

**Appendix E – Contractor Price List**

**Premier Support Services**

<b>PREMIER STANDARD</b>			
<b>12-month contract term</b>			
<b>PREMIER SERVICE</b>	<b>Standard 0</b>	<b>Standard 1</b>	<b>Standard 2</b>
<b>Support Acct. Management</b>	<b>120</b>	<b>240</b>	<b>360</b>
<b>Support Assistance Hours</b>	<b>40</b>	<b>80</b>	<b>140</b>
<b>Problem Resolution Support Hours (PRS)</b>	<b>120</b>	<b>160</b>	<b>200</b>
<b>Package Price</b>	<b>\$62,920</b>	<b>\$108,240</b>	<b>\$158,200</b>

<b>PREMIER PLUS</b>			
<b>12-month contract term</b>			
<b>PREMIER SERVICE</b>	<b>Plus 0</b>	<b>Plus 1</b>	<b>Plus 2</b>
<b>Support Acct. Management</b>	<b>300</b>	<b>600</b>	<b>1200</b>
<b>Support Assistance Hours</b>	<b>100</b>	<b>200</b>	<b>400</b>
<b>Problem Resolution Support Hours (PRS)</b>	<b>200</b>	<b>300</b>	<b>400</b>
<b>Package Price</b>	<b>\$135,300</b>	<b>\$248,600</b>	<b>\$453,200</b>

<b>PREMIER SUPPORT FOR DEVELOPERS (PSFD)</b>			
<b>12-month contract term</b>			
<b>PREMIER SERVICE</b>	<b>PSFD 0</b>	<b>PSFD 1</b>	<b>PSFD 2</b>
<b>Application Development Mgmt. (ADM)</b>	<b>300</b>	<b>600</b>	<b>1200</b>
<b>Support Assistance Hrs. (SA)</b>	<b>200</b>	<b>400</b>	<b>800</b>
<b>Problem Resolution Support Hrs. (PRS)</b>	<b>100</b>	<b>200</b>	<b>300</b>
<b>TOTAL Hours</b>	<b>600</b>	<b>1200</b>	<b>2300</b>
<b>Price</b>	<b>\$144,300</b>	<b>\$288,600</b>	<b>\$508,800</b>

### Third Tier Support

<b>Third Tier Support</b>	<b>Tech 1</b>	<b>Tech 2</b>	<b>Tech 3</b>	<b>Tech 4</b>	<b>Tech 5</b>	<b>Tech 6</b>
0-119 PRS Hours	12,666	6,333	3,167	3,167	3,167	3,167
120-199 PRS Hours	16,902	8,451	4,226	4,226	4,226	4,226
200-299 PRS Hours	18,044	9,023	4,511	4,511	4,511	4,511
300-399 PRS Hours	23,187	11,594	5,797	5,797	5,797	5,797
400-499 PRS Hours	27,883	13,942	6,971	6,971	6,971	6,971
500-599 PRS Hours	32,132	16,066	8,033	8,033	8,033	8,033
600-699 PRS Hours	35,934	17,967	8,984	8,984	8,984	8,984
700-799 PRS Hours	39,289	19,645	9,823	9,823	9,823	9,823
800-899 PRS Hours	42,196	21,099	10,549	10,549	10,549	10,549
900+* Price per hour	45	23	11	11	11	11
Prepaid U.S. Onsite Visit T&E	\$2,376					

Note: Third tier support for more than one technology is additive. For example, a customer that has contracted for 120 Problem Resolution Support (PRS) hours and wants to add Third Tier support on three technologies, the cost would be calculated by adding \$16,902+\$8,451+\$4,226 for a total of \$29,579.

### Add-on Hours

<b>PREMIER SUPPORT SERVICE – Add-on hours</b>	<b>Price</b>
Support Account Management (SAM)	\$227
Support Assistance hours (SA)	\$232
Problem Resolution Support (PRS) hours	\$220
Designated Support Engineer (DSE) hours	\$259
Application Development Manager (ADM) hours	\$253
Rapid On Site Support (ROSS) Engineer	\$279
US National Support* – PRS hour	\$245
US National Support* – SA hour	\$245

\* US National Support - To maintain a strong focus on national security and when Microsoft has an explicit contractual obligation to US National (only) support, interaction with non-escalation technical support engineers will be limited to US Nationals for issues involving only: (1) Windows, (2) SQL, (3) SharePoint, (4) Exchange, (5) IIS, (6) MOM/SCOM, (7) SMS/SCCM, and (8) SharePoint Server. Other Microsoft products that can be supported with US National (only) may be available in the future. Products not available for US National (only) will be supported by our traditional PRS channels.

### Additional Premier Support Offerings

## Workshops

The goal of Workshops is to provide the Authorized User with proactive technical information to assist in the design, development or deployment of Microsoft technologies. Contractor can conduct instructor-led workshops that emphasize Microsoft technologies at Authorized User's facility or on location at Microsoft. If an Authorized User elects to have a Workshop conducted at Your facility, Contractor will provide the Authorized User with specifications for configuring its environment prior to the delivery of the Workshops. Workshops are individually scoped and priced depending upon the length, delivery location and material presented. Your Technical Account Manager (TAM) can provide a current list of available Workshops. If the Authorized User elects to have Microsoft provide the Workshop equipment, the charge for providing said equipment will be based upon the number and configuration of the PCs needed to conduct the workshop. This cost will be determined as part of the scoping conversations between the TAM and the Authorized User and shall not exceed \$400 per PC provided for the duration of the Workshop.

WorkshopPLUS - Training focuses on addressing customer pain points, not just product features. Advance topics on specific technologies.

- Includes hands-on, break-fix, interactive, virtual machine-based labs from real-world critical situations
- Put in place a stringent approval and evaluation of trainer candidates
- A higher level "Train-the-Trainer" course taught by certified engineers
- The technical depth was increased
- The quality of the labs has increased and has regular updates and revisions
- 5-day workshop only available in WorkshopPLUS

## Measurable Results

In cases where customers have had a Risk Assessment Program (RAP), the knowledge from a WorkshopPLUS enables the customers to better implement the RAP recommendations.

There are three types of workshop delivery:

- Open Enrollment – Open enrollment workshops are open to any Premier Support customer and the agenda is fixed typically delivered at Microsoft facility.
- On-Site – On-Site workshops are dedicated to one customer and the agenda can be modified to meet the customer's specific needs can be deliver at customer site or Microsoft facility.
- Remote – Remote workshops are dedicated to one customer and the agenda can be modified to meet the customer's specific needs, but they are deliver remotely.

## **WORKSHOP PRICING**

Delivery Type	Workshop				WorkshopPLUS				
	1 Day	2 Day	3 Day	4 Day	1 Day	2 Day	3 Day	4 Day	5 Day
Open Enrollment	\$1,325	\$1,757	\$2,585	\$3,329	\$2,070	\$2,575	\$3,080	\$3,826	\$4,465
Onsite (No HW)	\$9,866	\$14,098	\$17,682	\$21,482	\$18,638	\$22,924	\$27,204	\$32,381	\$37,385
Remote	\$9,166	\$13,248	\$16,682	\$20,332	\$17,938	\$22,074	\$26,204	\$31,231	\$36,535

Events

Contractor can provide broad and deep technical development-focused presentations, combined with hands-on labs that provide training and facilitate Authorized User's implementations of Microsoft technologies. These Events provide the opportunity to interact with Microsoft Product groups, Premier support development resources and marketing contacts. Authorized User's Services Resource can provide you with notification of scheduled Events. Events are individually scoped and priced depending upon the length, delivery location and material presented. Your Technical Account Manager (TAM) can provide a current list of available Events.

Risk Assessment

The Risk Assessment Programs provide proactive diagnosis and comprehensive troubleshooting of potential issues through in-depth analysis and identification of areas for remediation to enhance the health of your IT infrastructure. The Microsoft TAM will work with the Authorized User to jointly scope the appropriate tier for the Risk Assessment. The appropriate tier will be based upon environmental complexities such as number of servers, clustering, cores, and the distribution of technologies.

<b>RAAS (Risk Assessment as A Service)</b>	
Tier 1-3 – AD, EX, SQL, MOSS, Desktop, Cluster	\$10,300

RAP as a Service Plus for SharePoint Server is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your environment with an additional two days onsite focusing on education and remediation planning.

<b>RAAS + (Risk Assessment as A Service Plus)</b>	
Tier 1-3 – AD, EX, SQL, MOSS, Desktop, Cluster	1-Day - \$16,348
	2-Day - \$16,480
	3-Day - \$16,480

Dedicated Support Engineer

Please see the description in the Dedicated Support Engineer Exhibit

<b>DSE (Dedicated Support Engineer)</b>	
300 Hours	\$77,700
400 Hours	\$103,600
500 Hours	\$129,500

### Roles and Knowledge Management

The Microsoft Services Roles and Knowledge Management engagement will help customers optimize the planning, management, and execution of operations tasks. The purpose of the optimization is to improve the use of people and resources, lower risks in

IT operations, and improve the quality of the operations of the following IT services:

- Exchange Server
- SQL Server
- Windows Server
- Windows Server Active Directory
- SharePoint Server

RKM engagements are individually scoped and priced, the Microsoft TAM will work with the customer to jointly scope the appropriate tier for the RKM engagement. The appropriate tier will be based upon environmental complexities such as the number of people, the number of servers, clustering, cores, and the distribution of technologies.

<b>RKM (Roles and Knowledge Management) Engagement</b>	
<b>Tier 1</b>	<b>\$54,233</b>
<b>Tier 2</b>	<b>\$89,618</b>
<b>Tier 3</b>	<b>\$124,950</b>

### IT Service Map

The IT Service Map workshop helps IT and business unit groups define and evaluate Services for their organization. Service Mapping allows customers to identify dependencies, cross functional areas, and accountabilities. The IT Service Map processes and tools help define key roles and responsibilities in the IT infrastructure environment.

<b>IT Service Map</b>	
<b>Workshop</b>	<b>\$19,469</b>
<b>Workshop plus additional week</b>	<b>\$36,553</b>

### Microsoft Operations Framework

The MOF workshop is an instructor-led on-site workshop that introduces the Microsoft Operations Framework and delivers process knowledge that students can immediately use to help:

- Achieve greater availability, reliability, and security in mission-critical IT services
- Improve quality of service while reducing total cost of ownership
- Drive IT project planning to accomplish business goals and objectives

<b>MOF (Microsoft Operations Framework)</b>	
<b>Workshop</b>	<b>\$20,500</b>

### Operations Strategic Review

The Operations Strategic Review (OSR) develops a high-level roadmap for process improvement in support of IT's business-validated vision, strategy and project plans. This includes defining immediate actions to address pressing needs and scheduling longer term continuous improvements.

<b>OSR (Operations Strategic Review)</b>	
<b>Tier 1</b>	<b>\$16,270</b>

### Proactive Monitoring for Operations Manager

The Proactive Monitoring for Microsoft Systems Center Operations Manager (PMOM) solution is designed to help IT groups using Systems Center Operations Manager to identify, classify, and act appropriately on server alerts. PMOM engagements are individually scoped and priced, the Microsoft TAM will work with the customer to jointly scope the appropriate tier for the PMOM engagement. The appropriate tier will be based upon environmental complexities such as number of servers, clustering, cores, and the distribution of technologies.

<b>PMOM (Proactive Monitoring for Operations Manager)</b>	
<b>Tier 1</b>	<b>\$78,854</b>
<b>Tier 2</b>	<b>\$94,148</b>
<b>Tier 3</b>	<b>\$109,441</b>

### Services Catalog Design

During the engagement, the foundational aspects of producing a service catalog are covered. After establishing a baseline of knowledge and defining some of your core services, working sessions are conducted to begin building out the service catalog. In these working sessions, you will learn how to engage the right people. You will also gather information for the service catalog that is relevant to your organization. Service catalog information is then entered into a basic SharePoint template (optional) or into a final deliverable document.

Proper management of the service catalog is essential to its success and, thus, is covered in-depth following the working sessions. At the completion of the engagement, you will be ready to finish building out the service catalog, manage it effectively, and customize it for your organization going forward.

<b>SCD (Services Catalog Design)</b>	
<b>Tier 1</b>	<b>\$19,469</b>

### Service Management Assessment

The Service Management Assessment (SMA) helps organizations identify and qualify service improvement projects that will contribute to business value.

- Helps organizations select, deselect, and prioritize justifiable improvements.
- Provides documented remediation for action with built-in progress checkpoints.
- Provides specific guidance for improvement with specific challenges in an environment.

<b>SMA (Service Management Assessment)</b>	
<b>Tier 1</b>	<b>\$18,276</b>
<b>Tier 2</b>	<b>\$53,636</b>
<b>Tier 3</b>	<b>\$106,974</b>

### Software Update Management

The Software Update Management (SUM) engagement provides customers with Microsoft best practices and specific recommendations to help them improve the Software Update Management process. By streamlining your Software Update Management cycle, this process is designed to help your IT team improve business operations and decrease incidents while quickly and efficiently deploying software updates.

<b>SUM (Software Update Management)</b>	
<b>Scope</b>	<b>\$18,873</b>
<b>Build</b>	<b>\$18,873</b>
<b>Optimize</b>	<b>\$18,873</b>

### Cybersecurity Architecture and Planning (CAP) Workshop

Please see the Exhibit for a description of the offering

<b>CAP (Cybersecurity Architecture and Planning)</b>	
<b>10 Day Workshop</b>	<b>\$75,000</b>

### Premier Persistent Adversary & Detection (PAD) Workshop

Please see the Exhibit for a description of the offering

<b>PAD (Persistent Adversary &amp; Detection)</b>	
<b>5 Day Workshop</b>	<b>\$110,000</b>

### Cybersecurity Threat Modeling Analysis (CTMA)

<b>CTMA (Cybersecurity Threat Modeling analysis)</b>	
<b>5 Day Workshop (Off site)</b>	<b>\$20,000</b>