

# **Exhibit B**

## **Pricing**

**Exhibit B**  
**Product Discounts**  
**Cisco**

<b>Product Category</b>	<b>Delivery Lead Time (In Days ARO)</b>	<b>Spend (Per order)</b>	<b>State Discount % (Off Publicly Available Price List)</b>	<b>Academic Discount % (Off Publicly Available Price List) Higher Education Only</b>
<b>Switches</b>	<b>21 Days ARO</b>	\$0-\$50,000	<b>42.50%</b>	<b>42.50%</b>
		\$50,001- \$100,000	<b>42.50%</b>	<b>42.50%</b>
		\$100,001- \$200,000	<b>44.50%</b>	<b>44.50%</b>
		\$200,001- \$300,000	<b>45.50%</b>	<b>45.50%</b>
		\$300,001- \$500,000	<b>49.50%</b>	<b>49.50%</b>
		\$500,001- Plus	<b>49.50%</b>	<b>49.50%</b>
<b>Routers</b>	<b>21 Days ARO</b>	\$0-\$50,000	<b>42.50%</b>	<b>42.50%</b>
		\$50,001- \$100,000	<b>42.50%</b>	<b>42.50%</b>
		\$100,001- \$200,000	<b>44.50%</b>	<b>44.50%</b>
		\$200,001- \$300,000	<b>45.50%</b>	<b>45.50%</b>
		\$300,001- \$500,000	<b>49.50%</b>	<b>49.50%</b>
		\$500,001- Plus	<b>49.50%</b>	<b>49.50%</b>
<b>Security (Firewalls)</b>	<b>21 Days ARO</b>	\$0-\$50,000	<b>42.50%</b>	<b>42.50%</b>
		\$50,001- \$100,000	<b>42.50%</b>	<b>42.50%</b>
		\$100,001- \$200,000	<b>44.50%</b>	<b>44.50%</b>
		\$200,001- \$300,000	<b>45.50%</b>	<b>45.50%</b>
		\$300,001- \$500,000	<b>49.50%</b>	<b>49.50%</b>
		\$500,001- Plus	<b>49.50%</b>	<b>49.50%</b>
<b>Wireless</b>	<b>21 Days ARO</b>	\$0-\$50,000	<b>42.50%</b>	<b>42.50%</b>
		\$50,001- \$100,000	<b>42.50%</b>	<b>42.50%</b>
		\$100,001- \$200,000	<b>44.50%</b>	<b>44.50%</b>
		\$200,001- \$300,000	<b>44.50%</b>	<b>44.50%</b>
		\$300,001- \$500,000	<b>45.50%</b>	<b>45.50%</b>
		\$500,001- Plus	<b>45.50%</b>	<b>45.50%</b>
<b>Maintenance</b>		\$0-\$50,000	<b>18.00%</b>	<b>32.50%</b>
		\$50,001- \$100,000	<b>18.00%</b>	<b>32.50%</b>
		\$100,001- \$200,000	<b>19.00%</b>	<b>33.50%</b>
		\$200,001- \$300,000	<b>20.00%</b>	<b>34.50%</b>
		\$300,001- \$500,000	<b>21.00%</b>	<b>35.50%</b>
		\$500,001- Plus	<b>22.00%</b>	<b>36.00%</b>
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>	<b>21 Days ARO</b>	\$0-\$50,000	<b>38.90%</b>	<b>38.90%</b>
		\$50,001- \$100,000	<b>38.90%</b>	<b>38.90%</b>
		\$100,001- \$200,000	<b>39.90%</b>	<b>39.90%</b>
		\$200,001- \$300,000	<b>39.90%</b>	<b>39.90%</b>
		\$300,001- \$500,000	<b>40.90%</b>	<b>40.90%</b>
		\$500,001- Plus	<b>41.90%</b>	<b>41.90%</b>

\*Supplier is to enter the discount % for each Product Category in both Discount Columns.

\* If unable to offer Academic discount % please insert State discount % in the Academic Discount % Column.

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

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

**RFP 2016-06**  
**Appendix C**  
**Service Rates**

<b>Service Description</b>	<b>Hourly Rate</b> <i>(Normal business hours)</i>	<b>Hourly Rate</b> <i>(After normal business hours)</i>
Network architecture, analysis and design services	<b>200</b>	<b>250</b>
Equipment installation/configuration services	<b>100</b>	<b>150</b>
Equipment update/upgrade services	<b>100</b>	<b>150</b>
Equipment repair services	<b>100</b>	<b>150</b>
Technical support services <i>(Standard)</i>	<b>75</b>	<b>100</b>
Technical support services <i>(Premium)</i>	<b>100</b>	<b>125</b>
Engineering services <i>(Standard)</i>	<b>125</b>	<b>175</b>
Engineering services <i>(Premium)</i>	<b>200</b>	<b>250</b>
Training	<b>175</b>	<b>200</b>
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.*

## Managed Internal Connections Network Services

Managed Services	Description
<p>Please provide a description of the managed internal connections network services, including the specific equipment supported; for example list the network equipment brands and product families that your organization manages.</p>	<p><b>IT Solutions and Systems Supported by DSI with an SLA</b></p> <ol style="list-style-type: none"> <li><b>1. Unified Communications Systems</b> <ol style="list-style-type: none"> <li><b>a. Cisco Unified Communications Hardware and Applications</b></li> <li><b>b. Cisco compatible third party Unified Communications Applications</b></li> <li><b>c. Cisco Jabber Collaboration</b></li> <li><b>d. Cisco Video Conferencing</b></li> <li><b>e. Cisco WebEx</b></li> </ol> </li> <li><b>2. Enterprise and Datacenter networking</b> <ol style="list-style-type: none"> <li><b>a. Wide Area Networks</b></li> <li><b>b. Cisco Catalyst and Cisco Meraki Switching</b></li> <li><b>c. Cisco Nexus and MDS Switching</b></li> <li><b>d. Cisco Wireless and Cisco Meraki Wireless Local Area Networks</b></li> </ol> </li> <li><b>3. Network Security</b> <ol style="list-style-type: none"> <li><b>a. Cisco ASA Firewalls</b></li> <li><b>b. Cisco Sourcefire/FirePOWER Firewall and Intrusion Prevention Systems</b></li> <li><b>c. Cisco Meraki Next Generation Firewalls</b></li> <li><b>d. Cisco Identity Service Engine</b></li> <li><b>e. Cisco Meraki Mobile Device Management</b></li> </ol> </li> <li><b>4. Converged Computing Architecture</b> <ol style="list-style-type: none"> <li><b>a. Cisco UCS Server Systems</b></li> <li><b>b. NetApp Storage Systems</b></li> <li><b>c. VMware, Hyper-V, KVM hypervisors</b></li> <li><b>d. Backup and Disaster Recovery systems</b></li> </ol> </li> </ol> <p><input type="checkbox"/></p>

<p>Please provide a description of your organization's network operations center, general location, staff size, hours of operation, and other characteristics necessary to differentiate your service from other K-12 managed internal connections network service providers.</p>	<p><b>DSI's Support Agreements provides service above and beyond manufacturers' standard technical support capabilities.</b>  <b>Included with:</b></p> <ul style="list-style-type: none"> <li>• <b>Support from the DSI Network Operations Center (NOC). Locally staffed (24x7x365).</b></li> <li>• <b>Service Level Agreement based Queue Prioritization (1, 2, 4 &amp; 12-hour response-times)</b></li> </ul>
	<p><b>DSI Proactive Support includes the following additions:</b></p> <ol style="list-style-type: none"> <li><b>1. Service Level Agreement (SLA) – 24x7x365, 1 hour urgent, 4 hour routine, scheduled.</b></li> <li><b>2. Support -</b> <ol style="list-style-type: none"> <li><b>a. Proactive support – DSI will monitor system and start working issues when alerted by customer-provided Network Management System (NMS). An Alert generates a Support Ticket.</b></li> <li><b>b. Support Tickets opened by customer via phone (P1 &amp; P2), email or web (P3-4).</b></li> <li><b>c. Unlimited remote support for keeping systems running. (Troubleshooting, Resolution planning, Remote Repairs etc.)</b></li> <li><b>d. Client Information Database stored in a secured Datacenter, with infrastructure details, configuration backups and inventory.</b></li> <li><b>e. Minor Additions and Updates can be completed using Incident Tickets.</b></li> <li><b>f. Major Adds, Updates, Contact Center Script changes, and Onsite work are done either as Projects or Time &amp; Materials.</b></li> </ol> </li> <li><b>3. Support Run Book with detailed service information.</b></li> <li><b>4. Business reviews to discuss current state of IT for covered equipment, providing a Technology Roadmap</b></li> <li><b>5. Reporting with Asset and Performance Management and Availability metrics</b></li> </ol>

Please provide a copy of your organization's SLAs along with a schedule of prices based on a per-student pricing model.

**Priority Response Time Notification**

**P1: Critical 1hr. Email sent & ticket updated within 1 hr. Custom notification can be defined in Escalation Matrix**

**P2: High 2 hrs. Email sent & ticket updated within 2 hrs.**

**P3: Medium 4 business hrs. Email sent & ticket updated within 4 business hrs.**

**P4: Routine/Scheduled 12 business hrs. Email sent & ticket updated within 12 business hrs.**

**Please see attached detailed SLA Document**

*The LEA shall own all network equipment; this is not a solicitation for respondents to install supplier-owned equipment in schools, with the special exception for any gear, probes, or monitors specifically required to provide the managed service and ensure SLA compliance.*