

DIR Contract Number DIR-TSO-2518
Appendix C Pricing Index

Infrastructure as a Service

DoubleHorn Communications, LLC offers secure Cloud Infrastructure (IaaS) as well as Technical Support Services. Our Data Center Cloud Platform is geographically redundant within Texas and is part of our carrier-grade Fiber/MPLS network. We provide Cloud Infrastructure at a 20 percent discount off MSRP. The 20 percent discount price includes Standard Support at no additional charge. Standard Support includes:

- Access to the DoubleHorn support portal
- Access to DoubleHorn guides and documentations
- Demos and tutorials
- FAQs and technical specification information
- DoubleHorn Communications forums and wikis
- Tier 1 technical support (M-F 8:00a-6:00p CST)
- Consolidated Services Billing (Customized Billing and Reporting available at an additional charge)

Service	Pricing
Public Cloud	20% off MSRP
Private Cloud	20% off MSRP
Managed Cloud	20% off MSRP
Hybrid Cloud	20% off MSRP
Cloud Gateway & Security Appliance	20% off MSRP
Cloud Servers	20% off MSRP
Cloud Storage	20% off MSRP
Cloud Backup	20% off MSRP
Cloud Desktop	20% off MSRP
Cloud Databases	20% off MSRP
Cloud Firewall	20% off MSRP
Cloud Load Balancers	20% off MSRP

Cloud DNS	20% off MSRP
Cloud VPN	20% off MSRP
Cloud Monitoring & Reporting	20% off MSRP
Managed Servers	20% off MSRP
Managed Firewall	20% off MSRP
Managed Application Hosting	20% off MSRP
Managed Internet Data Facility-Collocation	20% off MSRP
Managed Switch & Session Border Controller	20% off MSRP
IP Address & Network Allocation	20% off MSRP

Cloud Services Broker

DoubleHorn Communications, LLC 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 6 percent discount off MSRP. The 6 percent discount price includes Standard Support at no additional charge. Standard Support includes:

- Access to the DoubleHorn support portal
- Access to DoubleHorn guides and documentations
- Demos and tutorials
- FAQs and technical specification information
- DoubleHorn Communications 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)

Discount for Cloud Broker services is based on cloud service provider’s MSRP.

Service Provider	Customer Discount (includes DIR Administrative Fee)
Amazon Web Services	6% off MSRP

Service Provider	Customer Discount (includes DIR Administrative Fee)
IBM – SmartCloud	6% off MSRP

Service Provider	Customer Discount (includes DIR Administrative Fee)
Rackspace	6% off MSRP

Service Provider	Customer Discount (includes DIR Administrative Fee)
Google	6% off MSRP

Service Provider	Customer Discount (includes DIR Administrative Fee)
Terremark/Verizon	6% off MSRP

Service Provider	Customer Discount (includes DIR Administrative Fee)
Savvis	6% off MSRP

Cloud Assessment Services

In addition to providing Cloud Brokerage and Cloud Infrastructure (IaaS), DoubleHorn Communications, LLC also provides Cloud Assessment Services that focus on planning, migration and on-going operations of Cloud deployments. Cloud Assessment Services may be purchased with or without IaaS and Cloud Services offerings.

Cloud Business Impact Review	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Transformation Advisory	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Screening	\$96.00/hour or 20% off MSRP for Solution Bundle
IT Cataloging	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Blueprinting	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Operations Review & Planning	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Network Architecture & Capacity Planning	\$96.00/hour or 20% off MSRP for Solution Bundle

Cloud Security & Compliance Planning	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Business Continuity & Disaster Recovery	\$96.00/hour or 20% off MSRP for Solution Bundle

Training and Technical Services

The DoubleHorn suite of Training and Technical Services includes, but is not limited to, Support, Security, Engineering, Reporting and Project Management. Services are offered at a 20 percent discount off MSRP and may be purchased a la carte or as a solution bundle. Technical Services may be purchased with or without IaaS and Cloud Services offerings. Enhanced Support is available for all services for reasonable additional charges.

Business and Operational Advisory	\$96.00/hour
Custom Help Desk - IaaS	\$96.00/hour
Help Desk - Tailored System Health Check	\$96.00/hour
Help Desk - System Configuration Assistance	\$96.00/hour
Help Desk - Application Monitoring Assistance	\$96.00/hour
Help Desk - Deployment Assistance	\$96.00/hour
Platform and Systems Training	\$96.00/hour
Cloud Implementation	\$96.00/hour
Cloud Migration	\$96.00/hour
Cloud Operations	\$96.00/hour
Project Management	\$96.00/hour
Cloud Application & Network Engineering	\$96.00/hour
Strategy and Solution Design	\$96.00/hour
Contract Oversight and Management	\$96.00/hour
Reporting and Governance	\$96.00/hour

Collaboration & Document Management	\$96.00/hour
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