

Appendix E NYS Net Price List

Premier Support Services

PREMIER STANDARD 12-month contract term			
PREMIER SERVICE	Standard 0	Standard 1	Standard 2
Support Acct. Management (SAM)	120	240	360
Support Assistance Hours (SA)	40	80	140
Problem Resolution Support Hours (PRS)	120	160	200
Package Price	\$67,960.00	\$116,880.00	\$170,800.00

PREMIER PLUS 12-month contract term			
PREMIER SERVICE	Plus 0	Plus 1	Plus 2
Support Acct. Management (SAM)	300	600	1200
Support Assistance Hours (SA)	100	200	400
Problem Resolution Support Hours (PRS)	200	300	400
Package Price	\$146,100.00	\$268,400.00	\$489,200.00

PREMIER SUPPORT FOR DEVELOPERS (PSFD) 12-month contract term			
PREMIER SERVICE	PSFD 0	PSFD 1	PSFD 2
Application Development Mgmt. (ADM)	300	600	1200
Support Assistance Hours (SA)	200	400	800
Problem Resolution Support Hours (PRS)	100	200	300
Package Price	\$156,000.00	\$312,000.00	\$600,200.00

Third Tier Support

Third Tier Support	Tech 1	Tech 2	Tech 3	Tech 4	Tech 5	Tech 6
0-119 PRS Hours	13,744	6,872	3,436	3,436	3,436	3,436
120-199 PRS Hours	18,341	9,171	4,586	4,586	4,586	4,586
200-299 PRS Hours	19,581	9,791	4,896	4,896	4,896	4,896
300-399 PRS Hours	25,162	12,581	6,290	6,290	6,290	6,290
400-499 PRS Hours	30,257	15,129	7,565	7,565	7,565	7,565
500-599 PRS Hours	34,869	17,435	8,718	8,718	8,718	8,718
600-699 PRS Hours	38,994	19,497	9,749	9,749	9,749	9,749
700-799 PRS Hours	42,635	21,318	10,659	10,659	10,659	10,659
800-899 PRS Hours	45,790	22,896	11,448	11,448	11,448	11,448
900+* Price per hour	48	25	12	12	12	12
Prepaid U.S. Onsite Visit T&E	\$2,494					

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 \$18,341 + 9,171 + \$4,586 for a total of \$32,098.

\*900+ Hours: Apply 800-899 fee, plus the fee in 900+ for each additional hour.

**Add-on Hours**

<b>PREMIER SUPPORT SERVICE Add-on hours</b>	<b>Price</b>
<b>Support Account Management (SAM)</b>	\$245.00
<b>Support Assistance hours (SA)</b>	\$250.00
<b>Problem Resolution Support (PRS) hours</b>	\$238.00
<b>Designated Support Engineer (DSE) hours</b>	\$280.00
<b>Application Development Manager (ADM) hours</b>	\$274.00
<b>US National Support PRS hour</b>	\$264.00
<b>US National Support SA hour</b>	\$264.00

Rapid On Site Support (ROSS) Engineer:

<b>SKU</b>	<b>Onsite Days</b>	<b>Price</b>
<b>Custom Proactive Onsite</b>	1	\$3,088
<b>Custom Proactive Onsite</b>	2	\$6,180
<b>Custom Proactive Onsite</b>	3	\$8,652
<b>Custom Proactive Onsite</b>	4	\$11,085
<b>Custom Proactive Onsite</b>	5	\$13,589
<b>Custom Proactive Remote</b>	1	\$2,568
-	< 4 Hrs Onsite	Hourly (@ SA rate)

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.

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.

#### WORKSHOP PRICING

Deliver Type	Workshop				WorkshopPLUS		
	1 Day	2 Day	3 Day	4 Day	3 Day	4 Day	5 Day
<b>Open Enrollment</b>	1,433	1,901	2,798	3,602	3,334	4,142	4,830
<b>Onsite (No HW)</b>	7,523	12,101	15,976	20,087	26,271	31,873	37,244

#### 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	\$11,130

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	2-Day - \$17,850

Dedicated Support Engineer

Please see the description in the Dedicated Support Engineer Exhibit

<b>DSE (Dedicated Support Engineer)</b>	
300 Hours	\$84,000
400 Hours	\$112,000
500 Hours	\$140,000

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>	
Tier 1	\$36,750
Tier 2	\$55,125
Tier 3	\$73,500

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>2 Week Engagement</b>	\$36,750

#### 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>	\$21,672

#### 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>	\$27,178
<b>Tier 2</b>	\$40,767
<b>Tier 3</b>	\$54,356