

Department of Information Resources

Contract Number: DIR-TSO-3883

Appendix C, Pricing Index

Flores and Associates, LLC

| | | | |
|--|------------|-------------|-----------------------------------|
| * DIR CUSTOMER HOURLY RATE contains 0.75% DIR Administrative Fee. | | | |
| For reference purposes, the formula to calculate DIR Customer Price is: Hourly Rate x (1+0.75%) | | | |
| PRICING SHEET | | | |
| BreakFix Customer Owned Equipment Services | | | |
| ZONE | QTY | UNIT | * DIR Customer HOURLY RATE |
| Zone 1 | | | |
| Response Time | | | |
| 1 Hour | 1 | Hour | \$110.83 |
| 4 Hours | 1 | Hour | \$83.12 |
| Next Day | 1 | Hour | \$70.53 |
| Other (Plotter/Solid Ink) | 1 | Hour | \$115.86 |
| Zone 2 | | | |
| Service Not Available | | | |
| Zone 3 | | | |
| Service Not Available | | | |
| Zone 4 | | | |
| Response Time | | | |
| 1 Hour | 1 | Hour | \$221.65 |
| 4 Hours | 1 | Hour | \$166.24 |
| Next Day | 1 | Hour | \$92.69 |
| Other (Plotter/Solid Ink) | 1 | Hour | \$221.65 |
| Zone 5 | | | |
| Response Time | | | |
| 1 Hour | 1 | Hour | \$221.65 |
| 4 Hours | 1 | Hour | \$166.24 |
| Next Day | 1 | Hour | \$92.69 |
| Other (Plotter/Solid Ink) | 1 | Hour | \$221.65 |
| Percentage (%) increase for overtime work. This figure will apply to all Zones. Reference Appendix D, Service and Support Agreement. | | 27.00% | |
| Percentage (%) mark up for parts. This figure will apply to all Zones. | | 27.00% | |