Appendix C Pricing Index

DIR Contract Number DIR-TSO-2724

Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

Amazon Web Services (AWS) is a comprehensive cloud services platform that offers compute power, storage, content delivery, and growing list of remote computing and web services that organizations can use to deploy applications and services cost-effectively — with pay as you go flexibility, scalability, and reliability.

AWS is located in 4+ geographical "regions" in continental United States: US East (northern Virginia), U.S. West (northern California), U.S. West (Oregon), and GovCloud. Each Region has multiple "Availability Zones", which are distinct data centers providing AWS services. Availability Zones are isolated from each other to prevent outages from spreading between Zones. Several services operate across Availability Zones (e.g., S3, DynamoDB) while others can be configured to replicate across Zones to spread demand and avoid downtime from failures.

Amazon Web Services (AWS) – All Services in all US Regions & GovCloud All AWS order must be purchased with Avosys Premium Support Package	
Service	**Customer Discount (includes DIR Admin Fee)**
Amazon Web Services – US Regions	
Amazon Web Services (AWS) – All US Regions Must be purchased with Avosys Support for AWS	1.5% off AWS Published MSRP
AWS GovCloud – All Services	
AWS GovCloud (US) is an isolated AWS Region designed to allow US government agencies and customers to move sensitive workloads into the cloud by addressing their specific regulatory and compliance requirements. The AWS GovCloud (US) framework adheres to U.S. International Traffic in Arms Regulations (ITAR) regulations as well as the Federal Risk and Authorization Management Program (FedRAMP^{SM}) requirements. Must be purchased with Avosys Support for AWS	1.5% off AWS Published MSRP

Avosys Support for AWS	
Avosys Premium Support Package Must be purchased with all Amazon AWS orders	15% of total AWS spend (applied to pre-discounted AWS spend)

Avosys Technology Premium Support Package for Amazon Web Services

Avosys premium support package for AWS leverages Avosys' Cloud Technical Services, Cloud Architecture, Avosys PaaS services, Avosys ManagedCube offerings, and Cloud implementation experience in combination with Amazon's AWS Support (Business) to provide a comprehensive support package to our Government clients. This holistic approach to support is tailored to meet the needs of our Cloud customers.

- Level 1 Help Desk Support – Provide basic support for general questions related to the cloud interface, cloud availability, and cloud billing. Available from 8AM to 5PM CST, Monday through Friday, excluding Weekends and Holidays.

- Access to Avosys Cloud Support Portal – Support documentation, Guides, Vendor management portals and ticketing system, FAQs, Forums, Wikis, Demos and tutorials.

- For technical issues related directly to the underlying Amazon AWS platform, Avosys Premium Support Package includes access to Amazon's AWS Standard Business level technical support. Avosys has reach back authorization and access for AWS cloud architects and engineering when needed.

- All orders placed with Avosys for Amazon web services are required to include the Avosys Premium Support Package for AWS. Once an order is placed with Avosys for AWS services (including GovCloud), access will be provided to the Ordering Activity for the AWS offerings and they are then authorized to add/delete/turn on/turn off services as desired. The Ordering Activity will be billed for actual usage, based on the then current AWS Published MSRP prices, for the services activated for the billing period.

- Avosys Premium Support pricing will be applied to the pre-discounted order total.

In addition to Premier Support Package for AWS, Avosys provides Cloud Technical Services support packages for enhanced technical assistance including, Architecture, Proof of concepts, Engineering, Deployment, Security, Project Management and on-going Management and Operational technical support services for its Cloud Infrastructure (IaaS), Cloud Platform (PaaS) and Avosys Platform (PaaS) Services.

Avosys Platform as a Service (PaaS)

Avosys Platform as a Services is a collection of Managed Platform Software Solutions, including Managed Hosting, Managed IT Services and related Technical Services (collectively, "ManagedCube" Services) built on top of inter-connected, highly available computing, storage, networking, security and bandwidth components of leading IaaS, PaaS cloud service providers, such as Amazon Web Services, Microsoft Windows Azure and partnered data centers. Microsoft Azure must be purchased through an authorized Microsoft reseller.

Avosys Platform as a Services All Avosys PaaS orders must be purchased with Avosys Cloud Technical Support Package	
Service	**Customer Discount (includes DIR Admin Fee)**
ManagedCube Platform at Amazon Web Services	
Managed Cloud Servers Managed Cloud Storage Managed Cloud Backup Managed Cloud Desktops Managed Cloud Databases Managed Cloud Security: Firewall, VPN, Gateways Managed Cloud Availability:Load Balancers, Monitoring Managed Cloud DR: Replication, Archive, Zones, Regions Managed Cloud Networks:Private,Public,Hybrid,Dedicated	10% off MSRP
ManagedCube Platform at Microsoft Azure Services	
Managed Cloud Servers Managed Cloud Storage Managed Cloud Backup Managed Cloud Desktops Managed Cloud Databases Managed Cloud Security: Firewall, VPN, Gateways Managed Cloud Availability:Load Balancers, Monitoring Managed Cloud DR: Replication, Archive, Zones, Regions Managed Cloud Networks:Private,Public,Hybrid,Dedicated	10% off MSRP
ManagedCube Platform at Texas Data Centers - Powered by 100% Green Energy	
Managed Servers Managed Storage Managed Backup Managed Desktops Managed Databases	10% off MSRP

Managed Hardware Internet Data Facility-Colocation Managed Bandwidth, IP, VLAN, Switches Managed Security: Firewall, VPN, Gateways Managed Availability:Load Balancers, Monitoring Managed DR: Replication, Archive, Zones, Regions Managed Networks: Private, Public, Hybrid, Dedicated	
ManagedCube Platform: Managed Application Packs - Dedicated Servers	
Managed MS Active Directory* Managed MS Exchange Server Managed MS Sharepoint Server Managed MS SQL Database Server Managed MS Remote Desktop Gateway Services Managed MS Remote Desktop Application Services Managed MS Desktop Session / Terminal Services Managed MS System Center Suite Services Managed Web App Server Managed Citrix XenApp Server Managed Citrix XenDesktop Server *Note: MS Active Directory cannot be purchased as standalone software as part of this contract. It can only be purchased with IaaS and PaaS services.	5% off MSRP
ManagedCube Platform: Managed Multi-Tenant Cloud Platform Services	

Directory & Networking Services:
   Active Directory, Group Policies, LDAP, DHCP, DNS
Remote Access Gateway Services:
  MS RDP-GW, VPN, SSL-VPN
Identity & Access Services:
   Single Sign on, 2-Factor Authentication, AAA
Managed IT Services:
   Monitoring, Backup, Antivirus, Patch Management
Data Encryption at Rest Services
Security, Audit & Compliance Support Services
Certificate Key Management Services: SSL, PKI
High Availability Services:
   DR, Replication, Zones, Regions
Scalability Services:
   Load Balancers, On-Demand scaling
	5% off MSRP

ManagedCube Platform: Microsoft Subscriptions and Workload Solutions	
Microsoft Subscription Software for Avosys PaaS and Customer Workload Solutions Microsoft Sharepoint Standard SAL	6% of MSRP

Microsoft Sharepoint Enterprise SAL Microsoft SQL Server Workgroup SAL Microsoft SQL Server Standard SAL Microsoft SQL Server Enterprise SAL Microsoft Windows Remote Desktop Services (TS) SAL Microsoft Windows Server Standard SAL Microsoft Windows Server Enterprise SAL	
ManagedCube Platform: SafeNet Inc. Subscriptions and Workload Solutions	
SafeNet Inc is a leading provider of cloud authentication, data protection and data modernization solutions for organizations to control risk, manage security and maintain compliance across on-premise and cloud integrated workload solutions. **Data Protection:** Multi-Factor Authentication: eToken, iKey USB, MobilePASS, SmartCard, SafeWord, GoldOTP Enterprise Solution Packs SafeNet Authentication Client SafeNet Authentication Manager **Data Encryption & Control:** Data Secure, KeySecure, ProtectApp, ProtectDB, ProtectFile, ProtectV, StorageSecure, Tokenization Manager **Trusted Authentication:** Certificate-based PKI Smart Cards Certificate-based PKI USB Authenticators Hybrid Authenticators Software Authenticators Smart Card Security Applications **Software Rights Management:** Sentinial Products and Suites	5% off MSRP
SafeNet One year of Plus maintenance service SafeNet Technical Services	2% off MSRP
ManagedCube Platform: Xceedium Subscriptions and Workload Solutions	
Xceedium is a leading provider of privileged identity management solutions for private, public or hybrid cloud integrated enterprises enabling customers to implement role based access control, policy management, monitoring	5% off MSRP

and recording privileged user sessions to assist organizations for compliance with security and privacy mandates such as PCI DSS, FISMA, HIPAA, NERC CIP. Xsuite for AWS (Amazon Machine Image) Xsuite for AWS HA (AMI) Xceedium Xnode(GateKeeper+Password Auth) Licenses Xceedium Xsuite AWS Mgmt. Console Users License Xsuite Special Starter Suite for AWS – Classic (Includes Xsuite for AWS AMI + 5 AWS Management Console users + 25 Xnode Licenses)	
Xceedium Premium Maintenance and Support (24 x 7) Xceedium Technical Services (1day)	2% off MSRP
ManagedCube Platform: SecureAuth Subscriptions and Workload Solutions	
SecureAuth provides cloud integrated solutions enabling customers to enforce and combine Single Sign-on with native 2-Factor Access control across cloud integrated platforms and web applications; accessed from desktops or mobile devices; assisting organizations to meet complex regulatory requirements while minimizing risk, increasing productivity and reducing management costs. SecureAuth Virtual Appliance - One (1) year right to use subscription license includes (1) Maintenance (2) Software Upgrade (3) Customer Support SecureAuth Standard Hardware Appliance - One (1) year right to use subscription license includes (1) Maintenance (2) Software Upgrade (3) Customer Support SecureAuth High Availability Hardware Appliance - One (1) year right to use subscription license includes (1) Maintenance (2) Software Upgrade (3) Customer Support SecureAuth Load Capacity Per Year - One (1) External infrequent user subscription license includes (1)Software maintenance (2) Software Upgrade (3) Customer Support	10% off MSRP
SecureAuth User Licenses A-1 Packs: Discreet users per year - One (1) year right to use subscription license for registered applications, includes (1)Software maintenance (2) Software Upgrade (3) Customer Support (4) 1-5 Applications	

SecureAuth User Licenses B-1 Packs: Discreet users per year - One (1) year right to use subscription license for registered applications, includes (1)Software maintenance (2) Software Upgrade (3) Customer Support (4) 6-10 Applications SecureAuth User Licenses C-1 Packs: Discreet users per year - One (1) year right to use subscription license for registered applications, includes (1)Software maintenance (2) Software Upgrade (3) Customer Support (4) 11-20 Applications SecureAuth User Licenses D-1 Packs: Discreet users License per year - One (1) year right to use subscription license for registered applications, includes (1)Software maintenance (2) Software Upgrade (3) Customer Support (4) Unlimited Applications	10% off MSRP
SecureAuth Technical Services	5% off MSRP

Training, Setup, Support and Technical Services

Avosys Technology offers Architecture, Proof of Concepts, Engineering, Deployment, Security, Project Management and on-going Management and Operational technical support services for its Cloud Infrastructure (IaaS), Cloud Platform (PaaS) and Avosys Platform (PaaS) Services. Setup and Migration services are offered at a discounted hourly rate or as a discounted solution bundle.

Tier 1 Helpdesk support is available for Avosys PaaS services at no additional charge. For enhanced services, cloud technical support retainer packages are available for Cloud IaaS, Cloud PaaS and Avosys PaaS Services. Cloud Technical Services may be purchased with or without IaaS or PaaS Cloud Service offerings. Support Retainers are offered at up to 10 percent discount off MSRP. For IT and Cloud technical services requiring dedicated full time personnel staffed at government site, Cloud Technical Services Labor Categories are available at discounted price.

Avosys Training, Setup, Support and Technical Services	
Service	**Customer Discount (includes DIR Admin Fee)**
Setup, Training and Helpdesk	
Training: Online Webinar providing orientation to DIR Contract Services Options, Comparisons, Cloud Trends	Included at no cost

Avosys PaaS Tier 1 Helpdesk: Provide basic support for general questions related to the cloud interface, cloud availability, and cloud billing.	Included at no cost
Account Setup for Avosys PaaS – Avosys Managed Workload w/Remote Access to Cloud Solution	$95.00/hr or 10% off MSRP for Solution Bundle
Account Setup for Cloud IaaS and Cloud PaaS - Customer Dedicated Account w/ Cloud vendor Dashboard orientation	$95.00/hr or 10% off MSRP for Solution Bundle
Customized Cloud Solution Setup and Migration	$125.00/hr or 10% off MSRP for Solution Bundle
ManagedCube Cloud Technical Support – Avosys PaaS Must be purchased with Avosys PaaS for Avosys Managed Workloads	
ManagedCube Support Retainer: 8x5 (up to 25hrs/mo)	10% off MSRP
ManagedCube Support Retainer: 8x5 s(up to 100hrs/qtr)	10% off MSRP
ManagedCube Support Retainer: 8x5 (up to 200hrs/6mo)	10% off MSRP
ManagedCube Support Retainer: 8x5 (up to 300rs/yr)	10% off MSRP
Cloud Technical Support	
Support Retainer: 8x5 (up to 25hrs/mo)	5% off MSRP
Support Retainer: 8x5 (up to 100hrs/qtr)	5% off MSRP
Support Retainer: 8x5 (up to 200hrs/6mo)	5% off MSRP
Support Retainer: 8x5 (up to 300rs/yr)	5% off MSRP
Cloud Technical Services – Labor Categories	
Helpdesk - Systems Monitoring & Health Check	$74.00/hr
Helpdesk - Client Deployments & Migration Assistance	$84.00/hr
Cloud Account Executive & Business Analyst	$88.00/hr
Cloud Administration & Operations	$94.00/hr
Cloud Configuration Specialist	$88.00/hr
Cloud Deployment & Migrations	$124.00/hr
Cloud Information Assurance Analyst	$88.00/hr
Cloud Security Administrator	$118.00/hr
Cloud Security Engineer	$144.00/hr

Cloud Strategy & Solution Design	$148.00/hr
Compute & Networking Administrator	$88.00/hr
Compute & Networking Engineer	$114.00/hr
Storage & Content Delivery Administrator	$124.00/hr
Storage & Content Delivery Engineer	$144.00/hr
App Services & Software Developer	$88.00/hr
App Services & Software Engineer	$108.00/hr
PaaS Application Administrator	$88.00/hr
PaaS Application Engineer	$118.00/hr
Database Administrator	$108.00/hr
Database Engineer	$128.00/hr
Project Lead	$118.00/hr
Project Manager	$144.00/hr
SME – Application Services	$144.00/hr
SME – Compute & Networking	$144.00/hr
SME – Storage & Content Delivery	$168.00/hr
SME – Database & Data warehouse	$168.00/hr
SME – Availability & Scalability Services	$188.00/hr
SME – Replication & Disaster Recovery Services	$188.00/hr
SME – Compliance & Governance	$224.00/hr
Cloud Enterprise Systems Architect	$224.00/hr
Cloud Enterprise Solutions Architect	$248.00/hr