

**Appendix C**  
**RFP 2011-05**  
**Avaya Network Equipment & Services**

<b>Product Category</b>	<b>Delivery Lead Time (In Days ARO)</b>	<b>Spend (Per order)</b>	<b>State Discount % (Off Publically Available Price List)</b>	<b>Academic Discount % (Off Publically Available Price List)</b>
<b>Switches</b>		\$0-\$100,000	<b>35</b>	<b>35</b>
<b>Avaya Manufactured</b>		\$100,001- \$250,000	<b>35</b>	<b>35</b>
		\$250,001- \$375,000	<b>35</b>	<b>35</b>
		\$375,001- \$500,000	<b>35</b>	<b>35</b>
		\$500,001- Plus	<b>35</b>	<b>35</b>
<b>Routers</b>		\$0-\$100,000	<b>35</b>	<b>35</b>
<b>Avaya Manufactured</b>		\$100,001- \$250,000	<b>35</b>	<b>35</b>
		\$250,001- \$375,000	<b>35</b>	<b>35</b>
		\$375,001- \$500,000	<b>35</b>	<b>35</b>
		\$500,001- Plus	<b>35</b>	<b>35</b>
<b>Security (Firewalls)</b>		\$0-\$100,000	<b>35</b>	<b>35</b>
<b>Avaya Manufactured</b>		\$100,001- \$250,000	<b>35</b>	<b>35</b>
		\$250,001- \$375,000	<b>35</b>	<b>35</b>
		\$375,001- \$500,000	<b>35</b>	<b>35</b>
		\$500,001- Plus	<b>35</b>	<b>35</b>
<b>Wireless</b>		\$0-\$100,000	<b>35</b>	<b>35</b>
<b>Avaya Manufactured</b>		\$100,001- \$250,000	<b>35</b>	<b>35</b>
		\$250,001- \$375,000	<b>35</b>	<b>35</b>
		\$375,001- \$500,000	<b>35</b>	<b>35</b>
		\$500,001- Plus	<b>35</b>	<b>35</b>
<b>Maintenance</b>		\$0-\$100,000	<b>15</b>	<b>15</b>
		\$100,001- \$250,000	<b>15</b>	<b>15</b>
		\$250,001- \$375,000	<b>15</b>	<b>15</b>
		\$375,001- \$500,000	<b>15</b>	<b>15</b>
		\$500,001- Plus	<b>15</b>	<b>15</b>
<b>OEM and 3rd Party</b>		\$0-\$100,000	<b>0</b>	<b>0</b>
<b>Solutions</b>		\$100,001- \$250,000	<b>0</b>	<b>0</b>
<i>(Supplier may add additional categories)</i>		\$250,001- \$375,000	<b>0</b>	<b>0</b>
		\$375,001- \$500,000	<b>0</b>	<b>0</b>
		\$500,001- Plus	<b>0</b>	<b>0</b>
<b>Voice Products</b>		\$0-\$100,000	<b>30</b>	<b>30</b>
<b>Avaya Manufactured</b>		\$100,001- \$250,000	<b>30</b>	<b>30</b>
		\$250,001- \$375,000	<b>30</b>	<b>30</b>
		\$375,001- \$500,000	<b>30</b>	<b>30</b>
		\$500,001- Plus	<b>30</b>	<b>30</b>

\*Supplier is to provide the URL to the publicly available pricelist. (Pricelist is currently available on eVA Web site)

\*Delivery Terms: F.O.B. Destination

**Appendix C**  
**RFP 2011-05**  
**Network Equipment & Services**

<b>Service Description</b>	<b>Hourly Rate</b> <i>(Normal business hours- 8am to 5pm)</i>	<b>Hourly Rate</b> <i>(After normal business hours)</i>
<b>Avaya Network Equipment Services</b>		
Network equipment architecture and design services	300	450
Equipment initial installation/configuration services	214	321
Equipment update/upgrade services	214	321
Equipment repair services	214	321
Technical support services <i>(Standard)</i>	214	321
Technical support services <i>(Premium)</i>	300	450
Engineering services <i>(Standard)</i>	214	321
Engineering services <i>(Premium)</i>	300	450
Training	230	345
<b>Avaya Voice Equipment Services</b>		
Remote Maintenance support for customers with a Full Support Service Agreement	360	360
Remote Maintenance support for customers without a Service Agreement	600	600
Remote and Onsite Backbone/RSE Engineer support	500	500
Onsite Maintenance for customers with a Full Support Service Agreement.	200	200
Onsite Maintenance for customers without a service agreement.	600	600
Onsite Maintenance for customers with a Remote Plus Advanved Parts Replacement Service Agreement.	400	400

*\*The rates indicated in the hourly rate columns are a "not-to-exceed" price.*

*\*Supplier shall provide specifications for Standard and Premium services listed above.*

<b>Short Desc</b>	<b>MSRP</b>	<b>Order Code</b>
Data Engineer Hourly	214	N0074993
Data Consultant Hourly	300	N0074994
Voice Engineer Hourly	225	N0074995
Convergence architect Hourly	300	N0074996
Data Architect Hourly	300	N0080425
End User Training Fxd Pr	230	N0186248