

DIR-TSO-4053
Appendix C- Pricing Index
(per Amendment 1)

JHC Technology, Inc. offers Managed, Private and Public Cloud Services as well as Technical Support Services. We provide access to the Public and Private Cloud Providers below at a discounts below off MSRP. The discount price includes Standard Support at no additional charge. Standard Support includes:

- Access to the JHC Technology support portal
- Access to JHC Technology guides and documentations
- Demos and tutorials
- FAQs and technical specification information
- JHC Technology, Inc. forums and wikis
- Tier 1 technical support (M-F 8:00a-6:00p CST)
- Up to 10 trouble and incident ticketing submissions per month
- Consolidated Services Billing (Customized Billing and Reporting available at an additional charge)

Cloud Broker Services		DIR Discount % off MSRP
Brand	Service Description	
Amazon Web Services	All Cloud Product and Services	6.00%
IBM Cloud	All Cloud Product and Services	6.00%
Rackspace	All Cloud Product and Services	6.00%
Google	All Cloud Product and Services	6.00%
Verizon/Terremark	All Cloud Product and Services	6.00%
Navisite	All Cloud Product and Services	6.00%
Microsoft Azure	All Cloud Product and Services	6.00%

Related Services Description		DIR Discount % off MSRP
Brand	Service Description	
JHC Technology	Business and Operational Advisory	20%
JHC Technology	Custom Help Desk	20%
JHC Technology	Help Desk - Tailored System Health Check	20%
JHC Technology	Help Desk - System Configuration Assistance	20%
JHC Technology	Help Desk - Application Monitoring Assistance	20%
JHC Technology	Help Desk- Deployment Assistance	20%
JHC Technology	Platform and Systems Training	20%
JHC Technology	Cloud Implementation	20%
JHC Technology	Cloud Migration	20%
JHC Technology	Cloud Operations	20%
JHC Technology	Project Management	20%
JHC Technology	Cloud Application and Network Engineering	20%
JHC Technology	Strategy and Solution Design	20%
JHC Technology	Contract Oversight and Management	20%
JHC Technology	Reporting and Governance	20%
JHC Technology	Collaboration and Document Management	20%

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.