

**Appendix C to DIR Contract No. DIR-SDD-2175
Pricing Index
As amended by Amendment Number 1**

NOTE: Services pricing and/or desktop/laptop pricing may change from what is listed in this Appendix C based on customer requirements and/or specifications and changes to desktop and laptop configurations as set forth below.

| Desktop Specifications | | |
|-------------------------------|---|---|
| Components | Low End User | High End User |
| Model | HP Compaq 6200 Pro SFF PC (no vPro Support) | HP Compaq 6200 Pro SFF PC (no vPro Support) |
| Chassis Style | HP Compaq 6200 Pro SFF Standard Chassis | HP Compaq 6200 Pro SFF Standard Chassis |
| Operating System | Windows 7 Professional 32-bit (USA – US English) | Windows 7 Professional 32-bit |
| Processor | Intel Pentium G620 Processor | Intel Core i5-2400 Processor |
| Memory | 4GB PC3-10600 Memory (2X2 GB) | 4GB PC3-10600 Memory (2X2 GB) |
| Hard Disk | 250GB 7200RPM SATA-6G 1 st HD | 250GB 7200RPM SATA-6G 1 st HD |
| Keyboard | HP USB Standard JB Keyboard (USA – US English) | Keyboard - HP USB Standard Keyboard |
| Mouse | USB Optical BLK Mouse | Mouse – HP USB Button Optical Scroll Mouse |
| DVD RW | HP SuperMulti (JB) 1st | HP SuperMulti (JB) 1st |
| Accessories | HP Compaq 620X Pro Country Kit (USA – US English) | HP Compaq 620X Pro Country Kit |
| Monitor | HP LA1905wg 19 IN Wide Screen LCD Monitor | HP LA2306x 22" 1920x1080 Res LED Monitor US |
| Assumptions | | |
| Term of Agreement | 3 or 4 years | 3 or 4 years |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 | 1 |
| Shipping and Handling | | |

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| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency | Responsibility of State Agency |
| Pricing | | |
| Pricing Per Seat (3 years) | \$353.33 Per year | \$475.18 Per year |
| Pricing Per Seat (4 years) | \$291.40 Per year | \$383.41 Per year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$353.33 per year in advance (3 year) 1 payment of \$291.40 per year in advance (4 year) | 1 payment of \$475.18 per year in advance (3 year) 1 payment of \$383.41 per year in advance (4 year) |
| 3 Year Total | \$1,059.99 | \$1,425.54 |
| 4 Year Total | \$1,165.60 | \$1,533.64 |

| Notebook Specifications | | |
|--------------------------------|---|---|
| Components | Low End User | High End User |
| Model | HP 6460b Base NB PC IDS UMA HM65 No WWAN (vPro is an Optional Upgd) | HP IDS QM67 DSC WWAN 6560b Base NB PC vPro Config 3040525 |
| Operating System | Windows 7 PRO 32 OF 10 STR OS Windows 7 Logo Label | Windows 7 PRO 64 OF 10S TR O/S |
| Processor | Intel Core i3-2310M Dual Core Processor i3-2G Label | Intel Core i5-2520M Dual Core Processor |
| WebCam | Integrated WebCam | WEBCAM Integrated Module |
| LCD Display | 14.0 HD Display (1366 x768 Res) | 15.6 HD+ WVA f/Cam 6560b Display |
| Memory | 4GB 1333DDR3 1DM Memory | 4GB 1333DDR3 1DM Memory |
| Hard Disk | 250 GB 7200RPM Hard Drive | 250 GB 7200RPM Hard Drive |
| DVD RW | DVD RW Optical Drive | DVD RW UB Optical Drive |
| Battery | 6C 55Wh Battery | 6C 55Wh Battery |
| Keyboard | DualPoint Keyboard | DP Keyboard |
| Modem | V92 MDC Modem | 56k v92 MDC Modem |
| Wi-Fi (802.11)mini PCi card | 802.11 a/b/g/n I2 WLAN Card | Intel 802.11 a/b/g/n 2x2 I Card |

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|---|--|--|
| BlueTooth | 2.1 BlueTooth | N/A |
| WWAN | No WWAN Module | Broadcom WPAN BT 2.1 WW Card |
| Fingerprint Reader | No Finger Print Reader f/DP Kybd Module | Finger Print Reader f/DP Kybd Module |
| Energy Saver | eStar PCID Module | eStar PCID Module |
| Docking Station | HP 90w Docking Station | HP 90w Docking Station |
| Keyboard | HP USB Keyboard | HP USB Keyboard |
| Mouse | HP 2 Button Optical Scroll Mouse | HP 2 Button Optical Scroll Mouse |
| Monitor | HP LA1905wg 19 IN Wide Screen LCD Monitor | HP LA2306x 22" 1920x1080 Res LED Monitor US |
| SmartCard | None | SEC Active SmartCard |
| Assumptions | | |
| Term of Agreement | 3 or 4 years | 3 or 4 years |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 | 1 |
| Shipping and Handling | | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency | Responsibility of State Agency |
| Pricing | | |
| Pricing Per Seat (3 years) | \$624.31 Per year | \$722.48 Per year |
| Pricing Per Seat (4 years) | \$505.46 Per year | \$581.16 Per year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$624.31 per year in advance (3 year) 1 payment of \$505.46 per year in advance (4 year) | 1 payment of \$722.48 per year in advance (3 year) 1 payment of \$581.16 per year in advance (4 year) |
| 3 Year Total | \$1,872.93 | \$2,167.44 |
| 4 Year Total | \$2,021.84 | \$2,324.64 |

Provisioning of Equipment and Procurement Services - Pricing Assumptions

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|--|
| Minimum quantity of 1 |
| No charge for damages or missing units at the end of the period of performance if all annual fees have been paid in full. |
| Units are preloaded with the customer supplied image and includes asset tagging. |
| Configurations above include the manufacturer's standard next business day parts warranty for the period of performance listed. |
| Individual unit period of performance begins on the date of delivery and ends on the last day of the month of return after the minimum number of months specified above. |
| For units held beyond the specified period of performance, there will be a monthly charge equivalent to 1/12 of the listed annual rate plus an additional ten percent (10%). |
| Pricing does not include installation, de-installation, image creation, return packing materials, packing labor or cost of return shipping to Northrop Grumman. |
| Pricing does not include transition services to a subsequent service provider. |
| Pricing is valid for annual payments in advance only and does not include Service Level Credits. |
| Pricing is non-severable from the Break-Fix/Maintenance -- Vendor Owned Services listed in this table. |
| Pricing includes standard delivery to a business location within the state of Texas. |
| Pricing is valid only for services performed in the State of Texas. |
| All services will be performed at non-residential locations only. |
| Care, custody, and control of the hardware and software will reside with the customer throughout the term of the contract. |
| ARRA funds will not be utilized to fund this effort. |
| Availability of the hardware as configured, is subject to its commercial availability from the applicable manufacturer. |
| Northrop Grumman is not responsible for manufacturing delays by the original equipment manufacturer. |
| Prices listed reflect a 30% discount off MSRP. |

Provisioning of Equipment and Procurement Services

| Printer Specifications | |
|---|--|
| Components | Description |
| Model | HP LaserJet Pro 400 Printer M401n |
| Warranty | HP 3y Next Bus Day Warranty Exchange LaserJet M401 Service |
| Assumptions | |
| Term of Agreement | 3 years |
| Asset Tagging Service | 1 Asset Tag Per Printer |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 |
| Shipping and Handling | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency |
| Pricing | |
| Pricing Per Seat (3 Years) | \$166.53 Per year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$166.53 per year in advance (3 year) |
| 3 Year Total | \$499.59 |

| Server Specifications | |
|---|---|
| Components | Description |
| Model | PowerEdge T110 II Chassis with Cabled 4x3.5 Hard Drives, No Operating System included |
| Processor | Intel® Xeon® E3-1220 3.10 GHz, 8M Cache, Turbo, Quad Core/4T (80W) |
| Network | On-Board Single Gigabit Network Adapter |
| Memory | 8GB Memory (4x2GB), 1333MHz Single Ranked UDIMM (speed is CPU dependent) |
| Hard Drive (s) | (2) 500GB 7.2K RPM SATA 3Gbps 3.5in Cabled Hard Drive |
| Controller | PERC S100 (Embedded SATA Software RAID) supporting 2 Hard Drives – RAID 0. Proactive Maintenance: 1 event per year, Remote Delivery, 1 Year |
| Management | Baseboard Management Controller |
| DVD | DVD Drive, Internal |
| Power Cord | NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord |
| Warranty | Dell 5Year Basic Hardware Warranty Repair: 5x10 HW-Only, 5x10 Next Business Day (NBD) Onsite |
| Assumptions | |
| Term of Agreement | 5 years |
| Asset Tagging Service | 1 Asset Tag Per Server |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 |
| Shipping and Handling | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency |
| Pricing | |
| Pricing Per Server (5 Years) | \$514.54 Per Year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$514.54 per year in advance (5 year) |
| 5 Year Total | \$2572.70 |

| Scanner Specifications | |
|--|--|
| Components | Description |
| Model | HP Scanjet Professional 1000 Mobile Scanner |
| Warranty | HP 3-year Next-business-day Exchange Scanjet Pro 1000 HW Support |
| Assumptions | |
| Term of Agreement | 3 Years |
| Asset Tagging Service | 1 Asset Tag Per Scanner |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 |
| Shipping and Handling | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency |
| Pricing | |
| Pricing Per Scanner (3 Years) | \$134.04 Per Year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$134.04 per year in advance (3 year) |
| 3 Year Total | \$402.12 |

| Router Specifications | |
|--|---|
| Components | Description |
| Model | Cisco 2921 W/3 GE 4 EHWIC3 DSP1 256MB CF 512MB DRAM IPB |
| Warranty | Cisco 3 Yr SMARTNET 24X7X4 for Cisco 2921 |
| Assumptions | |
| Term of Agreement | 3 years |
| Asset Tagging Service | 1 Asset Tag Per Router |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 |
| Shipping and Handling | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency |
| Pricing | |
| Pricing Per Router (3 Years) | \$2,300.10 Per Year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$2,300.10 per year in advance (3 year) |
| 3 Year Total | \$6,900.30 |
| Pricing Per Router (Purchase Option) | \$5,833.48 |

| Tablet Specifications | |
|---|--|
| Components | Description |
| Model | HP Tablet 2760p IDS i5 Base NB PC vPro |
| Operating System | All software licenses and maintenance will be provided by the Ordering Agency including but not limited to the operating system license. |
| Webcam | Integrated 720p Webcam |
| Display | 12.1 WXGA WDG LED TCH Display |
| Memory | 4GB 1333DDR3 1DM Memory |
| Hard Drive | 250GB 7200RPM Hard Drive |
| Keyboard | DualPoint Keyboard |
| Battery | 6C 44Wh Battery |
| Finger Print Reader | Finger Print Reader |
| Modem | MDC v.92 Modem |
| WLAN | Intel 802.11 a/b/g/n I2 WLAN Card |
| Bluetooth | Bluetooth 2.1+ Module |
| Warranty | HP Next Business Day (NBD) Hardware limited warranty: 3/3/0 NBD 3 years parts, labor without onsite repair |
| AMT | AMT Enabled Module |
| Asset Tagging Service | 1 Asset Tag Per Tablet |
| Imaging Service | Tablet will be preloaded with agency provided custom image |
| Assumptions | |
| Term of Agreement | 3 Years |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 |
| Shipping and Handling | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency |
| Pricing | |
| Pricing Per Seat (3 Years) | \$873.30 Per year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$873.30 per year in advance (3 year) |
| 3 Year Total | \$2,619.90 |

| Peripherals Bundle Specifications | |
|---|---|
| Components | Description |
| Monitor Model | NEC LCD175M-BK 17IN LCD 1280X1024 1000:1 5MS |
| Monitor Warranty | NEC 3 Years |
| Laptop Bag Model | Targus Laptop Bag for 17" Notebook |
| Laptop Bag Warranty | Targus 5 Years |
| Docking Station Model | StarTech.com Universal Laptop USB 2.0 Docking Station with Audio and Ethernet |
| Docking Station Warranty | StarTech 2 Year |
| Assumptions | |
| Term of Agreement | 3 Years |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 Monitor, 1 Laptop Bag & 1 Docking Station |
| Shipping and Handling | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency |
| Pricing | |
| Pricing Per Bundle (3 Years) | \$105.10 Per Bundle per year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$105.10 per year in advance (3 year) |
| 3 Year Total | \$315.30 |

| Software Specifications | |
|---|---|
| Components | Description |
| Software | ABBYY FineReader v.11.0 Corporate Edition - Complete Product - 1 Concurrent User Software |
| Software License Maintenance | 1 Year |
| Assumptions | |
| Term of Agreement | 1 Year |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 |
| Shipping and Handling | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency |
| Pricing | |
| Pricing Per License (1 Years) | \$450.61 Per License per year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$450.61 per year in advance (1 year) |
| 1 Year Total | \$450.61 |

| Storage Specifications | |
|---|---|
| Components | Description |
| Model | HP STORAGEWORKS 4/16 SAN SWITCH |
| Warranty | HP 1 Year Hardware Warranty - One-year on-site warranty, 8x5, next business day response, installation not included. NOTE: The hardware warranty covers firmware and embedded non-saleable software. |
| Assumptions | |
| Term of Agreement | 3 Years |
| Asset Tagging Service | 1 Asset Tag Per Unit |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 |
| Shipping and Handling | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency |
| Pricing | |
| Pricing Per Device (3 years) | \$1,063.48 Per year per device |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$1,063.48 per year in advance (3 year) |
| 3 Year Total | \$3,190.44 |

| Switch Specifications | |
|--|---|
| Components | Description |
| Model | Cisco SG200-08 Gigabit Smart Switch 8PORT SG 200-08 SLM2008T-NA GIGABIT SMART SWITCH 8 Ports - Manageable - 8 x RJ-45 - 10/100/1000Base-T |
| Warranty | Cisco Small Business Limited Lifetime HW (WARR-LIFE-RTF-HW) from date of order |
| Assumptions | |
| Term of Agreement | 3 Years |
| Asset Tagging Service | 1 Asset Tag Per Device |
| Payment Terms | Net 30 days from date of Northrop Grumman invoice |
| Quantity Needed | 1 |
| Shipping and Handling | |
| Delivery of New Equipment (include any minimum operating standards upon return) | Included in pricing below |
| Return Boxing Materials and Shipping | Responsibility of State Agency |
| Pricing | |
| Pricing Per Device (3 Years) | \$65.71Per Device Per Year |
| Payment Per Term Stated (1 payments of "X" per year) | 1 payment of \$65.71 per year in advance (3 year) |
| 3 Year Total | \$197.13 |

Provisioning of Equipment and Procurement Services (additional) - Pricing Assumptions

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| Minimum quantity of 1 |
| No charge for damages or missing units at the end of the period of performance if all annual fees have been paid in full. |
| Individual unit period of performance begins on the date of delivery and ends on the last day of the month of return after the minimum number of months specified above. |
| For units held beyond the specified period of performance, there will be a monthly charge equivalent to 1/12 of the listed annual rate plus an additional ten percent (10%). |
| Pricing does not include installation, de-installation, image creation, return packing materials, packing labor or cost of return shipping to Northrop Grumman. |
| Pricing does not include transition services to a subsequent service provider. |
| Pricing is valid for annual payments in advance only and does not include Service Level Credits. |
| Pricing includes standard delivery to a business location within the state of Texas. |
| Pricing is valid only for services performed in the State of Texas. |

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| All services will be performed at non-residential locations only. |
| Care, custody, and control of the hardware and software will reside with the customer throughout the term of the contract. |
| ARRA funds will not be utilized to fund this effort. |
| Availability of the hardware as configured is subject to its commercial availability from the applicable manufacturer. |
| Northrop Grumman is not responsible for manufacturing delays by the original equipment manufacturer. |
| Prices listed reflect a 30% discount off MSRP. |

| Help Desk Services | | |
|--|--|---------|
| Bronze Level | Price is per contact per month | \$24.97 |
| | Single point of contact for authorized users | |
| | Support includes COTS applications, password resets | |
| | Support of basic calls regarding hardware issues | |
| | Price is based on a maximum average time on call of 7 minutes. | |
| | Perform remote control to increase First Call Resolution | |
| | Bronze Service Level Description: <ol style="list-style-type: none"> 1) 1 contact per user per month 2) SLA: 80% Answer Rate 3) SLA: Average Speed to Answer (ASA)–90 seconds 4) SLA: First Call Resolve–50% 5) Contacts accepted from 8:00am to 5:00pm Central Time 6) Help desk closed on mutually agreed holidays 7) Pricing includes telecom charges 8) Any deviation in call volumes plus or minus 10% over a 90-day period could result in renegotiation of price 9) Customer will provide all network connectivity hardware, software and supporting hardware and software maintenance for Northrop Grumman help desk analysts to remotely access customer computers for troubleshooting purposes. | |
| Gold Level | Price is per contact per month | \$25.77 |
| | Single point of contact for authorized users | |
| | Support includes COTS applications, password resets | |
| | Support of basic calls regarding hardware issues | |
| | Perform remote control to increase First Call Resolution | |
| | Additional “how to” support of up to 5 custom/proprietary applications, assuming documentation is provided by Customer for addition to knowledge management repository | |
| | Price is based on a maximum average time on call of 7.5 minutes. | |
| | Customer satisfaction rating of 3.0 out of 5.0 | |
| Gold Service Level Description: <ol style="list-style-type: none"> 1) 1 contact per user per month 2) SLA: 85% Answer Rate 3) SLA: Average Speed to Answer (ASA)–60 seconds 4) SLA: First Call Resolve–60% | | |

| | | |
|----------------|--|---------|
| | <ul style="list-style-type: none"> 5) Contacts accepted from 8:00am to 5:00pm Central Time 6) Help desk closed on mutually agreed holidays 7) Pricing includes telecom charges 8) Any deviation in call volumes plus or minus 10% over a 90-day period could result in renegotiation of price 9) Customer will provide all network connectivity hardware, software and supporting hardware and software maintenance for Northrop Grumman help desk analysts to remotely access customer computers for troubleshooting purposes. | |
| Platinum Level | Price is per contact per month | \$26.97 |
| | Single point of contact for authorized users | |
| | Support includes COTS applications, password resets | |
| | Support of basic calls regarding hardware issues | |
| | Perform remote control to increase First Call Resolution | |
| | Additional "how to" support of up to 10 custom/proprietary applications, assuming documentation is provided by Customer for addition to knowledge management repository | |
| | Price is based on a maximum average time on call of 8 minutes. | |
| | Customer satisfaction rating of 4.0 out of 5.0 | |
| | Platinum Service Level Description: <ul style="list-style-type: none"> 1) 1 contact per user per month 2) SLA: 90% Answer Rate 3) SLA: Average Speed to Answer (ASA)–30 seconds 4) SLA: First Call Resolve–70% 5) Contacts accepted from 8:00am to 5:00pm Central Time 6) Help desk closed on mutually agreed holidays 7) Pricing includes telecom charges 8) Any deviation in call volumes plus or minus 10% over a 90-day period could result in renegotiation of price 9) Customer will provide all network connectivity hardware, software and supporting hardware and software maintenance for Northrop Grumman help desk analysts to remotely access customer computers for troubleshooting purposes. | |

Help Desk Services – Pricing Assumptions

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| Rate based upon a minimum of 100 contacts per month |
| Pricing does not include Service Level Credits. |
| Pricing does not include travel costs. |
| Pricing does not include transition services to a subsequent service provider. |
| ARRA funds will not be utilized to fund this effort. |
| Prices listed reflect a 30% discount off MSRP. |

| On-Site Support and Moves/Adds/Changes (MACs) Services | | |
|---|---|--------------|
| Bronze Level | Requests for Moves, Adds and Changes are scheduled with Northrop Grumman. A technician will be available within one week of request. | \$85.93/hour |
| Gold Level | Requests for Moves, Adds and Changes are scheduled with Northrop Grumman. A technician will be available within one day of request. | \$85.93/hour |
| Platinum Level | A dedicated technician is on-site at the customer to perform Moves, Adds and Changes. Technician is available Monday – Friday, 8:00 AM – 5:00 PM Central Time, excluding State of Texas holidays.. | \$85.93/hour |
| | <p>Price is per hour with an agreed upon statement of work or purchase order. On-site support and MAC services include, but are not limited to:</p> <ul style="list-style-type: none"> Physical relocation of equipment Swapping/replacement of equipment Equipment upgrades and configuration Install/De-install of desktop hardware, software, printers and peripherals Packing and unpacking of equipment Software installation and upgrades | |

On-Site Support and Moves/Adds/Changes (MACs) Services - Pricing Assumptions

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| Services will be performed in a major metropolitan area in the State of Texas. |
| All services will be performed at non-residential locations only. |
| Pricing is labor only and does not include: replacement hardware, software, travel, spare parts, packing supplies, freight, etc. |
| Pricing does not include Service Level Credits. |
| Pricing does not include transition services to a subsequent service provider. |
| ARRA funds will not be utilized to fund this effort. |
| Prices listed reflect a 30% discount off MSRP. |

| Remote Support Services |
|--|
| Service included in Help Desk Services |

Asset Tracking Services

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|--|--------------|
| Price is per hour with an agreed upon statement of work or purchase order. Asset Tracking Services include, but are not limited to: | \$92.82/hour |
| <ul style="list-style-type: none"> Configuration Management Database (CMDB) Design and Maintenance Manual or automatic inventory updates Custom asset tracking reports and queries Maintain Hardware and Software Period of Performance Maintain Physical Asset Details Maintain User Data Maintain Software License and Supporting Maintenance Data Details Integration of Asset Tracking Software and Help Desk Software | |
| Pricing is offered per hour to provide maximum flexibility to meet customer requirements. | |

Asset Tracking Services - Pricing Assumptions

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|---|
| Customer to provide network connectivity and hardware for connection from Northrop Grumman location to customer facility. |
| All services will be performed at a Northrop Grumman facility. |
| Pricing is labor only and does not include: automated inventory software and hardware, travel, alerting, etc. |
| Pricing is valid only for services performed in the State of Texas. |
| Pricing does not include transition services to a subsequent service provider. |
| ARRA funds will not be utilized to fund this effort. |
| Prices listed reflect a 30% discount off MSRP. |

Standard and Ad/Hoc Reporting and Documentation Services

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|--|---------------|
| Price is per hour with an agreed upon statement of work or purchase order. Reporting and Documentation Services include, but are not limited to: | \$142.33/hour |
| <ul style="list-style-type: none"> Produce various types of reports Analysis of customer report requirements Design report layout and content Document preparation | |
| Pricing is offered per hour to provide maximum flexibility to meet customer requirements. | |

Standard and Ad/Hoc Reporting and Documentation Services - Pricing Assumptions

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|--|
| All services will be performed at a Northrop Grumman facility. |
| Pricing is labor only and does not include travel. |
| Pricing does not include print services such as: printing, copying, binding, collating, etc. |
| Pricing is valid only for services performed in the State of Texas. |
| Pricing does not include transition services to a subsequent service provider. |
| ARRA funds will not be utilized to fund this effort. |
| Prices listed reflect a 30% discount off MSRP. |

| | |
|---|--------------|
| Unwind/End of Engagement Services | |
| Price is per hour with an agreed upon statement of work or purchase order. Unwind/End of Engagement Services include, but are not limited to: | \$85.93/hour |
| <ul style="list-style-type: none"> Hardware removal from end-user workspace Inventory of hardware Hard drive removal or data wipe Packing of computer equipment | |
| Pricing is offered per hour to provide maximum flexibility to meet customer requirements. | |

Unwind/End of Engagement Services - Pricing Assumptions

| |
|---|
| All services will be performed at non-residential locations only. |
| Services will be performed in a major metropolitan area in the State of Texas. |
| Pricing does not include Service Level Credits. |
| Pricing does not include hardware, software, travel, packing supplies or freight. |
| Pricing does not include transition services to a subsequent service provider. |
| ARRA funds will not be utilized to fund this effort. |
| Prices listed reflect a 30% discount off MSRP. |

| Break-Fix/Maintenance Services – Vendor Owned Equipment | | |
|--|--|---------|
| Bronze Level Desktop | <p>Price is per seat per month, for the equipment listed in desktop specifications</p> <p>Bronze Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Desktops will be returned to service within 16 business hours of receipt of maintenance request for 95% of the total annual number of service requests. 3) All non-residential business locations in the state of Texas are supported. | \$6.97 |
| Gold Level Desktop | <p>Price is per seat per month, for the equipment listed in desktop specifications.</p> <p>Gold Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Desktops will be returned to service by close of business on the next business day after receipt of maintenance request for 95% of the total number of annual service requests. 3) All non-residential business locations in the state of Texas are supported. | \$9.97 |
| Platinum Level Desktop | <p>Price is per seat per month, for the equipment listed in desktop specifications</p> <p>Platinum Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Desktops will be returned to service by close of business on the next business day after receipt of maintenance request for 97% of the total number of annual service requests. 3) All non-residential business locations in the state of Texas are supported. | \$12.97 |
| Bronze Level Notebook | <p>Price is per seat per month for the equipment listed in notebook specifications</p> <p>Bronze Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Notebooks will be returned to service within 16 business hours of receipt of maintenance request for 95% of the total annual number of service requests. 3) All non-residential business locations in the state of Texas are supported. | \$7.97 |
| Gold Level Notebook | <p>Price is per seat per month, for the equipment listed in notebook specifications</p> <p>Gold Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Notebooks will be returned to service by close of business on the next business day after receipt of maintenance request for 95% of the total annual number of service requests. | \$10.97 |

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| | 3) All non-residential business locations in the state of Texas are supported. | |
| Platinum Level Notebook | <p>Price is per seat per month, for the equipment listed in notebook specifications</p> <p>Platinum Service Level Description:</p> <ol style="list-style-type: none"> 1) All work will be performed between 8:00 AM - 5:00 PM Central time, Monday - Friday, excluding State of Texas holidays 2) Notebooks will be returned to service by close of business on the next business day after receipt of maintenance request for 95% of the total annual number of service requests. 3) All non-residential business locations in the state of Texas are supported. | \$12.97 |

Break-Fix/Maintenance Services – Vendor Owned Equipment - Pricing Assumptions

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| Pricing includes technician dispatch services only. |
| Break-Fix/Maintenance Services–Vendor Owned Equipment are provided to 100% of customer’s provisioned desktop devices under per/seat pricing. |
| Care, custody, and control of the hardware and software will reside with the customer throughout the term of the contract. |
| Prices do not include consumables or replacement of out of warranty components. |
| Prices are valid for a fixed term of 36 or 48 months only. |
| Includes standard monthly reports. |
| All services will be performed at non-residential locations only. |
| Pricing does not include Service Level Credits. |
| Pricing is valid only for services performed in the State of Texas. |
| Pricing is non-severable from the Provisioning of Equipment and Procurement Services hardware listed in this table. |
| Pricing does not include transition services to a subsequent service provider. |
| ARRA funds will not be utilized to fund this effort. |
| Prices listed reflect a 30% discount off MSRP. |

| Network Management Services | |
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| Price is per hour with an agreed upon statement of work or purchase order. Network Support Services include, but are not limited to: Network Requirements Definition Solution Design Network Facility Audit Support Network Performance Analysis Network Integration and Migration Planning | \$182.00/hour |

Network Management Services - Pricing Assumptions

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| Customer to provide network connectivity and hardware for remote network management and alerting. |
| All services will be performed at non-residential locations only. |
| Price is only valid for services performed in the State of Texas |
| Pricing is labor only and does not include: hardware, software, travel, spare parts, enterprise monitoring system, cable plant components, etc. |
| Pricing does not include transition services to a subsequent service provider. |
| ARRA funds will not be utilized to fund this effort. |
| Prices listed reflect a 30% discount off MSRP. |

| Software Services | |
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| Price is per hour with an agreed upon statement of work or purchase order. Software Services include, but are not limited to: Patch Management Image Management Enterprise Software Distribution (ESD) Pricing is offered per hour to provide maximum flexibility to meet customer requirements. | \$138.41/hour |

Software Services- Pricing Assumptions

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| Customer to provide network connectivity and hardware for connection from Northrop Grumman location to customer facility. |
| All services will be performed at a Northrop Grumman facility. |
| Pricing is labor only and does not include: ESD hardware and software, travel, OEM charges for new image setup, etc |
| Pricing is valid only for services performed in the State of Texas |
| Pricing does not include Service Level Credits. |
| Pricing does not include transition services to a subsequent service provider. |
| ARRA funds will not be utilized to fund this effort. |
| Prices listed reflect a 30% discount off MSRP. |

Security Services

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| Price is per hour with an agreed upon statement of work or purchase order. Security Architecture Services include, but are not limited to: Threat Analysis Security Requirements Definition Cyber Security Solution Design Policy and Procedure Design Penetration Testing Architecture Analysis and Design Security Compliance Auditing Security Strategy & Planning Pricing is offered per hour to provide maximum flexibility to meet customer requirements. | \$295.00/hour |
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Security Services- Pricing Assumptions

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| All services will be performed at non-residential locations only. |
| Pricing is valid only for services performed in the State of Texas |
| Pricing is labor only and does not include travel. |
| Pricing does not include transition services to a subsequent service provider. |
| ARRA funds will not be utilized to fund this effort. |
| Prices listed reflect a 30% discount off MSRP. |