

DIR-TSO-4067
Appendix C- Pricing Index
Environmental Intelligence, LLC

Infrastructure as a Service	DIR Discount % off MSRP
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redundant" Cloud infrastructure data center is located in Georgia. Environmental Intelligence, LLC maintains partnerships with a network of colocation data centers throughout the continental United States to service customers requiring off-premise Hybrid and Private Cloud IaaS solutions.

Environmental Intelligence provides Level 1 Help Desk Support at no additional charge. Level 1 Help Desk Support provides basic support for general questions related to the cloud interface, cloud availability, and cloud billing. Hours of Operation are from 8:00am to 5:00pm (Central Time), Monday - Friday, excluding Weekends and Holidays. Additional Help Desk services available based on customer requirements. Help desk support to customers with all support staff based in the continental United States. Environmental Intelligence, LLC attests that no Cloud IaaS solutions will ever be hosted, managed, or supported outside the continental United States.

Brand	Service Description	
Environmental Intelligence	Infrastructure Hosting (servers, storage, infrastructure)	15.00%
	Storage	15.00%
	Access & Management	15.00%
	Application Hosting	15.00%
Citrix*	Xen App & AenDesktop (per User)	15.00%
VMWare*	Per User	15.00%
Lab Tech*	Server or Agent Per Month	10.00%
ConnectWise*	Per User on Monthly or Yearly Basis	
		10.00%

Miscellaneous as a Service	DIR Discount % off MSRP
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Brand	Service Description	
Environmental Intelligence	Disaster Recovery as a Service (Per Server or Per GB Storage)	10.00%
Environmental Intelligence	Desktop as a Service - Virtual Desktop Accessible Anywhere, Anytime, On Any Device (includes MS Exchange account, Office Ste., and File Storage) (Per User)	10.00%

Related Services Description		DIR Firm Fixed Price (FFP) or Discount % off MSRP
Environmental Intelligence	Technical Services	\$124.00
Environmental Intelligence	After Hours Help Desk Support Services	\$124.00
Environmental Intelligence	Other Services	20% off of MSRP

*CITRIX AND VMware ARE OFFERRED TO ELIGIBLE CUSTOMERS TO PROVIDE ACCESS TO THE ACTUAL HYPERVISOR FOR THE INFRASTRUCTURE THAT WE ARE PROVIDING IN CASES WHERE ELIGIBLE CUSTOMERS REQUIRE TO HAVE THAT LEVEL OF CONTROL.

CITRIX, VMware, LabTech and ConnectWise ARE NOT AVAILABLE AS A STAND ALONE SOLUTION UNDER THIS CONTRACT.

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