

Texas Department of Information Resources
DIR Contract Number DIR-TSO-4160 Appendix C, Pricing Index
Hewlett Packard Enterprise Company
Amendment 2

Hewlett Packard Enterprise Manufacturer BRANDED PRODUCTS			
BRAND	PRODUCT CATEGORY	Product Description	DIR Customer Discount % off MSRP
Servers			
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Entry Level DL10 and ML10/100 Series Servers and Options (PL LA)	24.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Core DL300/DL500 Series Servers (PL SY)	31.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Blade Servers and Options (PL MV)	31.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Apollo Servers, Scaleable Datacenter Infrastructure (PL TN, PL PD)	31.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Moonshot and Edgeline Server Appliances (PL S2, PL 2M)	31.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Manufacturing Services, Factory Express (PL SI)	24.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Shared Options (rest of PL SL, PL SH)	31.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Blade Virtual Connect (PL UZ)	29.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Third Party Software other than Microsoft (PL J3)	31.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	SMARTBUY SKUs (ISS)	1.00%
Hewlett Packard Enterprise	INDUSTRY STANDARD SERVERS	Non-Discountable -Microservers (PL LA), Microsoft Operating Systems (PL J3), Easy Connect Software (PL S3)	0.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	HPE Integrity Solution (PL 1X)	34.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	BCS Software (Exclude Linux & Windows Operating Environment) (PL 23)	34.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	BCS Software Linux & Windows Operating Environment (PL 23)	19.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	Integrated Platforms (PL HA)	26.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	Non-Stop Enterprise (PL NW)	15.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	SGI MCS HW (PL RG)	29.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	BCS Blades (PL TQ)	34.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	BCS X-86 Servers (PL TR)	29.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	Synergy Infrastructure (PL S6)	31.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	Synergy Option (PL S7)	31.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	One View (PL FS)	30.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	Converged Systems (PL FE)	30.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	SimpliVity (PL S8)	40.00%
Hewlett Packard Enterprise	MISSION CRITICAL SERVERS	HyperConverged Other (PL S8)	40.00%
Storage			
Hewlett Packard Enterprise	HPE XP Storage Solutions	XP Software - 12000, 10000, 1024/128, 512/48	44.00%
Hewlett Packard Enterprise	HPE XP Storage Solutions	XP Arrays - 12000, 10000, 1024/128	44.00%
Hewlett Packard Enterprise	HPE XP Storage Solutions	XP Array Upgrades - 12000, 10000, 1024/128, 512/48/256	44.00%
Hewlett Packard Enterprise	HPE XP 20000/24000 & P9xxx Storage Solutions	XP 20000/24000 & P9xxx Software	39.00%
Hewlett Packard Enterprise	HPE XP 20000/24000 & P9xxx Storage Solutions	XP 20000/24000 & P9xxx Hardware	39.00%
Hewlett Packard Enterprise	HPE XP 20000/24000 & P9xxx Storage Solutions	XP 20000/24000 & P9xxx Upgrades	39.00%
Hewlett Packard Enterprise	HPE Enterprise Virtual Array - Enterprise	EVA 4100/6x00	39.00%
Hewlett Packard Enterprise	HPE Enterprise Virtual Array - Enterprise	EVA Cabinets & Accessories, EVA HDD's	39.00%
Hewlett Packard Enterprise	HPE Enterprise Virtual Array - Enterprise	Veeam and Iternity services	15.00%
Hewlett Packard Enterprise	HPE Enterprise Virtual Array - Enterprise	Veeam	15.00%
Hewlett Packard Enterprise	HPE Enterprise Virtual Array - Enterprise	Data Protector SW	10.00%
Hewlett Packard Enterprise	HPE Enterprise Virtual Array - 400 Solutions	EVA 4400, 6400, 8400 & P6xxx Hardware / Software Products	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR F-Class, E-Class & Common Software	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR F-Class, E-Class, Arrays & Upgrades, Nimble Storage	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR T-Class, S-Class Software, Nimble Storage	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR T-Class, S-Class Arrays & Upgrades, Nimble Storage	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR Drive Mag, Cabinets, Accy & Upgrades	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR Mid-Range Array Software	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR Mid-Range Array & Upgrades	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR Mid-Range HDD & Encl	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR Mid-Range Cab & Accy	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR 7xxx, 8xxx	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR StoreServ 8xxx	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR 9xxx	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR StoreServ	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR 10xxx	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	3PAR 2xxx	39.00%
Hewlett Packard Enterprise	HPE 3PAR Storage Products	HPE M6710 & M6720	39.00%
Hewlett Packard Enterprise	Nimble Products & Support	Nimble Cloud Volumes	15.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Enterprise	Clustered Gateway, WAN Accelerator, X9000 Family (IBRIX)	39.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Enterprise	Enterprise Switches and Host Bus Adapters	39.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Enterprise	EML, ESL and VLS Tape Libraries, D2D	39.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Enterprise	ESL G3 Libraries	39.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Enterprise	StoreOnce	39.00%
Hewlett Packard Enterprise	HPE Virtual Array and DS Hardware & Software Products	Virtual Array and DS Hardware	24.00%
Hewlett Packard Enterprise	HPE Virtual Array and DS Hardware & Software Products	Power Accessories	24.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Commercial	HPE LeftHand P4000 SAN Solutions	26.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Commercial	StoreOnce 2***/3***	26.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Commercial	Entry NAS & All In One Storage	24.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Commercial	D2000/P2000 MSA HW & SW, MSA HDD's, Scalable File Share	24.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Commercial	Blade System Storage Switches, Commercial Switches and Switch SW, Commercial Host Bus Adapters	24.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Commercial	Tape Drives and Accessories (DDS, DAT, SDLT, Ultrium)	24.00%
Hewlett Packard Enterprise	HPE Storage Hardware - Commercial	MSL & VSL Tape Libraries, Autoloaders	24.00%
Hewlett Packard Enterprise	HPE Storage Media	Storage Media Products	34.00%
Hewlett Packard Enterprise	Promotions/Smart Buys	SMARTBUY SKUs (Storage)	1.00%
Networking			
Hewlett Packard Enterprise	HPE/Aruba Networking	HPE Networking Switching and SBN Networking	38.00%
Hewlett Packard Enterprise	HPE/Aruba Networking	HPE Networking Enterprise Routing and Switching	38.00%
Hewlett Packard Enterprise	HPE/Aruba Networking	HPE Networking Routing	38.00%
Hewlett Packard Enterprise	HPE/Aruba Networking	HPE Network Management and Software	38.00%
Hewlett Packard Enterprise	HPE/Aruba Networking	HPEN PL "NC"	38.00%
Hewlett Packard Enterprise	HPE/Aruba Networking	HPEN Aruba	35.00%
Hewlett Packard Enterprise	HPE/Aruba Networking	HPE Network Accessories	38.00%
Hewlett Packard Enterprise	HPE/Aruba Networking	WLAN	38.00%
Hewlett Packard Enterprise	HPE/Aruba Networking	Networking Utility	38.00%
Hewlett Packard Enterprise	HPE/Aruba Networking	HPE Telephony	0.00%
Hewlett Packard Enterprise	Networking Services	Hardware Services	15.00%
Hewlett Packard Enterprise	Networking Services	Software Services	15.00%
Hewlett Packard Enterprise	Networking Services	Installation Services	15.00%
Other - Miscellaneous (does not fit in other Categories)			
Hewlett Packard Enterprise	HPE Spare Parts & Refurbished Spare Parts	HPE Spare Parts & Refurbished Spare Parts	0.00%

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RELATED SERVICES			
BRAND	SERVICE DESCRIPTIONS	Product Description	DIR Customer Discount % off MSRP
Maintenance and Support Services			
Hewlett Packard Enterprise	Financial Services and Asset Recovery	HPE Product Return and Recycling (Several Programs Available)	0.00%
Hewlett Packard Enterprise	Maintenance and Support Services	Upfront/Attached Support Services	26.00%
Hewlett Packard Enterprise	Maintenance and Support Services	HW Maintenance/Renewals/Day 1 Support Services (excluding ARUBA, Nonstop & SW Sprt Svcs)	30.00%
Hewlett Packard Enterprise	Maintenance and Support Services	HPE SW Support Maintenance/Renewals/Day 1 Support Svcs (excluding ARUBA & Nonstop)	24.00%
Hewlett Packard Enterprise	Maintenance and Support Services	HPE HW/SW Support Maintenance/Renewals/Day 1 Support Svcs - Nimble Storage	5.00%
Hewlett Packard Enterprise	Maintenance and Support Services	HPE HW/SW Support Maintenance/Renewals/Day 1 Support Svcs - Aruba	15.00%
Hewlett Packard Enterprise	Maintenance and Support Services	HW & SW Nonstop Support Services	18.00%
Hewlett Packard Enterprise	Maintenance and Support Services	Packaged/Consulting Services	26.00%
Hewlett Packard Enterprise	Maintenance and Support Services	Education/Training Services	24.00%
Other Related Services			
Hewlett Packard	Onsite Services Rates	Onsite Labor Rates	See Onsite Labor Rates for details
SERVICES			
BRAND	SERVICE DESCRIPTIONS	Product Description	DIR Customer Discount % off MSRP
Services			
Hewlett Packard Enterprise	Custom Services - SOW Required	Flexible Capacity Custom Services (GreenLake) infrastructure services on-demand	0.00%
Hewlett Packard Enterprise	Custom Services - SOW Required	Relocation Services	7.00%
Hewlett Packard Enterprise	Custom Services - SOW Required	Other Custom Services: Assessment, Professional Technical Support	7.00%
THIRD PARTY HARDWARE PRODUCTS			
	DIR Customer Discount % off MSRP		
Axxon	15.00%		
Belkin	15.00%		
Black Box	15.00%		
CZG (LeGrand)	15.00%		
Cray	15.00%		
DDN	15.00%		
Nokia	15.00%		
APC (Schneider Electric)	15.00%		
Synnex	15.00%		
Tripp Lite	15.00%		
THIRD PARTY SOFTWARE PRODUCTS			
	DIR Customer Discount % off MSRP		
DDN	10.00%		
Veeam	10.00%		
Micro Focus	10.00%		
Nokia	10.00%		
APC (Schneider Electric)	10.00%		
Synnex	10.00%		

HPE Onsite Labor Rates Amendment 2

HPE US Expanded Labor Rates and Uplift Fees Quick Reference Guide Effective October 28, 2020

All rates listed herein are subject to change without notice.

On-Site Labor Rates				Solution Center Remote Labor Rates (Software and Application)		
Hourly rates for U.S. excluding Alaska and Puerto Rico	Enterprise Servers, Associated Storage, Network, and SGI Servers, Non-HPE Equipment	Commercial Servers (ProLiant) and Associated Storage	Account Support Services (ASM) Rates	HP-UX, Tru64Unix, OpenVMS, Storage	Linux & Novell O/S, Microsoft Products	NonStop OS and Related Applications
	Per Hour	Per Hour	Single Rate	Per Hour	Per Hour	Not Available
Standard business hours M-F 8 am-5 pm	\$310* PN# HJ623AC	\$225 PN# HJ623AC	\$295	\$310 PN# HJ628AC	\$310 PN# HJ628AC	Not Available
After Hours M-F 5 pm-8 am, Sat, Sun, and HPE holidays	\$388* PN# HJ623AC (Level 1)	\$281 PN# HJ623AC (Level 1)	\$368	\$310 PN# HJ628AC (Level 1)	\$310** PN# HJ628AC (Level 1)	Not Available
Minimum Hour Charge	Standard Business Hours 8-5 M-F: 1 Hr Min After Hours M-F, Saturday, Sunday and Holidays: 2 Hr Min					
Software Non-Contract Access Fee	Not Applicable			Std Business Hrs \$500 PN# HJ632AC(Level 1) Other Days/ Hrs \$1500 PN# HJ632AC(Level 2)	Not Applicable	Not Available
Standard Response	3-5 Business Days within 200miles		Quote Only	Up to Next Business Day	Up to Next Business Day	Not Available

** After hours service is not available for Microsoft.

Standard On-site Response Time

The response time for an on-site per event request (with credit approval) is 3 to 5 business days from the day the call is accepted and logged by the HPE Solution Center (Within 200 miles of the responding HPE support hub). See the HPE Per Event Hardware Support Technical Data Sheet for additional details.

Optional Expedited On-Site Response Fees

Depending on local HPE resource availability, customers may purchase expedited response. This service will be subject to an expedited response fee that will vary depending on when the expedited response request is logged.

Expedited /After Hours Response Fees for Non-Contract or for Standard Warranty Customers requesting service outside their coverage window

(no charge for travel, labor and parts apply if they are already covered under their warranty service level)

	Same Day Response HJ616AC Level 0	Next Day or Second Day Response HJ616AC Level 1	DAY 3 -5 Business Days Standard Response
Standard business hours M-F 8 am-5 pm	Not available	\$700 Enterprise, Commercial	No additional fee (Standard Response)
After hours M-F 5pm-8 am, Sat, Sun and HPE holidays	Not available	\$2500 Enterprise, Commercial (\$1800+\$700)	\$1800*

HPE Onsite Service Rates Amendment 2

HPE US Expanded Labor Rates and Uplift Fees Quick Reference Guide Effective October 28, 2020

All rates listed herein are subject to change without notice.

Expedited / After Hours Response Fees for Customers with Existing HW Service Contract or Support Services Coverage - HJ616AC Level 1						
(To receive a 4 hr or scheduled response on-site from time of call receipt) Subject to Resource Availability						
		8am	1pm	5pm	9pm	
Existing Coverage	Time service request received>					
24x7x4hr Response	Monday through Friday	Included in coverage - No charge				
	Sat, Sun, and HPE holidays	Included in coverage - No charge				
13x5x4hr Response (M-F 8-9pm)	Monday through Friday	Included in coverage - No charge	***	\$1,800		
	Sat, Sun, and HPE holidays	\$1,800				
9x5x4hr Response (M-F 8-5pm)	Monday through Friday	Included in Coverage – No Charge	***	\$1,800		
	Sat, Sun, and HPE holidays	\$1800				
9x5xNBD Next Business Day	Monday through Friday	\$700	***	\$2,500		
	Sat, Sun, and HPE holidays	\$2,500				

Note: Expedited response is dependent on resource availability.

*** Calls placed during these times may be serviced on the same day depending on resources and estimated completion time.

HPE Per Event Remote Hardware Support		
(Provided by the Call Center)		
Hourly Rates for US	Enterprise	Commercial(ISS)
Standard Business Hours M-F 8 am – 5 pm	\$265 per hour, 1 hr min HJ627AC	\$190 per hour, .5 hr min HJ627AC
ALL other days and times	\$331 per hour, 2 hr min HJ627AC (Level 1)	\$238 per hour, .5 hr min HJ627AC (Level 1)
Response Time	Up to Next Business Day	Up to Next Business Day
If an HPE on-site per event response is needed complete the call, there is no charge for the remote HW support.		

HPE Onsite Service Rates Amendment 2

HPE US Expanded Labor Rates and Uplift Fees Quick Reference Guide Effective October 28, 2020

All rates listed herein are subject to change without notice.

HPE Per Event Hardware Onsite Travel Zone Charges – Enterprise Systems							
		HJ631AC Level 1	HJ631AC Level 2	HJ631AC Level 3	HJ631AC Level 4	HJ620AC	HJ620AC
<i>Zone</i> ¹⁾	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>
<i>Mileage</i> ²⁾	0–5	6-25	26-50	51-100	101-200	201-300	300 +
<i>Charges</i>	\$0	\$150	\$255	\$335	\$530	Quote only	Quote only
HPE Per Event Hardware Onsite Travel Zone Charges – Commercial Servers							
		HJ631AC Level 1	HJ631AC Level 2	HJ631AC Level 3	HJ631AC Level 4	HJ620AC	HJ620AC
<i>Zone</i> ¹⁾	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>
<i>Mileage</i> ²⁾	0–5	6-25	26-50	51-100	101-200	201-300	300 +
<i>Charges</i>	\$0	\$95	\$95	\$210	\$365	Quote only	Quote only

- 1) Zone Fees do not apply to NonStop. NonStop Travel Fees will be calculated on actual travel time incurred (based on the hourly rate)
 2) Mileage is measured from the closest HPE Designated support hub to the customer location as a radius (radial distance). Zone Mileage definitions may vary in some locations.

Installation Services Expedited Response Fees [Not applicable to NonStop] ³⁾					
	DAY 0 Same Day Installation HJ615AC Standard business hrs M–F 8 am– 5pm	DAY 1 Next Day Installation HJ615AC Standard business hrs M–F 8 am–5 pm	DAY 2 Two Day Installation HJ615AC Standard business hrs M–F 8 am–5 pm	DAY 3+ Three Day Installation Standard business hrs M–F 8 am–5 pm	Any Day Additional Charge for After-Hours Installation start (M-F 5pm-8am, Saturday, Sunday and HPE Holidays)
Enterprise Servers	Custom Quote	\$1200	\$350	No charge	Standard Environment -\$700 24x7 Environment- \$350 Mission Critical - Exempt
Commercial Servers (ProLiant, Blade Servers)	Custom Quote	\$900	\$350	No charge	Standard Environment -\$700 24x7 Environment- \$350 Legacy Critical Service, Proactive 24 and 24x7/CTR Proactive Care Advanced – Exempt (No charge uplift)

Note: Expedited response is dependent on resource availability 3) NonStop Installation Services (INSTALL0-INSTALL9 and INSTALL-0AH through INSTALL-9AH) quoted with the purchase of a NonStop server will continue to apply.

**HPE Onsite Service Rates
Amendment 2**

**HPE U.S. On-Site Services Rate Schedule
Labor Rates for:
Time and Materials - Hardware Support
Consulting Services
10/28/2020**

All rates listed herein are subject to change without notice.

HPE Pointnext Commercial List Labor Rates

HPE Labor Category	List rate / Hr
Technology Consultant II	\$185.00
Technology Consultant III	\$256.00
Technology Consultant IV	\$311.00
Technology Consultant V	\$326.00
Network Engineer II	\$185.00
Network Engineer III	\$256.00
Network Engineer IV	\$311.00
Network Engineer V	\$326.00
Storage Engineer II	\$185.00
Storage Engineer III	\$256.00
Storage Engineer IV	\$311.00
Storage Engineer V	\$326.00
System Admin III	\$256.00
System Admin IV	\$311.00
System Admin V	\$326.00
Project Manager III	\$256.00
Project Manager IV	\$316.00
Project Manager V	\$326.66
Logistician III	\$252.00
Logistician IV	\$312.00
Field Engineer III	\$231.00
Field Engineer IV	\$280.00
Field Engineer V	\$294.00

Note on HPE Pointnext Commercial Labor Rates: List Rates do not include travel and living expenses. These expenses will be billed separately. Applicable rates may be higher for persons with specific U.S Federal Government security clearances. Resources will only be engaged via a legal quote/order or executed Statement of Work between HPE and customer. Details of Roles and Responsibilities will be outlined in quote or Statement of Work.