satisfaction rating of 4.0 out of 5.0	
	Platinum Service Level Description: <ul style="list-style-type: none"> 1) 1 contact per user per month 2) SLA: 90% Answer Rate 3) SLA: Average Speed to Answer (ASA)–30 seconds 4) SLA: First Call Resolve–70% 5) Contacts accepted from 8:00am to 5:00pm Central Time 6) Help desk closed on mutually agreed holidays 7) Pricing includes telecom charges 8) Any deviation in call volumes plus or minus 10% over a 90-day period could result in renegotiation of price 9) Customer will provide all network connectivity hardware, software and supporting hardware and software maintenance for Northrop Grumman help desk analysts to remotely access customer computers for troubleshooting purposes. 	

Help Desk Services – Pricing Assumptions

Rate based upon a minimum of 100 contacts per month
Pricing does not include Service Level Credits.

Rate based upon a minimum of 100 contacts per month
Pricing does not include travel costs.
Pricing does not include transition services to a subsequent service provider.
ARRA funds will not be utilized to fund this effort.

On-Site Support and Moves/Adds/Changes (MACs) Services		
Bronze Level	Requests for Moves, Adds and Changes are scheduled with Northrop Grumman. A technician will be available within one week of request.	\$85.93/hour
Gold Level	Requests for Moves, Adds and Changes are scheduled with Northrop Grumman. A technician will be available within one day of request.	\$85.93/hour
Platinum Level	A dedicated technician is on-site at the customer to perform Moves, Adds and Changes. Technician is available Monday – Friday, 8:00 AM – 5:00 PM Central Time, excluding State of Texas holidays..	\$85.93/hour
	Price is per hour with an agreed upon statement of work or purchase order. On-site support and MAC services include, but are not limited to: Physical relocation of equipment Swapping/replacement of equipment Equipment upgrades and configuration Install/De-install of desktop hardware, software, printers and peripherals Packing and unpacking of equipment Software installation and upgrades	

On-Site Support and Moves/Adds/Changes (MACs) Services - Pricing Assumptions

Services will be performed in a major metropolitan area in the State of Texas.
All services will be performed at non-residential locations only.
Pricing is labor only and does not include: replacement hardware, software, travel, spare parts, packing supplies, freight, etc.
Pricing does not include Service Level Credits.
Pricing does not include transition services to a subsequent service provider.
ARRA funds will not be utilized to fund this effort.

Remote Support Services
Service included in Help Desk Services

Asset Tracking Services	
Price is per hour with an agreed upon statement of work or purchase order. Asset Tracking Services include, but are not limited to: Configuration Management Database (CMDB) Design and Maintenance Manual or automatic inventory updates Custom asset tracking reports and queries Maintain Hardware and Software Period of Performance Maintain Physical Asset Details Maintain User Data Maintain Software License and Supporting Maintenance Data Details Integration of Asset Tracking Software and Help Desk Software Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	\$92.82/hour

Asset Tracking Services - Pricing Assumptions

Customer to provide network connectivity and hardware for connection from Northrop Grumman location to customer facility.
All services will be performed at a Northrop Grumman facility.
Pricing is labor only and does not include: automated inventory software and hardware, travel, alerting, etc.
Pricing is valid only for services performed in the State of Texas.
Pricing does not include transition services to a subsequent service provider.
ARRA funds will not be utilized to fund this effort.

Standard and Ad/Hoc Reporting and Documentation Services	
Price is per hour with an agreed upon statement of work or purchase order. Reporting and Documentation Services include, but are not limited to: Produce various types of reports Analysis of customer report requirements Design report layout and content Document preparation	\$142.33/hour

Standard and Ad/Hoc Reporting and Documentation Services

Pricing is offered per hour to provide maximum flexibility to meet customer requirements.

Standard and Ad/Hoc Reporting and Documentation Services - Pricing Assumptions

All services will be performed at a Northrop Grumman facility.

Pricing is labor only and does not include travel.

Pricing does not include print services such as: printing, copying, binding, collating, etc.

Pricing is valid only for services performed in the State of Texas.

Pricing does not include transition services to a subsequent service provider.

ARRA funds will not be utilized to fund this effort.

Unwind/End of Engagement Services

Price is per hour with an agreed upon statement of work or purchase order. Unwind/End of Engagement Services include, but are not limited to:

\$85.93/hour

- Hardware removal from end-user workspace
- Inventory of hardware
- Hard drive removal or data wipe
- Packing of computer equipment

Pricing is offered per hour to provide maximum flexibility to meet customer requirements.

Unwind/End of Engagement Services - Pricing Assumptions

All services will be performed at non-residential locations only.

Services will be performed in a major metropolitan area in the State of Texas.

Pricing does not include Service Level Credits.

Pricing does not include hardware, software, travel, packing supplies or freight.

Pricing does not include transition services to a subsequent service provider.

ARRA funds will not be utilized to fund this effort.

Break-Fix/Maintenance Services – Vendor Owned Equipment		
Bronze Level Desktop	<p>Price is per seat per month, for the equipment listed in desktop specifications</p> <p>Bronze Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Desktops will be returned to service within 16 business hours of receipt of maintenance request for 95% of the total annual number of service requests. 3) All non-residential business locations in the state of Texas are supported. 	\$6.97
Gold Level Desktop	<p>Price is per seat per month, for the equipment listed in desktop specifications.</p> <p>Gold Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Desktops will be returned to service by close of business on the next business day after receipt of maintenance request for 95% of the total number of annual service requests. 3) All non-residential business locations in the state of Texas are supported. 	\$9.97
Platinum Level Desktop	<p>Price is per seat per month, for the equipment listed in desktop specifications</p> <p>Platinum Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Desktops will be returned to service by close of business on the next business day after receipt of maintenance request for 97% of the total number of annual service requests. 3) All non-residential business locations in the state of Texas are supported. 	\$12.97
Bronze Level Notebook	<p>Price is per seat per month for the equipment listed in notebook specifications</p> <p>Bronze Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Notebooks will be returned to service within 16 business hours of receipt of maintenance request for 95% of the total annual number of service requests. 3) All non-residential business locations in the state of Texas are supported. 	\$7.97

Break-Fix/Maintenance Services – Vendor Owned Equipment		
Gold Level Notebook	Price is per seat per month, for the equipment listed in notebook specifications Gold Service Level Description: <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Notebooks will be returned to service by close of business on the next business day after receipt of maintenance request for 95% of the total annual number of service requests. 3) All non-residential business locations in the state of Texas are supported. 	\$10.97
Platinum Level Notebook	Price is per seat per month, for the equipment listed in notebook specifications Platinum Service Level Description: <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Notebooks will be returned to service by close of business on the next business day after receipt of maintenance request for 95% of the total annual number of service requests. 3) All non-residential business locations in the state of Texas are supported. 	\$12.97

Break-Fix/Maintenance Services – Vendor Owned Equipment - Pricing Assumptions

Pricing includes technician dispatch services only.
Break-Fix/Maintenance Services–Vendor Owned Equipment are provided to 100% of customer’s provisioned desktop devices under per/seat pricing.
Care, custody, and control of the hardware and software will reside with the customer throughout the term of the contract.
Prices do not include consumables or replacement of out of warranty components.
Prices are valid for a fixed term of 36 or 48 months only.
Includes standard monthly reports.
All services will be performed at non-residential locations only.
Pricing does not include Service Level Credits.
Pricing is valid only for services performed in the State of Texas.
Pricing is non-severable from the Provisioning of Equipment and Procurement Services hardware listed in this table.
Pricing does not include transition services to a subsequent service provider.
ARRA funds will not be utilized to fund this effort.

Network Management Services	
Price is per hour with an agreed upon statement of work or purchase order. Network Support Services include, but are not limited to: Network Requirements Definition Solution Design Network Facility Audit Support Network Performance Analysis Network Integration and Migration Planning	\$182.00/hour

Network Management Services - Pricing Assumptions

Customer to provide network connectivity and hardware for remote network management and alerting.
All services will be performed at non-residential locations only.
Price is only valid for services performed in the State of Texas
Pricing is labor only and does not include: hardware, software, travel, spare parts, enterprise monitoring system, cable plant components, etc.
Pricing does not include transition services to a subsequent service provider.
ARRA funds will not be utilized to fund this effort.

Software Services	
Price is per hour with an agreed upon statement of work or purchase order. Software Services include, but are not limited to: Patch Management Image Management Enterprise Software Distribution (ESD) Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	\$138.41/hour

Software Services- Pricing Assumptions

Customer to provide network connectivity and hardware for connection from Northrop Grumman location to customer facility.
All services will be performed at a Northrop Grumman facility.
Pricing is labor only and does not include: ESD hardware and software, travel, OEM charges for new image setup, etc
Pricing is valid only for services performed in the State of Texas
Pricing does not include Service Level Credits.
Pricing does not include transition services to a subsequent service provider.
ARRA funds will not be utilized to fund this effort.

Security Services	
Price is per hour with an agreed upon statement of work or purchase order. Security Architecture Services include, but are not limited to: Threat Analysis Security Requirements Definition Cyber Security Solution Design Policy and Procedure Design Penetration Testing Architecture Analysis and Design Security Compliance Auditing Security Strategy & Planning Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	\$295.00/hour

Security Services- Pricing Assumptions

All services will be performed at non-residential locations only.
Pricing is valid only for services performed in the State of Texas
Pricing is labor only and does not include travel.
Pricing does not include transition services to a subsequent service provider.
ARRA funds will not be utilized to fund this effort.