

Appendix C (Avaya)
RFP 2011-05
Avaya - Network Equipment & Services



Product Category	Delivery Lead Time (In Days ARO)	Spend (Per order)	State Discount % (Off Publically Available Price List)	Academic Discount % (Off Publically Available Price List)
Switches	Ground Shipping Included (2 Day Average)	\$0-\$100,000	37%	37%
		\$100,001- \$250,000	37%	37%
		\$100,001- \$250,000	37%	37%
		\$250,001- \$375,000	37%	37%
		\$375,001- \$500,000	38%	38%
		\$500,001- Plus	40%	40%
Routers	Ground Shipping Included (2 Day Average)	\$0-\$100,000	37%	37%
		\$100,001- \$250,000	37%	37%
		\$250,001- \$375,000	37%	37%
		\$375,001- \$500,000	38%	38%
		\$500,001- Plus	40%	40%
Security (Firewalls)	Ground Shipping Included (2 Day Average)	\$0-\$100,000	37%	37%
		\$100,001- \$250,000	37%	37%
		\$250,001- \$375,000	37%	37%
		\$375,001- \$500,000	38%	38%
		\$500,001- Plus	40%	40%
Wireless	Ground Shipping Included (2 Day Average)	\$0-\$100,000	5%	5%
		\$100,001- \$250,000	5%	5%
		\$250,001- \$375,000	5%	5%
		\$375,001- \$500,000	6%	6%
		\$500,001- Plus	8%	8%
Maintenance	Ground Shipping Included (2 Day Average)	\$0-\$100,000	5%	5%
		\$100,001- \$250,000	5%	5%
		\$250,001- \$375,000	5%	5%
		\$375,001- \$500,000	6%	6%
		\$500,001- Plus	8%	8%

*Supplier is to provide the URL to the publicly available pricelist.

<http://www.carouselindustries.com/services/government/federal-government/>

*Delivery Terms : F.O.B. Destination

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Service Description	Hourly Rate	Hourly Rate
	<i>(Normal business hours- 8am to 5pm)</i>	<i>(After normal business hours)</i>
Network equipment architecture and design services	170	220
Equipment initial installation/configuration services	215	280
Equipment update/upgrade services	215	280
Equipment repair services	215	280
Technical support services <i>(Standard)</i>	215	280
Technical support services <i>(Premium)</i>	245	320
Engineering services <i>(Standard)</i>	215	280
Engineering services <i>(Premium)</i>	245	320
Training	170	220
Other Applicable Services <i>(Supplier may fill in additional services)</i>		

**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.*