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Category Description	DIR Discount % off MSRP
Platform as a Service	
Platform as a Services: All Avosys PaaS order must be purchased with Avosys Cloud Technical Support Package	
Avosys Platform as a Services (PaaS) is a collection of Managed Platform Software Solutions, including Managed Hosting, Managed IT Services and related Technical Services (collectively, "ManagedCube" Services) built on top of inter-connected, highly available computing, storage, networking, security and bandwidth components of leading IaaS, PaaS cloud service providers, such as Amazon Web Services, Microsoft Windows Azure or partnered data centers delivered from a shared Multi-Tenant Cloud Environment Hosted and Managed by Avosys.	
ManagedCube Platform at Amazon Web Services	20.75%
ManagedCube Platform at Microsoft Azure Services	20.75%
ManagedCube Platform at Texas Data Centers - Powered by 100% Green Energy	10.75%
Shared ManagedCube Platform Solution: Managed Cloud Solution for Multi-Tenant Shared Cloud Environment (per Solution/month)	20.75%
Dedicated CustomCube Platform Solution: Managed Cloud Solution for Dedicated Isolated Custom Cloud Workloads (per Solution/mo)	10.75%
Subscription Software used in Avosys PaaS and Custom Cloud Workloads Solutions (per User/Server per month)	6.00%
Microsoft Azure PaaS - All Services in all US Rgions	6.00%
Miscellaneous as a Service	
soft Azure PaaS – All Services in all US Region	6.00%
Amazon Web Services (AWS) PaaS – All Services in all US Regions & GovCloud	6.00%
Amazon Web Services (AWS) PaaS – All Services in all US Regions & GovCloud	6.00%
All AWS order must be purchased with Avosys Premium Support Package	6.00%
Related Services Description	
Setup, Training, Helpdesk, Advisory - Technical Services	
Set Up	5.00%
Helpdesk Level 1	0.00%
Helpdesk Level 2	10.00%
advisory	10.00%
Training	10.00%
ManagedCube Technical Support Packages- Must be purchased with ManagedCube Platform Services/Solutions	
Cloud Technical Support Retainer 8x5 for Avosys Managed Workloads (Upto 25hrs/mo)	5.00%
Cloud Technical Support Retainer 8x5 for Avosys Managed Workloads (Upto 50hrs/2mo)	5.00%
Cloud Technical Support Retainer 8x5 for Avosys Managed Workloads (Upto 100hrs/qtr)	5.00%
Cloud Technical Support Retainer 8x5 for Avosys Managed Workloads(Upto 200hrs/6mo)	5.00%
Cloud Technical Support Retainer 8x5 for Avosys Managed Workloads (Upto 300hrs/yr)	5.00%
Cloud Technical Support After Business Hours 24x7 for Avosys Managed Workloads (Hourly)	5.00%
Cloud Technical Support Retainer 8x5 for Avosys Managed Workloads (Custom Pkg)	5.75%

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CustomCube Technical Support Packages	
Must be purchased with CustomCube Platform Services/Solutions	
Cloud Technical Support Retainer 8x5 (Upto 25hrs/mo)	4.00%
Cloud Technical Support Retainer 8x5 (Upto 50hrs/2mo)	4.00%
Cloud Technical Support Retainer 8x5 (Upto 100hrs/qtr)	4.00%
Cloud Technical Support Retainer 8x5 (Upto 200hrs/6mo)	4.00%
Cloud Technical Support Retainer 8x5 (Upto 300hrs/yr)	4.00%
Cloud Technical Support Retainer 8x5 (Upto 300hrs/yr)	4.00%
Cloud Technical Support Retainer 8x5 for Avosys Managed Workloads (Custom Pkg)	4.75%
Managed IT Services for Multi-Tenant Shared Cloud Environment (per Server/App per month)	
OS Essential Care Pack - Windows OS/Monitor/Patch/AV	25.00%
OS Vital Care Pack - Windows OS/Monitor/Patch/AV/Backup	25.00%
OS Critical Care Pack - Windows OS/Monitor/Patch/AV/ Backup/DR/Replication	25.75%
Application Pack - Active Directory	20.75%
Application Pack - Web App Server	20.75%
Application Pack - MS SQL Server Std /no replication	20.75%
Application Pack - Exchange Server	20.75%
Application Pack - Sharepoint Server	20.75%
Application Pack - Remote Desktop Gateway Services	20.75%
Application Pack - Remote Desktop Application Services	20.75%
Application Pack - Remote Desktop Session / Terminal Svcs	20.75%
Application Pack - Virtual Hosted Desktop	20.75%
Application Pack - Future New App	20.75%
Application Pack - 3rd Party Software Application	20.75%
Custom Managed IT Services for Dedicated Isolated Custom Cloud Workloads (per Server/App per month)	
Custom Managed IT Services - OS Care Pack	10.75%
Custom Application Pack - Active Directory	10.75%
Custom Application Pack - Web App Server	10.75%
Custom Application Pack - MS SQL Server Std /no replication	10.75%
Custom Application Pack - Exchange Server	10.75%
Custom Application Pack - Sharepoint Server	10.75%
Custom Application Pack - Remote Desktop Gateway Services	10.75%
Custom Application Pack - Remote Desktop Application Services	10.75%
Custom Application Pack - Remote Desktop Session / Terminal Svcs	10.75%
Custom Application Pack - Virtual Hosted Desktop	10.75%
Custom Application Pack - Future New Application	10.75%
Custom Application Pack - 3rd Party Software Application	10.75%
Cloud Technical Services - Categories for Full Time Staffed Resources (FTE) - Customer Site3	
Helpdesk - Systems Monitoring & Health Check	4.00%
Helpdesk - Client Deployments & Migration Assistance	4.00%
Cloud Account Executive & Business Analyst	4.00%
Cloud Administration & Operations	4.00%

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Cloud Configuration Specialist	4.00%
Cloud Deployment & Migrations	4.00%
Cloud Information Assurance Analyst	4.00%
Cloud Security Administrator	4.00%
Cloud Security Engineer	4.00%
Cloud Strategy & Solution Design	4.00%
Compute & Networking Administrator	4.00%
Compute & Networking Engineer	4.00%
Storage & Content Delivery Administrator	4.00%
Storage & Content Delivery Engineer	4.00%
App Services & Software Developer	4.00%
App Services & Software Engineer	4.00%
PaaS Application Administrator	4.00%
PaaS Application Engineer	4.00%
Database Administrator	4.00%
Database Engineer	4.00%
Project Lead	4.00%
Project Manager	4.00%
SME – Application Services	4.00%
SME – Compute & Networking	4.00%
SME – Storage & Content Delivery	4.00%
SME – Database & Data warehouse	4.00%
SME – Availability & Scalability Services	4.00%
SME – Replication & Disaster Recovery Services	4.00%
SME – Compliance & Governance	4.00%
Cloud Enterprise Systems Architect	4.00%
Cloud Enterprise Solutions Architect	4.00%
Vendor/Manufacturer Consulting Services	4.00%

1-Pricing are an estimate for onboarding to Cloud Services, subject to revision after customer assessment of requirements.

2-Please refer to "AWS Support" tab for description of Avosys Technology Premium Support Package for Amazon Web Services

3-Please refer to "GSA-70 LC Mapping" tab for mapping of Avosys prevetted, negotiated and awarded GSA IT Schedule 70 Technical categories used as baseline for Cloud Services Solicitation. Please note All above ManagedCube offerings have been already evaluated, vetted, negotiated, authorized and awarded on Avosys Cloud Services DIR Contract# DIR-TSO-2724

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4- Avosys as a small disadvantaged business requests DIR a chance to provide any clarification / corrections through DIR contract negotiation procedures to answer any questions and correct any clerical, administrative or proposal compliance errors.

NOTE: Vendor's quote to DIR Customers shall include the Administrative Fee. The fee will be added to the Firm Fixed Price and MSRP after the DIR Discount % off MSRP is applied.

Avosys Technology Premium Support Package for Amazon Web Services

Avosys premium support package for AWS leverages Avosys' Cloud Technical Services, Cloud Architecture, Avosys PaaS services, Avosys ManagedCube offerings, and Cloud implementation experience in combination with Amazon's AWS Support (Business) to provide a comprehensive support package to our Government clients. This holistic approach to support is tailored to meet the needs of our Cloud customers.

Level 1 Help Desk Support – Provide basic support for general questions related to the cloud interface, cloud availability, and cloud billing. Available from 8AM to 5PM CST, Monday through Friday, excluding Weekends and Holidays.

Access to Avosys Cloud Support Portal – Support documentation, Guides, Vendor management portals and ticketing system, FAQs, Forums, Wikis, Demos and tutorials.

For technical issues related directly to the underlying Amazon AWS platform, Avosys Premium Support Package includes access to Amazon's AWS Standard Business level technical support. Avosys has reach back authorization and access for AWS cloud architects and engineering when needed.

All orders placed with Avosys for Amazon web services are required to include the Avosys Premium Support Package for AWS. Once an order is placed with Avosys for AWS services (including GovCloud), access will be provided to the Ordering Activity for the AWS offerings and they are then authorized to add/delete/turn on/turn off services as desired. The Ordering Activity will be billed for actual usage, based on the then current AWS Published MSRP prices, for the services activated for the billing period.

Avosys Premium Support pricing will be applied to the pre-discounted order total.

In addition to Premier Support Package for AWS, Avosys provides Cloud Technical Services support packages for enhanced technical assistance including, Architecture, Proof of concepts, Engineering, Deployment, Security, Project Management and ongoing Management and Operational technical support services for its Cloud Infrastructure (IaaS), Cloud Platform (PaaS) and Avosys Platform (PaaS) Services.