

Appendix C to DIR Contract No. DIR-SDD-1921

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.

DESKTOP SPECIFICATIONS		
Components	Low End User	High End User
Chassis Style	Desktop	Smaller Form Factor
Chip (include brand)	Intel Core i3 (dual core)	Intel Core i7 (quad core)
Processor/Clock Speed	2.90 GHZ	3.4 GHZ
Memory	2 GB	4 GB
Hard Drive	250 GB	1TB
Optical Drive	DVD+/-RW	DVD+/-RW
Operating System	MS Win 7 Pro 64-bit	MS Win 7 Pro 64-bit
Network Card/Sound	Integrated	Integrated
Video/Graphics	Integrated	Dedicated
Speakers	Internal	Internal
Keyboard	Standard 104+ USB	Standard 104+ USB
Mouse	2 Button Entry w/Scroll USB	2 Button Entry w/Scroll USB
Warranty	1 year NBD	3 year NBD
Software Installed	Microsoft Operating System	Microsoft Operating System
Monitor	19" Flat Panel	22" flat Panel
Assumptions		
Term of Agreement	3 or 4 years	3 or 4 years
Payment Terms	30 days from invoice / Lease Mo	30 days from invoice / Lease – Monthly
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 & Shipping	\$41	\$41
Pricing		
Pricing Per Seat (3 years)	\$18.23	\$35.20
Pricing Per Seat (4 years)	\$14.00	\$333.60/year

Payment Per Term Stated	1 annual payment	1 annual payment
3 Year Total	\$665.00	\$1,053.00
4 Year Total	\$720.00	\$1,334.00

NOTEBOOK SPECIFICATIONS		
Components	Low End User	High End User
Chip (include brand)	Intel i3-2350M 2.3GHZ (2 core)	Intel i5-2450M 2.5GHZ (2 core)
LCD Resolution	15.6in 1366x768 HD LED LCD	17.3in 1600 x 900 HD+ LED LCD
Memory	4GB (Max 8GB)	4GB (Max 8GB)
Hard Drive	250GB 5400 RPM	500GB 7200 RPM
Optical Drive	DVD-R/RW	DVD-R/RW
Operating System	Windows 7 Pro 64-bit	Windows 7 Pro 64-bit
Modem or Broadband	N/A	N/A
Network Card	Gigabit Ethernet	Gigabit Ethernet
Sound/ Graphics	Intel HD 3000 graphics built in speakers	Radeon 3490M w/1GB RAM built in speakers
AC Adapter / Battery	AC Adapter – included Battery 6-cell Li-Ion (6hr per mfr)	AC Adapter – included Battery 8-cell Li-Ion (8+hr per mfr)
Wi-Fi (802.11) miniPCI card	802.11 B/G/N	802.11 B/G/N
Warranty	3 year NBD	3 year NBD
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 7 Pro 64-bit
Assumptions		
Term of Agreement	3 or 4 years	3 or 4 years
Payment Terms	30 days from Invoice or Lease – monthly payments	
Quantity Needed	1	1
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	\$41	\$41

Pricing		
Pricing Per Seat (3 years)	\$29.51	\$41
Pricing Per Seat (4 years)	\$24.04	\$30.08
Payment Per Term Stated (1 payments of "X" per year)	1 annual payment	1 annual payment
3 Year Total	\$1070.65	\$1,476.00
4 Year Total	\$1,115.72	\$1,433.88

PROVISIONING SERVICES		
Bronze	VERDTEK will perform the following service - Document and inventory equipment received on-site - Verify serial numbers and asset tags - Organize units for deployment Install equipment - Document the location of the equipment Install plus the serial number and asset tag into an electronic file - Remove all packaging materials	one-time fee of \$78
Silver	VERDTEK will perform the following services: - Silver includes all of the services provided in Bronze plus the following - Migrate data from legacy systems to customer's network or external storage device - Move legacy system to predetermined location at the customer's site - Perform DOD hard drive wipe of legacy system - Migrate user's data from the legacy system to the new system. - Configure the computers based on customer specifications.	one-time fee of \$160
Gold	VERDTEK will perform the following services: - Gold services includes all the services offered in Bronze and Silver plus the following - Desktop/Laptop/Tablet Imaging - Delivery of units to the customer's locations. - Asset Tagging	one-time fee of \$192

HELP DESK SERVICES		
Lypht Virtual Solution Suite		
Basic 5 X 12	- Single point of contact for all incidents - Log and route to your resolver teams	\$16.71 /seat/month

	<ul style="list-style-type: none"> - Dedicated toll-free phone number - Standard reports and includes implementation 	
Standard 5 X 12	<ul style="list-style-type: none"> - All the features of Basic - System of record for all IT incidents - best practices for resolving top call drivers - Service Desk first call resolution for a defined set of end user issues (e.g., Microsoft® productivity tools and connectivity problems) - Routing of issues not resolved by Dell agents to your resolver team - Hardware troubleshooting & dispatch - Weekly/monthly reports showing First Call Resolution statistics 	\$21.73 /seat/month
Enhanced 5 X 12	<ul style="list-style-type: none"> - All the features of Basic and Advanced - Password resets - Scripted support for proprietary software or processes - Separate phone number - VIP SLAs and processes - Monthly analytics highlighting top call-drivers - Monthly recommendations for ongoing service improvement 	\$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"> - Hours of Coverage: 5x8 Monday – Friday - Devices Cover: Desktops and Laptops - MACs events included = .8/device/year and Desk side events= 1/device/year - MAC completed with 5 business days - Desk side resolve SLA = Next Business Day 	\$32.54/seat/month
On-site Support & MACs - 5x12 Coverage	<ul style="list-style-type: none"> - Hours of Coverage: 5x8 Monday – Friday - Devices Cover: Desktops and Laptops - MACs events included = .8/device/year and Desk side events= 1/device/year - MAC completed with 5 business days - Desk side resolve SLA = Next Business Day 	\$34.05/seat/month
Same Day On-site Support & MACs – 5x12 Coverage	<ul style="list-style-type: none"> - Hours of Coverage: 5x8 Monday – Friday - Devices Cover: Desktops and Laptops - MACs events included = .8/device/year and Desk side events= 1/device/year - MAC completed with 5 business days - Desk side resolve SLA = 4-hour resolve 	\$36.26/seat/month

LYPHT MAC Gold	-Sample pricing based on: 10,000 desktops -MSRP Not Available -Standardized OEM -Based on sample SLA's provided in response -1 IMAC per system per year plus SLA-based break-fix services -30% discount extended	\$10/seat/month
Lypht Bronze	- Hours of Coverage: 5x9 Monday – Friday - Devices Cover: Desktops and Printers - MAC completed with 3 business days	\$75.00 one-time fee
Lypht Silver	- Hours of Coverage: 5x12 Monday – Friday - Devices Cover: Desktops, Laptops and Printers - MAC completed with 2 business days	\$95.00 one-time fee
Lypht Gold	- Hours of Coverage: 7x24 - Devices Cover: Desktops, Laptops and Printers - MAC completed with 2 business days	\$125.00 one-time fee

REMOTE SUPPORT SERVICES

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

Asset Tracking

VERDTEK Gold	Desktops, Laptops, Printers, Phones	\$16.00 one-time fee
VERDTEK Silver	Desktops, Laptops, Printers, Phones	\$9.00 one-time fee
VERDTEK Bronze	Desktops, Laptops, Printers, Phones	\$5.00 one-time fee
SKYTEK (Bronze)	Standard Install	\$399.00 one-time fee
SKYTEK (Silver)	Advanced Install	\$599.00 one-time fee
SKYTEK (Gold)	Server & Advanced	\$5,734.00 one-time fee
Absolute Manage	Advanced IT Asset Tracking & Management	2.5% of purchase price

Standard and Ad Hoc Reporting

Lypht-trac	Reporting Tool on Leased/Deployed Assets - Included for all leased assets	No charge
Lypht Standard	Existing reporting that comes with a standard manage services offering such as Advanced Network Management or Basic Help Desk	No charge

Lypht Analytics	Produce various types of reports via online or hard copy as beyond those provided as Standard reports included with each service. Vendor will allow a Customer's authorized end-user to have electronic access to view and query Vendor's standard reports.	\$100/hour
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Unwind/End of Engagement		
VERDTEK Gold	- Custom Needs Analysis - 7x24 - Desktop, Laptop - Completion 2 days	\$85.00 one-time fee
VERDTEK Silver	- Custom Needs Analysis - 5x12 - Desktop, Laptop - Completion 2 days	\$65.00 one-time fee
VERDTEK Bronze	- Custom Needs Analysis - 5x9	\$55.00 one-time fee
LYPHT Transition Management	- Custom Needs Analysis	Included
Asset Recovery Gold	- Custom Needs Analysis - Ship Back, Audit, Resell & Recovery	\$60.00 one-time fee
Asset Recovery Silver	- Custom Needs Analysis - Ship Back, Audit, Recovery & Recycle	\$50.00 one-time fee
Asset Recovery Bronze	- Custom Needs Analysis - Ship Back, Audit, Resell & Recovery	\$30.00 one-time fee

Break-Fix Vendor Owned Equipment

Bronze	Desktop & Laptop NBD - On-site dispatch of tech and/or service parts to Customer's business location - Telephone access to technical support is 7x 24 - SLA: Next Business Day Onsite Response	Pricing per device/month Desktop \$14.22 Laptop \$25.27
Silver	Desktop & laptop 24x7x4 - On-site dispatch of tech and/or service parts to Customer's business location - Telephone access to technical support is 7x 24 - SLA: 4 hour Onsite Response	Pricing per device/month Desktop \$38.02 Laptop \$67.56
Gold	Program Manager: Desktop & laptop 24x7x4 -Annual Cost; 30% discount extended - On-site dispatch of tech and/or service parts to Customer's business location - Telephone access to technical support is 7x 24 - SLA: 4 hour Onsite Response	Onsite Program manager \$200,000 Pricing per device/month Desktop \$38.02 Laptop \$67.56

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.	\$32.50/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	\$64.50/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	\$91.50/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	\$36.50/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	\$66.00/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.	\$105.00/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	\$99.00/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	\$118.00/device/month

Managed Network Support and Services		
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.	\$127.00/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	\$32.00/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	\$68.00/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.	\$110.00/device/month
Software Services		
Bronze	5x9 Desk & Laptops, Completion 3 days	\$15/device/month
Silver	5x12 Desktops & Laptops, Completion 2 days	\$20/device/month
Gold	7x24 Desktops & Laptops, 2 business days	\$55/device/month
TOA	Mobile Time & Device Management	Cost +2.5%
Software	Software, Services, Soft Costs and Misc. Standalone	Cost +3.5%/image/device/desktop/server/hr
Software Services	Price to perform managed services for software to include but not limited to: provisioning, software, software configuration management, encryption, process engineering, patches, automated distribution, imaging creation, and imaging implementations, maintenance, renewals and support.	Cost +3.5%/image/device/desktop/server/hr

Security Services

Mobile Device Manager	Connecting Agency Mobile Devices and Secure Processes (Includes Absolute and Encryptics) Security packages)	Cost +2.5%
Bronze	Small Servers, Printers & Ruggedized Technology Green Level Plus: -End of Life Data Security	\$N/C with Managed Service/Lease
Silver	Notebooks, Tablets Bronze level Plus: - Hard Drive Shredding - Additional Firewall Monitoring -Vulnerability Scanning	Cost + 2.5%
Gold	Large Server and Networking Equipment Silver Level Plus: - Data Containment Units for Hard drives - Security Event Monitoring	Cost +2.5%