

DIR Contract Number DIR-TSO-3083
Appendix C Pricing Index

Infrastructure as a Service

Dell Cloud Dedicated (DCD) is an infrastructure as a service (IaaS) offering designed to provide a secure private cloud environment, hosted and managed by Dell, consisting of specific units of Dell x86 processing, power, storage and memory capacity. DCD offers more flexibility than public cloud by enhancing the Customer’s ability to operate production workloads, which might otherwise be limited to custom, on-premise operations, in a hosted, secured private cloud.

Support may be provided from outside of the country or region in which Customer or Customer’s end users reside. Support is provided in English only. Customer may assign up to 5 named contacts to contact the Service Desk on behalf of the Customer. The Service Desk is a central point of contact for handling Customer issues.

- Toll-Free number (855-350-4372) with intelligent voice response (IVR) – available 24x7x365
- Email at Managed_Cloud_Services@Dell.com
- Support via Web Portal site at <https://delldcd.vistarait.com/login.do>
- Incident ownership, L1 troubleshooting and escalation of incidents within service level agreements (SLAs) as defined in Appendix A of the service description (attached).
- Respond to “how to” questions such as how to provision remote cloud instances and migrate data across cloud service providers
- Respond to access issues and requests

Customers’ DCD Cloud environments run on tightly secured infrastructures located in various datacenters in the US. Customer data does not leave the continental United States.

Service	Customer Discount (includes DIR Administrative Fee)
Virtual Machine	7 percent off Dell MSRP
256G Fiber Channel Blade (20 Core)	7 percent off Dell MSRP
Standard Microsoft Server Blade License	7 percent off Dell MSRP
Load Balanced, Committed Internet Bandwidth (Mbps)	7 percent off Dell MSRP
Load Balanced, Burst Internet Bandwidth (Mbps)	7 percent off Dell MSRP
MPLS (Mbps)	7 percent off Dell MSRP
Firewall	7 percent off Dell MSRP
IPSec VPN	7 percent off Dell MSRP

Tiered Compellent Performance (SSD/SAS)	7 percent off Dell MSRP
Tiered Compellent Standard (SSD/SAS/SATA)	7 percent off Dell MSRP
Non Tiered EqualLogic ISCSI SAS	7 percent off Dell MSRP
Non Tiered Equal Logic ISCSI SATA	7 percent off Dell MSRP
NFS SAS	7 percent off Dell MSRP
NFS SATA	7 percent off Dell MSRP
Dedicated EQL 9TB SAS Storage Array	7 percent off Dell MSRP
Dedicated EQL 13TB SATA Storage Array	7 percent off Dell MSRP