

Department of Information Resources  
Cloud Services  
Request for Offer DIR-TSO-TMP-266

**Instructions:**  
A representative sample of services is provided in the tables below. Vendors must offer ONLY one (1) specific price for each service listed. This is a representative sample only for the purposes of this RFO and evaluation process.

PLEASE NOTE: All prices quoted to Customers shall include the .75% administrative fee.

IaaS Sub-Category/Descriptor	Service Description	Service Number (if applicable)	Unit of Measure	MSRP	DIR Customer Discount	DIR Final Customer Price (Includes Admin Fee)
<i>EXAMPLE:</i> Computer/Infrastructure Services	Cloud Server – Includes 2 vCPUs, 3 GB of reserved memory, 200 GB of storage and 250 GB of bandwidth	ABC663-A		\$ 300.00	10%	\$272.03
<b>NCloud Virtual Data Center</b>						
Infrastructure	Private Rack Unit	VDC-DC-RU-A	MRC per RU	\$ 82.50	12%	\$73.14
Infrastructure	EMC Powered Backup	VDC-DC-BaaS-A	MRC per 100GB	\$ 15.20	12%	\$13.48
Infrastructure	NetApp Powered FAS SAS Storage 100GB	VDC-Store-NAS-100GB	MRC per 100GB	\$ 14.40	12%	\$12.77
Infrastructure	Backup Storage 100GB	VDC-Store-Backup-100GB	MRC per 100GB	\$ 20.80	12%	\$18.44
Infrastructure	Additional Virtual Capacity - vCPU	VDC-VM-AddOn-vCPU	MRC per 100GB	\$ 1.44	12%	\$1.28
Infrastructure	Additional Virtual Capacity - Vmem	VDC-VM-AddOn-vMEM	MRC per vCPU	\$ 10.40	12%	\$9.22
<b>NCloud Virtual Data Center Bundles</b>						
Infrastructure	Small, Windows 2GB VMEM, 2VCPU, 30GB Storage	VDC-Compute-VM-S	MRC per Compute Unit	\$ 28.00	12%	\$24.82
Infrastructure	Medium Windows 4GB VMEM, 2VCPU, 250GB Storage	VDC-Compute-VM-M	MRC per Compute Unit	\$ 80.00	12%	\$70.93
Infrastructure	Large Windows 16GBVMEM, 4VCPU, 500GB Storage	VDC-Compute-VM-L	MRC per Compute Unit	\$ 260.00	12%	\$230.52
Infrastructure	Extra Large Windows 32GBVMEM 8VCPU 1TB Storage	VDC-Compute-VM-XL	MRC per Compute Unit	\$ 490.00	12%	\$434.43
<b>NCloud IaaS</b>						
Infrastructure	Managed Router	IaaS-Rout-A-A	MRC per Device	\$ 323.00	12%	\$286.37
Infrastructure	Managed 24 Port Switch	IaaS-Switch-24-A	MRC per Device	\$ 281.00	12%	\$249.13
Infrastructure	Managed 48 Port Switch	IaaS-Switch-48-A	MRC per Device	\$ 425.00	12%	\$376.81
Infrastructure	Managed Access Point	IaaS-AP-A-A	MRC per Device	\$ 67.00	12%	\$59.40
Infrastructure	Managed Security Appliance	IaaS-ASA-A-A	MRC per Device	\$ 387.00	12%	\$343.11
<b>NCare Management &amp; Monitoring - Datacenter</b>						
Support	NCare: Host - Monitoring Only	NCare-DC-Host-Mon01	MRC per Device	\$ 163.00	5%	\$156.01
Support	NCare: Host - Management & Monitoring	NCare-DC-Host-MM01	MRC per Device	\$ 488.00	5%	\$467.08
Support	NCare: VCenter - Monitoring Only	NCare-DC-VCenter-Mon01	MRC per Device	\$ 163.00	5%	\$156.01
Support	NCare: VCenter - Management & Monitoring	NCare-DC-VCenter-MM01	MRC per Device	\$ 488.00	5%	\$467.08
Support	NCare: SAN Controllers - Monitoring Only	NCare-DC-SAN-Mon01	MRC per Device	\$ 163.00	5%	\$156.01
Support	NCare: SAN Controllers - Management & Monitoring	NCare-DC-SAN-MM01	MRC per Device	\$ 488.00	5%	\$467.08
Support	NCare: Blade Systems (BladeCenter or UCS) - Monitoring Only	NCare-DC-Blade-UCS-Mon01	MRC per Device	\$ 109.00	5%	\$104.33
Support	NCare: Blade Systems (BladeCenter or UCS) - Management & Monitoring	NCare-DC-Blade-UCS-MM01	MRC per Device	\$ 325.00	5%	\$311.07
<b>NCare Management &amp; Monitoring - Application Server (Physical or Virtual)</b>						
Support	NCare: Cisco Appliance - Monitoring Only	NCare-Apps-Appliance-Mon01	MRC per Device	\$ 163.00	5%	\$156.01
Support	NCare: Cisco Appliance - Management & Monitoring	NCare-Apps-Appliance-MM01	MRC per Device	\$ 488.00	5%	\$467.08
Support	NCare: Server (Physical or Virtual) - Monitoring Only	NCare-Apps-Server-Mon01	MRC per Device	\$ 109.00	5%	\$104.33
Support	NCare: Server (Physical or Virtual) - Management & Monitoring	NCare-Apps-Server-MM01	MRC per Device	\$ 325.00	5%	\$311.07
<b>NWN Application &amp; Data Services-Cloud: Compute (Virtual Machines-Windows, Linux; Container Services; VM Scale Sets; Remote Apps; Batch Processing)</b>						
Custom Application	Azure: Compute Package "01"	NWNComp01	MRC per Package	\$ 500.00	5%	\$478.56
Custom Application	Azure: Compute Package "02"	NWNComp02	MRC per Package	\$ 1,000.00	5%	\$957.13
Custom Application	Azure: Compute Package "03"	NWNComp03	MRC per Package	\$ 2,000.00	5%	\$1,914.25
Custom Application	Azure: Compute Package "04"	NWNComp04	MRC per Package	\$ 5,000.00	5%	\$4,785.63
Custom Application	Azure: Compute Package "05"	NWNComp05	MRC per Package	\$ 10,000.00	5%	\$9,571.25

Instructions: A representative sample of services is provided in the tables below. Vendors must offer ONLY one (1) specific price for each service listed. This is a representative sample only for the purposes of this RFO and evaluation process.									
PLEASE NOTE: All prices quoted to Customers shall include the .75% administrative fee.									
PaaS Sub-Category/Descriptor	Service Description	Service Number (if applicable)	Unit of Measure	MSRP	DIR Customer Discount	DIR Customer Price	DIR Admin Fee	DIR Final Customer Price (Includes Admin Fee)	
<b>EXAMPLE:</b>									
Database/Relational	Cloud Platform as a Service	ABC663-A		\$ 100.00	10%	\$ 90.00	0.75%	\$90.68	
<b>Microsoft SQL Azure Database/DataWarehouse - With FedRamp SKU's</b>									
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-East US1 basic database(s) x 744 hours, size: b		Per Hour per SQL DataBase	\$ 4.98	7%	\$ 4.64	0.75%	\$4.67	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-South Central US1 basic database(s) x 744 hours, size: b		Per Hour per SQL DataBase	\$ 4.98	7%	\$ 4.64	0.75%	\$4.67	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-East US1 elastic basic database(s) x 744 hours, size: 125		Per Hour per SQL DataBase	\$ 697.13	7%	\$ 648.33	0.75%	\$653.19	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-South Central US1 elastic premium database(s) x 744 hours, size: 125		Per Hour per SQL DataBase	\$ 697.13	7%	\$ 648.33	0.75%	\$653.19	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-South Central US1 elastic basic database(s) x 744 hours, size: 100		Per Hour per SQL DataBase	\$ 148.80	7%	\$ 138.38	0.75%	\$139.42	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-East US1 elastic basic database(s) x 744 hours, size: 100		Per Hour per SQL DataBase	\$ 223.20	7%	\$ 207.58	0.75%	\$209.13	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-South Central US1 elastic basic database(s) x 744 hours, size: 100		Per Hour per SQL DataBase	\$ 223.20	7%	\$ 207.58	0.75%	\$209.13	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-US Gov (FedRamp) basic database(s) x 744 hours, size: b (Iowa1)		Per Hour per SQL DataBase	\$ 6.18	7%	\$ 5.74	0.75%	\$5.79	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-US Gov (FedRamp) elastic basic database(s) x 744 hours, size: b (Iowa1)		Per Hour per SQL DataBase	\$ 374.46	7%	\$ 348.24	0.75%	\$350.86	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-US Gov (FedRamp) premium database(s) x 744 hours, size: p1 (Iowa1)		Per Hour per SQL DataBase	\$ 581.29	7%	\$ 540.60	0.75%	\$544.65	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-US Gov (FedRamp) elastic basic database(s) x 744 hours, size: 125 (Iowa1)		Per Hour per SQL DataBase	\$ 1,740.96	7%	\$ 1,619.09	0.75%	\$1,631.24	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-US Gov (FedRamp) basic database(s) x 744 hours, size: b (Virginia1)		Per Hour per SQL DataBase	\$ 6.18	7%	\$ 5.74	0.75%	\$5.79	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-US Gov (FedRamp) elastic basic database(s) x 744 hours, size: 100 (Virginia1)		Per Hour per SQL DataBase	\$ 374.46	7%	\$ 348.24	0.75%	\$350.86	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-US Gov (FedRamp) premium database(s) x 744 hours, size: p1 (Virginia1)		Per Hour per SQL DataBase	\$ 581.29	7%	\$ 540.60	0.75%	\$544.65	
MS-SQL Azure Database	Service Type-SQL DatabaseRegion-US Gov (FedRamp) elastic basic database(s) x 744 hours, size: 125 (Virginia1)		Per Hour per SQL DataBase	\$ 1,740.96	7%	\$ 1,619.09	0.75%	\$1,631.24	
<b>NCloud Virtual Data Center</b>									
Infrastructure	Windows Manage and Monitor Per Virtual Machine	VDC-VM-Win-M&M	MRC per VM	\$ 200.00	12%	\$ 176.00	0.75%	\$177.32	
Infrastructure	Windows Monitor Only Per Virtual Machine	VDC-VM-Win-M	MRC per VM	\$ 88.00	12%	\$ 77.44	0.75%	\$78.02	
Infrastructure	Red Hat Linux Manage and Monitor Per Virtual Machine	VDC-VM-RH-Supp	MRC per VM	\$ 144.00	12%	\$ 126.72	0.75%	\$127.67	
Infrastructure	Red Hat Monitor Only Per Virtual Machine	VDC-VM-RH-M	MRC per VM	\$ 68.00	12%	\$ 59.84	0.75%	\$60.29	
<b>NCare Management &amp; Monitoring - Application (Physical or Virtual)</b>									
Support	NCare: Windows - Monitoring Only	NCare-Apps-Windows-Mon01	MRC per Device	\$ 163.00	5%	\$ 154.85	0.75%	\$156.01	
Support	NCare: Windows - Management & Monitoring	NCare-Apps-Windows-MM01	MRC per Device	\$ 488.00	5%	\$ 463.60	0.75%	\$467.08	
Support	NCare: Linux - Monitoring Only	NCare-Apps-Linux-Mon01	MRC per Device	\$ 163.00	5%	\$ 154.85	0.75%	\$156.01	
Support	NCare: Linux - Management & Monitoring	NCare-Apps-Linux-MM01	MRC per Device	\$ 488.00	5%	\$ 463.60	0.75%	\$467.08	
<b>NWN Azure Cloud Offerings - Services (App Services; Mobile Services; Azure Websites; Azure AD)</b>									
Custom Application	Azure: Service Package "01"	NWNServ01	MRC per Package	\$ 500.00	5%	\$ 475.00	0.75%	\$478.56	
Custom Application	Azure: Service Package "02"	NWNServ02	MRC per Package	\$ 1,000.00	5%	\$ 950.00	0.75%	\$957.13	
Custom Application	Azure: Service Package "03"	NWNServ03	MRC per Package	\$ 2,000.00	5%	\$ 1,900.00	0.75%	\$1,914.25	
Custom Application	Azure: Service Package "04"	NWNServ04	MRC per Package	\$ 5,000.00	5%	\$ 4,750.00	0.75%	\$4,785.63	
Custom Application	Azure: Service Package "05"	NWNServ05	MRC per Package	\$ 10,000.00	5%	\$ 9,500.00	0.75%	\$9,571.25	
<b>NWN Azure Cloud Offerings - Analytics (Cortana Analytics Suite; Parallel Data Warehouse; Hadoop; HDInsights; Event Hub; IoT Streaming)</b>									
Custom Application	Azure: Analytics Package "01"	NWNAnl01	MRC per Package	\$ 500.00	5%	\$ 475.00	0.75%	\$478.56	
Custom Application	Azure: Analytics Package "02"	NWNAnl02	MRC per Package	\$ 1,000.00	5%	\$ 950.00	0.75%	\$957.13	
Custom Application	Azure: Analytics Package "03"	NWNAnl03	MRC per Package	\$ 2,000.00	5%	\$ 1,900.00	0.75%	\$1,914.25	
Custom Application	Azure: Analytics Package "04"	NWNAnl04	MRC per Package	\$ 5,000.00	5%	\$ 4,750.00	0.75%	\$4,785.63	
Custom Application	Azure: Analytics Package "05"	NWNAnl05	MRC per Package	\$ 10,000.00	5%	\$ 9,500.00	0.75%	\$9,571.25	
<b>NWN Azure Cloud Offerings - Data &amp; Storage (SQL DB; Storage; StorSimple; Document DB; SQL Data Warehouse; Managed Cache; SQL Stretch DB)</b>									
Custom Application	Azure: Data & Storage Package "01"	NWNStor01	MRC per Package	\$ 500.00	5%	\$ 475.00	0.75%	\$478.56	
Custom Application	Azure: Data & Storage Package "02"	NWNStor02	MRC per Package	\$ 1,000.00	5%	\$ 950.00	0.75%	\$957.13	
Custom Application	Azure: Data & Storage Package "03"	NWNStor03	MRC per Package	\$ 2,000.00	5%	\$ 1,900.00	0.75%	\$1,914.25	
Custom Application	Azure: Data & Storage Package "04"	NWNStor04	MRC per Package	\$ 5,000.00	5%	\$ 4,750.00	0.75%	\$4,785.63	
Custom Application	Azure: Data & Storage Package "05"	NWNStor05	MRC per Package	\$ 10,000.00	5%	\$ 9,500.00	0.75%	\$9,571.25	

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<b>EXAMPLE:</b>				\$ 300.00	10%	\$ 270.00	0.75%	\$272.03
<b>NCloud Virtual Data Center</b>								
Infrastructure	Simplivity Cluster On Premise	VDC-Simplivity-Cluster-OnPrem	MRC per Cluster	\$ 6,250.00	12%	\$ 5,500.00	0.75%	\$5,541.25
Infrastructure	Simplivity Cluster Offsite Replication	VDC-Simplivity-Replication-Offsite	MRC per Cluster	\$ 2,650.00	12%	\$ 2,332.00	0.75%	\$2,349.49
Backup	Veeam Availability Suite - Enterprise	VDC-Veeam-Ent	MRC per VM	\$ 10.23	12%	\$ 9.00	0.75%	\$9.07
Backup	Veeam Availability Suite - Enterprise Plus	VDC-Veeam-Ent-Plus	MRC per VM	\$ 11.47	12%	\$ 10.09	0.75%	\$10.17
Backup	Veeam Backup & Replication Standard	VDC-Veeam-BU-Rep-STD	MRC per VM	\$ 5.29	12%	\$ 4.66	0.75%	\$4.69
Backup	Veeam Backup & Replication Enterprise	VDC-Veeam-BU-Rep-Ent	MRC per VM	\$ 8.29	12%	\$ 7.30	0.75%	\$7.35
Backup	Veeam Backup & Replication Enterprise Plus	VDC-Veeam-BU-Rep-Ent-Plus	MRC per VM	\$ 10.01	12%	\$ 8.81	0.75%	\$8.87
Backup	Veeam Cloud Connect Backup	VDC-Veeam-CC-BU	MRC per VM	\$ 4.86	12%	\$ 4.28	0.75%	\$4.31
Backup	Veeam Cloud Connect Replication	VDC-Veeam-CC-Rep	MRC per VM	\$ 9.71	12%	\$ 8.54	0.75%	\$8.61
Backup	Veeam ONE	VDC-Veeam-ONE	MRC per VM	\$ 3.07	12%	\$ 2.70	0.75%	\$2.72
Backup	Backup Storage 100GB	VDC-Store-Backup-100GB	MRC per 100GB	\$ 20.80	12%	\$ 18.30	0.75%	\$18.44
<b>NWNComm Video Services</b>								
Video-as-a-Service	MRA Virtual Server - Expressway C and E	NWNComm-Video-MRA-V	MRC per Server Instance	\$ 480.00	7%	\$ 446.40	0.75%	\$449.75
Video-as-a-Service	Advanced Video Desk IP Phone DX650	NWNComm-Video-DX650-SNT	MRC per Device	\$ 27.20	7%	\$ 25.30	0.75%	\$25.49
Video-as-a-Service	Advanced Video Desk Client - DX70	NWNComm-Video-DX70-SNT	MRC per Device	\$ 48.00	7%	\$ 44.64	0.75%	\$44.97
Video-as-a-Service	Advanced Video Desk Client - DX80	NWNComm-Video-DX80-SNT	MRC per Device	\$ 64.00	7%	\$ 59.52	0.75%	\$59.97
Video-as-a-Service	Video Client - SX10	NWNComm-Video-SX10-A	MRC per Device	\$ 144.00	7%	\$ 133.92	0.75%	\$134.92
Video-as-a-Service	Video Client - SX20	NWNComm-Video-SX20-A	MRC per Device	\$ 272.00	7%	\$ 252.96	0.75%	\$254.86
Video-as-a-Service	Video Client - SX80	NWNComm-Video-SX80-A	MRC per Device	\$ 336.00	7%	\$ 312.48	0.75%	\$314.82
Video-as-a-Service	Video Client - MX200 G2	NWNComm-Video-MX200-A	MRC per Device	\$ 352.00	7%	\$ 327.36	0.75%	\$329.82
Video-as-a-Service	Video Client - MX300 G2	NWNComm-Video-MX300-A	MRC per Device	\$ 400.00	7%	\$ 372.00	0.75%	\$374.79
Video-as-a-Service	Video Client - MX700 2 CAM	NWNComm-Video-MX700-2Cam	MRC per Device	\$ 832.00	7%	\$ 773.76	0.75%	\$779.56
Video-as-a-Service	Video Client - MX800 2 CAM	NWNComm-Video-MX800-2Cam	MRC per Device	\$ 960.00	7%	\$ 892.80	0.75%	\$899.50
Video-as-a-Service	Virtual Meeting Room - 5 Port STD Definition	NWNComm-Video-VMR5-SD	MRC per VMR	\$ 72.00	7%	\$ 66.96	0.75%	\$67.46
Video-as-a-Service	Virtual Meeting Room - 10 Port STD Definition	NWNComm-Video-VMR10-SD	MRC per VMR	\$ 104.00	7%	\$ 96.72	0.75%	\$97.45
Video-as-a-Service	Virtual Meeting Room - 20 Port STD Definition	NWNComm-Video-VMR20-SD	MRC per VMR	\$ 160.00	7%	\$ 148.80	0.75%	\$149.92
Video-as-a-Service	Virtual Meeting Room - 50 Port STD Definition	NWNComm-Video-VMR50-SD	MRC per VMR	\$ 400.00	7%	\$ 372.00	0.75%	\$374.79
Video-as-a-Service	Virtual Meeting Room - 100 Port STD Definition	NWNComm-Video-VMR100-SD	MRC per VMR	\$ 960.00	7%	\$ 892.80	0.75%	\$899.50
Video-as-a-Service	Virtual Meeting Room - 5 Port High Definition	NWNComm-Video-VMR5-HD	MRC per VMR	\$ 96.00	7%	\$ 89.28	0.75%	\$89.95
Video-as-a-Service	Virtual Meeting Room - 10 Port High Definition	NWNComm-Video-VMR10-HD	MRC per VMR	\$ 160.00	7%	\$ 148.80	0.75%	\$149.92
Video-as-a-Service	Virtual Meeting Room - 20 Port High Definition	NWNComm-Video-VMR20-HD	MRC per VMR	\$ 304.00	7%	\$ 282.72	0.75%	\$284.84
Video-as-a-Service	Virtual Meeting Room - 50 Port High Definition	NWNComm-Video-VMR50-HD	MRC per VMR	\$ 640.00	7%	\$ 595.20	0.75%	\$599.66
Video-as-a-Service	Virtual Meeting Room - 100 Port High Definition	NWNComm-Video-VMR100-HD	MRC per VMR	\$ 1,280.00	7%	\$ 1,190.40	0.75%	\$1,199.33
<b>NCloud Center Bundles - Includes Agent/Sup Licensing, Call Center Platform, Agent Software, One IVR Ports per Agent (min of 50 total)</b>								
Contact Center-as-a-Service	Standard Agent or Supervisor license	NWNComm-CC-Bundle-Agent	MRC per User	\$ 144.00	7%	\$ 133.92	0.75%	\$134.92
Contact Center-as-a-Service	Mobile Agent or Supervisor	NWNComm-CC-Bundle-AgentMobile	MRC per User	\$ 159.00	7%	\$ 147.87	0.75%	\$148.98
Contact Center-as-a-Service	Advanced Agent or Supervisor - Includes WFM and QM (30 day call recording retention)	NWNComm-CC-Bundle-AgentAdv	MRC per User	\$ 179.00	7%	\$ 166.47	0.75%	\$167.72
<b>NCloud Hosted Call Center Platform and Agents</b>								
Contact Center-as-a-Service	Contact Center (<100 Agents)	NWNComm-CC-Plat-100	MRC per Platform	\$ 986.00	7%	\$ 916.98	0.75%	\$923.86
Contact Center-as-a-Service	Contact Center (100-500 Agents)	NWNComm-CC-Plat-500	MRC per Platform	\$ 1,946.00	7%	\$ 1,809.78	0.75%	\$1,823.35
Contact Center-as-a-Service	Contact Center (501-3,000 Agents)	NWNComm-CC-Plat-3000	MRC per Platform	\$ 3,866.00	7%	\$ 3,595.38	0.75%	\$3,622.35
Contact Center-as-a-Service	Contact Center Agent (includes one IVR port)	NWNComm-CC-Agent-A	MRC per Agent	\$ 90.00	7%	\$ 83.70	0.75%	\$84.33
Contact Center-as-a-Service	Contact Center Mobile Agent (includes SIP trunk)	NWNComm-CC-Agent-Mobile	MRC per Agent	\$ 108.00	7%	\$ 100.44	0.75%	\$101.19
Contact Center-as-a-Service	HCS-CC IVR Port	NWNComm-CC-IVR-Port	MRC per Port	\$ 56.00	7%	\$ 52.08	0.75%	\$52.47
<b>EPaaS: Track &amp; Protect Asset Support</b>								
End-Point-as-a-Service	Maintenance and Support of Intel AMT Client Infrastructure	EPaaS-999-5057	MRC per Device	\$ 120.00	5%	\$ 114.00	0.75%	\$114.86
End-Point-as-a-Service	Operating System Patch Management - Patch Deployment - Security	EPaaS-999-6062	MRC per Device	\$ 120.00	5%	\$ 114.00	0.75%	\$114.86
End-Point-as-a-Service	Track and Report Status - MS SCCM	EPaaS-999-6063	MRC per Device	\$ 55.00	5%	\$ 52.25	0.75%	\$52.64
End-Point-as-a-Service	Track Lifecycle - ServiceNow	EPaaS-999-6064	MRC per Device	\$ 70.00	5%	\$ 66.50	0.75%	\$67.00
End-Point-as-a-Service	Custom Software Packages - Deploy Packages	EPaaS-999-6065	MRC per Device	\$ 120.00	5%	\$ 114.00	0.75%	\$114.86
<b>EPaaS: Enterprise Technical and Maintenance Support</b>								
End-Point-as-a-Service	Help Desk Level 1: Basic phone support and troubleshooting, ticket routing and escalation to levels 2 and 3	EPaaS-999-5101	MRC per Device	\$ 42.00	5%	\$ 39.90	0.75%	\$40.20
End-Point-as-a-Service	Help Desk Level 2: Remote hardware break/fix, configuration issues, troubleshooting, software installations and escalation to level 3	EPaaS-999-5102	MRC per Device	\$ 55.00	5%	\$ 52.25	0.75%	\$52.64

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End-Point-as-a-Service	Help Desk Level 3: Onsite hardware and software troubleshooting and repair during regular business hours	EPaaS-999-5103	MRC per Device	\$ 70.00	5%	\$ 66.50	0.75%	\$67.00
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**Instructions:**  
Vendor should specify the Technical Services proposed. Labor rates will be published as an hourly rate in any resulting contract.

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Service Description	Service Number (if applicable)	Unit of Measure	MSRP	DIR Customer Discount	DIR Customer Price	DIR Admin Fee	DIR Final Customer Price (Includes Admin Fee)
<i>EXAMPLE Help Desk Services (Hourly Rate)</i>			\$ 100.00	10%	\$ 90.00	0.75%	\$90.68
<i>EXAMPLE Senior Database Architect (Hourly Rate)</i>			\$ 150.00	10%	\$ 135.00	0.75%	\$136.01
<b>Professional Services - Technicians and Engineers</b>							
NPro Engagement - Service Technician	NPro-Engage-SvcTech-A	Hour	\$ 75.00	4%	\$ 72.00	0.75%	\$72.54
NPro Engagement - Senior Service Technician	NPro-Engage-SrSTech-A	Hour	\$ 98.00	4%	\$ 94.08	0.75%	\$94.79
NPro Engagement - Associate Solutions Engineer	NPro-Engage-ASE-A	Hour	\$ 130.00	4%	\$ 124.80	0.75%	\$125.74
NPro Engagement - Remote Deployment Technician Engineer	NPro-Engage-RDT	Hour	\$ 145.00	4%	\$ 139.20	0.75%	\$140.24
NPro Engagement - Solutions Engineer	NPro-Engage-SE-A	Hour	\$ 178.00	4%	\$ 170.88	0.75%	\$172.16
NPro Engagement - Senior Solutions Engineer	NPro-Engage-SrSE-A	Hour	\$ 209.00	4%	\$ 200.64	0.75%	\$202.14
<b>Professional Services - Project Management</b>							
NPro Engagement - Project Coordinator	NPro-Engage-PC	Hour	\$ 140.00	4%	\$ 134.40	0.75%	\$135.41
NPro Engagement - Project Manager	NPro-Engage-PM	Hour	\$ 172.00	4%	\$ 165.12	0.75%	\$166.36
NPro Engagement - Strategic Project Manager	NPro-Engage-PMStr	Hour	\$ 209.00	4%	\$ 200.64	0.75%	\$202.14
NPro Engagement - Senior Project Manager	NPro-Engage-SrPM	Hour	\$ 197.00	4%	\$ 189.12	0.75%	\$190.54
<b>Professional Services - Consultants</b>							
NPro Engagement - Consultant	NPro-Engage-Consult-A	Hour	\$ 253.00	4%	\$ 242.88	0.75%	\$244.70
NPro Engagement - Principal Consultant	NPro-Engage-PrinConsult-A	Hour	\$ 278.00	4%	\$ 266.88	0.75%	\$268.88
<b>NWN Applications and Data Service Offerings: Applications Solutions</b>							
NWNADS: Project Manager, Consultant	NWNADS_Apps01	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Business Analyst/Architect, Consultant	NWNADS_Apps02	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Technical Architect (System or Data), Consultant	NWNADS_Apps03	Hour	\$ 250.00	4%	\$ 240.00	0.75%	\$241.80
NWNADS: Developer Analyst, Consultant	NWNADS_Apps04	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Database Designer or Administrator, Consultant	NWNADS_Apps05	Hour	\$ 225.00	4%	\$ 216.00	0.75%	\$217.62
NWNADS: Quality Analyst, Consultant	NWNADS_Apps06	Hour	\$ 150.00	4%	\$ 144.00	0.75%	\$145.08
<b>NWN Applications and Data Service Offerings: Analytics and Big Data Solutions</b>							
NWNADS: Project Manager, Consultant	NWNADS_Apps01	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Business Analyst/Architect, Consultant	NWNADS_Apps02	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Technical Architect (System or Data), Consultant	NWNADS_Apps03	Hour	\$ 250.00	4%	\$ 240.00	0.75%	\$241.80
NWNADS: Developer Analyst, Consultant	NWNADS_Apps04	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Database Designer or Administrator, Consultant	NWNADS_Apps05	Hour	\$ 225.00	4%	\$ 216.00	0.75%	\$217.62
NWNADS: Quality Analyst, Consultant	NWNADS_Apps06	Hour	\$ 150.00	4%	\$ 144.00	0.75%	\$145.08
<b>NWN Applications and Data Service Offerings: Enterprise Mobility Solutions</b>							
NWNADS: Project Manager, Consultant	NWNADS_Mobility01	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Business Analyst/Architect, Consultant	NWNADS_Mobility02	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Technical Architect (System or Data), Consultant	NWNADS_Mobility03	Hour	\$ 250.00	4%	\$ 240.00	0.75%	\$241.80
NWNADS: Developer Analyst, Consultant	NWNADS_Mobility04	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Database Designer or Administrator, Consultant	NWNADS_Mobility05	Hour	\$ 225.00	4%	\$ 216.00	0.75%	\$217.62
NWNADS: Quality Analyst, Consultant	NWNADS_Mobility06	Hour	\$ 150.00	4%	\$ 144.00	0.75%	\$145.08
<b>NWN Applications and Data Service Offerings: System Integration Solutions</b>							
NWNADS: Project Manager, Consultant	NWNADS_SIS01	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Business Analyst/Architect, Consultant	NWNADS_SIS02	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Technical Architect (System or Data), Consultant	NWNADS_SIS-01-A	Hour	\$ 250.00	4%	\$ 240.00	0.75%	\$241.80
NWNADS: Developer Analyst, Consultant	NWNADS_SIS04	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWNADS: Database Designer or Administrator, Consultant	NWNADS_SIS05	Hour	\$ 225.00	4%	\$ 216.00	0.75%	\$217.62
NWNADS: Quality Analyst, Consultant	NWNADS_SIS06	Hour	\$ 150.00	4%	\$ 144.00	0.75%	\$145.08
<b>NWN Applications and Data Services</b>							
NWN Apps & Data Services - Business Analyst/Architect	ADS-Engage-BA	Hour	\$ 135.00	4%	\$ 129.60	0.75%	\$130.57
NWN Apps & Data Services - Project Manager	ADS-Engage-PM	Hour	\$ 135.00	4%	\$ 129.60	0.75%	\$130.57
NWN Apps & Data Services - Quality Analyst	ADS-Engage-QA	Hour	\$ 100.00	4%	\$ 96.00	0.75%	\$96.72
NWN Apps & Data Services - Quality Analyst, Lead	ADS-Engage-QALeal	Hour	\$ 120.00	4%	\$ 115.20	0.75%	\$116.06
NWN Apps & Data Services - Developer Analyst	ADS-Engage-DA	Hour	\$ 125.00	4%	\$ 120.00	0.75%	\$120.90
NWN Apps & Data Services - Project Manager, Lead	ADS-Engage-PMLead	Hour	\$ 150.00	4%	\$ 144.00	0.75%	\$145.08
NWN Apps & Data Services - Business Analyst/Architect, Lead	ADS-Engage-BALeal	Hour	\$ 150.00	4%	\$ 144.00	0.75%	\$145.08
NWN Apps & Data Services - Developer Analyst, Lead	ADS-Engage-DALeal	Hour	\$ 150.00	4%	\$ 144.00	0.75%	\$145.08
NWN Apps & Data Services - Technical Architect (System or Data)	ADS-Engage-TA	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWN Apps & Data Services - Database Designer or Administrator	ADS-Engage-DD	Hour	\$ 175.00	4%	\$ 168.00	0.75%	\$169.26
NWN Apps & Data Services - Database Designer or Administrator, Lead	ADS-Engage-DDLead	Hour	\$ 200.00	4%	\$ 192.00	0.75%	\$193.44
NWN Apps & Data Services - Technical Architect (System or Data), Lead	ADS-Engage-TALeal	Hour	\$ 215.00	4%	\$ 206.40	0.75%	\$207.95
<b>EPaaS: Intel AMT/Feature Activation, Enablement and Software Support</b>							
EPaaS: Deployments & Logistics Services: Configure Intel AMT USB key,	EPaaS-999-5056	Hour	\$ 209.00	5%	\$ 198.55	0.75%	\$200.04
EPaaS: Deploy End Point Protection client software - Security	EPaaS-999-6061	Hour	\$ 120.00	5%	\$ 114.00	0.75%	\$114.86