

Region 4 ESC R171406 Contract

6/21/2021

Professional Services Capability Matrix

Manufacturer	Technology	Notes	MSRP (hourly)	Contract Discount Rate (hourly)
Microsoft	Server OS	Installation, integration, configuration	\$ 200.00	\$ 180.00
	Active Directory	Configuration, upgrade (domain), creation and maintenance	\$ 200.00	\$ 180.00
	Exchange	Upgrade, migration, installation, and maintenance	\$ 200.00	\$ 180.00
	Hyper-V	Installation, clustering, VM management, upgrades, maintenance	\$ 200.00	\$ 180.00
	Remote Desktop Services	Installation, integration, client configuration	\$ 200.00	\$ 180.00
	SQL Server	Installation	\$ 200.00	\$ 180.00
	System Center Config Manager	Installation, management, configuration, packaging, deploying	\$ 200.00	\$ 180.00
	WDS	Installation and configuration	\$ 200.00	\$ 180.00
	WSUS	Installation and configuration	\$ 200.00	\$ 180.00
	Office 365	Migration, configuration, management, integration	\$ 200.00	\$ 180.00
	Powershell	Expert level	\$ 200.00	\$ 180.00
	Azure	Data migration, networking, Disaster recovery, Vmware integration	\$ 250.00	\$ 225.00
VMWare	vCenter/vSphere	Stand up, integration, addons, configuration, and management	\$ 200.00	\$ 180.00
	SRM	Installation, configuration, testing	\$ 200.00	\$ 180.00
	DRS	Configuration	\$ 200.00	\$ 180.00
	HA	Configuration	\$ 200.00	\$ 180.00
	Fault Tolerance	Configuration	\$ 200.00	\$ 180.00
Cisco	Call Manager	Installation, configuration, testing	\$ 250.00	\$ 225.00
	Jabber	Installation, configuration, testing	\$ 250.00	\$ 225.00
	Switches	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Routers	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Wireless/WLC/WAP	Installation, configuration, testing	\$ 200.00	\$ 180.00
	FirePower	Installation, configuration, testing	\$ 250.00	\$ 225.00
	AMP	Installation, configuration, testing	\$ 250.00	\$ 225.00
	ISE/WSA/ESA	Installation, configuration, testing	\$ 250.00	\$ 225.00
	IPS	Installation, configuration, testing	\$ 250.00	\$ 225.00
	UCS Server	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Data Center Switching (not Nexus)	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Webex Phones	Installation, configuration, testing	\$ 250.00	\$ 225.00
	OpenDNS	Installation, configuration, testing	\$ 250.00	\$ 225.00
	ASA	Installation, configuration, testing	\$ 250.00	\$ 225.00
Dell/EMC	EqualLogic	Maintenance and patching	\$ 200.00	\$ 180.00
	Servers	Installation, configuration, testing	\$ 200.00	\$ 180.00
	VRTX/Blade	Installation, configuration, testing	\$ 200.00	\$ 180.00
	SonicWall Firewall	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Storage	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Power Edge Switches	Installation, configuration, testing	\$ 200.00	\$ 180.00
	AppAssure	Installation, configuration, testing	\$ 200.00	\$ 180.00
	StoreOnce	Installation, configuration, testing	\$ 200.00	\$ 180.00
	3Par	Installation, configuration, testing	\$ 200.00	\$ 180.00
	SimpliVity	Installation, configuration, testing	\$ 200.00	\$ 180.00

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HPE	Servers	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Switches	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Routers	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Aruba Airwave	Installation, configuration, testing	\$ 250.00	\$ 225.00
	Aruba ClearPass	Installation, configuration, testing	\$ 250.00	\$ 225.00
	Aruba Wireless Controllers	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Aruba Switches	Installation, configuration, testing	\$ 200.00	\$ 180.00
Barracuda	WebFilter	Installation, configuration, testing	\$ 200.00	\$ 180.00
	SpamFilter	Installation, configuration, testing	\$ 200.00	\$ 180.00
	LoadBalancer	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Archiver	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Backup	Installation, configuration, testing	\$ 200.00	\$ 180.00
	LinkBalancer	Installation, configuration, testing	\$ 200.00	\$ 180.00
Symantec	Backup Exec	Installation, configuration, testing	\$ 200.00	\$ 180.00
	System Center Suite	Installation, configuration, testing	\$ 200.00	\$ 180.00
	EndPoint Protection	Installation, configuration, testing	\$ 200.00	\$ 180.00
Veeam	Backup - VMWare	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Backup - Hyper-V	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Replication - VMWare	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Replication - Hyper-V	Installation, configuration, testing	\$ 200.00	\$ 180.00
Brocade	Switching (iSCSI only)	Installation, configuration, testing	\$ 250.00	\$ 225.00
Meraki	Switching	Installation, configuration, testing	\$ 200.00	\$ 180.00
	MDM	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Firewall	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Wireless	Installation, configuration, testing	\$ 200.00	\$ 180.00
AllWorx	VOIP / Phones	Installation, configuration, testing	\$ 200.00	\$ 180.00
Watchguard	Firewall	Installation, configuration, testing	\$ 200.00	\$ 180.00
	Wireless	Installation, configuration, testing	\$ 200.00	\$ 180.00
Palo Alto	Firewall Appliance	Installation, configuration, testing	\$ 250.00	\$ 225.00
	Firewall (Virtual)	Installation, configuration, testing	\$ 250.00	\$ 225.00

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Desktop Services Capabilities

Service	Technology	Description	MSRP (hourly)	Contract Discount Rate (hourly)
Office Moves/Logistics	PCs, Laptops, printers, monitors, datacenter equipment	Works with warehousing to provide trucks and logistics support	\$ 85.00	\$ 76.50
Depot (ADP replacements)	Laptops and desktops	Provide break/fix services via contract with Lenovo/Dell/HPI	\$ 85.00	\$ 76.50
Hardware and Software Installation	Laptops/Desktops	Install, configure, and maintain desktop software such as MS Office, line of business apps, and operating systems	\$ 100.00	\$ 90.00
Third Party Inventory	Various	Take inventory of all hardware in a warehouse or storehouse - completed spreadsheet of all inventory and location services	\$ 75.00	\$ 67.50
PC Break/Fix	PC/Laptop	Break/Fix services on non-contract fixes for various laptop/desktop manufacturers - reactive services	\$ 85.00	\$ 76.50
PC/Printer Deployments	PC/Laptops/Printer	Large scale deployments that may include configuration or image services	\$ 75.00	\$ 67.50
Configuration and PC Imaging	PC/Laptop	Large scale imaging and tagging deployments for PC/laptops	\$ 100.00	\$ 90.00

Xerox IT Services OEM Part # TECH-VBSERVICEPC (Custom Configed with options below)

Service	Description	MSRP (hourly)	Contract Discount Rate (hourly)
Asset Tag	Remove unit from packaging, apply asset tag, re-package in original mfg. packaging	\$ 4.00	\$ 3.60
Upgrade Hardware	Open device, install additional RAM, hard drive, etc., close device, power test, and verify function	\$ 8.00	\$ 7.20
Image PC	Install customer-provided image using SCCM and verify image functionality	\$ 25.00	\$ 22.50
Image - Add Program	Install one (1) application not included in the original image, test application execution (no config)	\$ 2.50	\$ 2.25
Image - Remote Domain Join	Connect PC to company Domain remotely (during image process)	\$ 4.00	\$ 3.60
Image - Individual Repackage	Post imaging repackaging in original mfg. packaging	\$ 4.00	\$ 3.60
Shipping	Delivery PCs to onsite location and delivery them indoors	\$ 9.00	\$ 8.10

Bundle Pricing (price is per unit)

Service	Description	MSRP (hourly)	Contract Discount Rate (hourly)
Image and Deliver	Unbox, apply customer's asset tag to device, upgrade hard ware (i.e., RAM, etc.), install customer provided image, install up to 7 applications not on image, connect to customer domain (remotely), repackage PC with custom labeling, deliver to customer location.	\$ 25.00	\$ 22.50
Install - PC	Includes unpacking, installation, network connectivity, peripherals, complete cable management, and then removal of trash.	\$ 45.00	\$ 40.50
Install - Monitor	Install new monitor onto existing platform, test functionality, and remove trash	\$ 25.00	\$ 22.50
Monitor Replacement	Uninstall old monitor, unbox new monitor, install new monitor, test functionality, remove trash and move old monitor to designated location	\$ 35.00	\$ 31.50
PC Replacement Services	Includes Transfer data and favorites from legacy, map drives & Map/Install printers. (Up to 10 Devices Mapped/Installed & 5 GB Data Transfer)	\$ 60.00	\$ 54.00
Data Transfer (additional data)	Per additional 5GB Data Transfer	\$ 15.00	\$ 13.50
Domain Join - Windows to Windows	Per Device. Onsite - Add Windows OS Device to Windows Domain.	\$ 15.00	\$ 13.50
Profile Migration - Local to Domain	Per Device. Onsite - Migrate Profile including Desktop, Documents, Favorites, & Downloads to Domain Profile.	\$ 50.00	\$ 45.00
Domain Join & Profile Migration Bundle	Per Device. Onsite - Add Windows OS Device to Windows Domain. Migrate Profile including Desktop, Documents, Favorites, & Downloads to Domain Profile.	\$ 60.00	\$ 54.00
General Equipment Move	Per Device. Includes up to two monitors, PC and peripherals (i.e., CPU, laptop, docking station, keyboard, mouse, speakers, phone, and printer). Breakdown, package, transport, reconnect.	\$ 50.00	\$ 45.00
Image Creation	Includes assistance with Image Creation and Capturing Image.	\$100 per hour	\$90 per hour
Weekly Storage Fee	(Equipment Value/# of Pallets) * .018	FORMULA	FORMULA

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IT Services related Hardware. Including, but not limited to: PCs, Tablets, Laptops, Peripherals, Telephony, Storage, Network Appliances, Software.

Discount categories include all available brands, unless otherwise specified.

<u>Category</u>	<u>Brand</u>	<u>% Off MSRP</u>
Accessories	All Brands	7.50%
Power, Cooling & Racks	All Brands	5.00%
Desktop Computers	All Brands	5.00%
Data Storage / Drives	All Brands	7.50%
Enterprise Storage	All Brands	7.50%
Point of Sale / Data Capture	All Brands	5.00%
Servers & Server Management	All Brands	7.50%
Notebooks / Mobile Devices	All Brands	5.00%
Networking / Wireless Products	All Brands	8.00%
Carts & Furniture	All Brands	5.00%
Collaboration Hardware	All Brands	7.50%
Video & Audio	All Brands	7.00%
Video Hardware	All Brands	3.00%
Cables	All Brands	12.00%
Interactive Whiteboards	All Brands	0.00%
Interactive Flat Panel Displays	All Brands	9.00%
Chromebooks	All Brands	3.00%
All Other IT Hardware	All Brands	5.00%
Google Chrome Management	Google	2.00%
Azure Cloud Services	Microsoft	0.00%
All Other Services	All Brands	7.50%
Software	All Brands	5.00%
Warranties / Product Protection	All Brands	7.50%