

Cisco System, Inc.
APPENDIX C TO DIR-TSO-2542 - Amendment #4
 Dated 4/26/2017

Cisco Hardware	APPENDIX C TO DIR-TSO-2542 PRICING INDEX			CISCO SYSTEMS, INC.		
PRODUCT Category			DIR Customer Discount % from MSRP	DIR Customer Price	EACH/Per Unit	
Cisco Hardware on Cisco Global Price List	See Cisco Web Page for detail	See Cisco Web Page for detail	36.00%	Customer price will be 36.00% less the then-current List Price as published on Cisco's Global Price List		
Cisco Meraki Price List	See Cisco Web Page for detail	See Cisco Web Page for detail	36.00%	Customer price will be 36.00% less the then-current List Price as published on Cisco's Meraki Price List		
Cisco SMARTnet Services	Cisco is providing its standard warranty term for all new hardware and software purchased under the contract. Customers may purchase Cisco SMARTnet for an increased level of support which provides: 1) Global 24-hour access to experts in the Cisco Technical Assistance Center (TAC), 2) Self-help support through online communities, resources, and tools, 3) Hardware replacement options, including 2-hour, 4-hour and next business day, and 4) Operating System (OS) software updates. Below is pricing for a 1, 3, and 5 year term of service.					
SERVICE Category	Manufacturer Part Number	MSRP COST	EACH/Per Unit	DIR Customer Discount % from MSRP	DIR Customer Price	EACH/Per Unit
Cisco SMARTnet for Government (1 Year Term)	See Cisco Web Page for detail	See Cisco Web Page for detail		10.00%	Customer price will be 10.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Government (3 Year Term) *	See Cisco Web Page for detail	See Cisco Web Page for detail		17.00%	Customer price will be 17.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Government (5 Year Term) *	See Cisco Web Page for detail	See Cisco Web Page for detail		21.00%	Customer price will be 21.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Education (1 Year Term)	See Cisco Web Page for detail	See Cisco Web Page for detail		25.00%	Customer price will be 25.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Education (3 Year Term) *	See Cisco Web Page for detail	See Cisco Web Page for detail		28.00%	Customer price will be 28.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Education (5 Year Term) *	See Cisco Web Page for detail	See Cisco Web Page for detail		30.00%	Customer price will be 30.00% less the then-current List Price as published on Cisco's Global Price List	
* If a three (3) or five (5) year prepaid term is selected, full payment is made upfront at the beginning of the subscription term. The above discounts do not assume or factor in any applicable finance or interest charges for the prepaid terms. It is the responsibility of the customer to determine the mechanism for funding.						
Cisco Technical and Maintenance Services	These services provide technical support, flexible hardware coverage, and smart, proactive device diagnostics for hardware.					
SERVICE Category	Manufacturer Part Number	MSRP COST	EACH/Per Unit	DIR Customer Discount % from MSRP	DIR Customer Price	EACH/Per Unit
Cisco Technical and Maintenance Services	Please see Exhibit 3 for a complete listing of Cisco Services IDs	See Cisco Web Page for detail		10.00%	Customer price will be 10.00% less the then-current List Price as published on Cisco's Global Price List	

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Cisco Technical and Advanced Services	These services are designed to assist with customers with the following types of projects: 1) Survey/ Design Services – Includes the discovery, design, architecture review/validation, and readiness assessment. 2) Implementation Services – Includes basic installation and configuration or end-to-end integration and deployment. 3) Optimization – Includes assessing operational environment readiness, identify ways to increase efficiencies throughout the network, and optimize Customer's infrastructure, applications and service management. 4) Remote Management Services – Includes continuous monitoring, incident management, problem management, change management, and utilization and performance reporting that may be on a subscription basis. 5) Technical/Advisory Services – Includes assessing the availability, reliability, security and performance of Customer's existing solutions. 6) Data Communications Architectural Design Services – Developing architectural strategies and roadmaps for transforming Customer's existing network architecture and operations management. 7) Statement of Work (SOW) Services – Customer-specific tasks to be accomplished and/or services to be delivered based on Customer's business and technical requirements.																																																										
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Cisco Advanced / Technical Services **	Statement of Work Services	0.00%	Final price is based on a customer and Cisco approved statement of work (SOW). Please see note below for more detailed information																																																								
<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th rowspan="2"></th> <th colspan="4" style="background-color: #0070C0; color: white;">Remote Hourly Rate (Not to Exceed)</th> </tr> <tr> <th style="background-color: #0070C0; color: white;">Year 1</th> <th style="background-color: #0070C0; color: white;">Year 2</th> <th style="background-color: #0070C0; color: white;">Year 3</th> <th style="background-color: #0070C0; color: white;">Year 4</th> </tr> </thead> <tbody> <tr> <td>Network Engineer - 004</td> <td>\$ 260.13</td> <td>\$ 267.93</td> <td>\$ 278.65</td> <td>\$ 292.58</td> </tr> <tr> <td>Network Engineer - 005</td> <td>\$ 279.29</td> <td>\$ 287.67</td> <td>\$ 299.17</td> <td>\$ 314.13</td> </tr> <tr> <td>Network Engineer - 006</td> <td>\$ 301.46</td> <td>\$ 310.51</td> <td>\$ 322.93</td> <td>\$ 339.07</td> </tr> <tr> <td>Network Engineer - 007</td> <td>\$ 326.61</td> <td>\$ 336.41</td> <td>\$ 349.87</td> <td>\$ 367.36</td> </tr> <tr> <td>Network Engineer - 008</td> <td>\$ 350.69</td> <td>\$ 361.21</td> <td>\$ 375.65</td> <td>\$ 394.44</td> </tr> <tr> <td>Network Engineer - 009</td> <td>\$ 382.18</td> <td>\$ 393.64</td> <td>\$ 409.39</td> <td>\$ 429.86</td> </tr> <tr> <td>Network Engineer - 010</td> <td>\$ 417.34</td> <td>\$ 429.86</td> <td>\$ 447.06</td> <td>\$ 469.41</td> </tr> <tr> <td>Network Engineer - 011</td> <td>\$ 449.24</td> <td>\$ 462.71</td> <td>\$ 481.22</td> <td>\$ 505.28</td> </tr> <tr> <td>Network Engineer - 012</td> <td>\$ 507.79</td> <td>\$ 523.03</td> <td>\$ 543.95</td> <td>\$ 571.14</td> </tr> </tbody> </table>							Remote Hourly Rate (Not to Exceed)				Year 1	Year 2	Year 3	Year 4	Network Engineer - 004	\$ 260.13	\$ 267.93	\$ 278.65	\$ 292.58	Network Engineer - 005	\$ 279.29	\$ 287.67	\$ 299.17	\$ 314.13	Network Engineer - 006	\$ 301.46	\$ 310.51	\$ 322.93	\$ 339.07	Network Engineer - 007	\$ 326.61	\$ 336.41	\$ 349.87	\$ 367.36	Network Engineer - 008	\$ 350.69	\$ 361.21	\$ 375.65	\$ 394.44	Network Engineer - 009	\$ 382.18	\$ 393.64	\$ 409.39	\$ 429.86	Network Engineer - 010	\$ 417.34	\$ 429.86	\$ 447.06	\$ 469.41	Network Engineer - 011	\$ 449.24	\$ 462.71	\$ 481.22	\$ 505.28	Network Engineer - 012	\$ 507.79	\$ 523.03	\$ 543.95	\$ 571.14
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** The hourly rates provided are a not to exceed (NTE) rate. Cisco will use the NTE rate to calculate a cost to deliver a statement of work (SOW). Cisco will use the NTE rates, required level of effort needed to produce the client approved deliverables, and skill set to determine the price of the SOW. For each customized SOW, Cisco will provide a fixed cost for the agreed upon deliverables. Any travel costs that are incurred for the specific SOW will be billed for separately. Individual hours, or blocks of hours may not be purchased separately. Because the SOW is offered at a fixed price, Cisco does not keep time cards.																																																											
Partner Services	Subject to Cisco's approval and the certifications held by its partners, partners can also offer services such as: Installation/de-installation; Asset Tagging; Staging/Deployment; Image loading; Image Consulting; System and Server Configuration; Rack and Stack Configuration; Maintenance; and Training. Other services may be available																																																										
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Partner Services ***	Not To Exceed (NTE) Hourly Rate		Not To Exceed (NTE) Hourly Rate																																																								
Enterprise Network Services I	\$		285.00	0.00%	\$ 285.00																																																						
Enterprise Network Services II	\$		325.00	0.00%	\$ 325.00																																																						
Enterprise Network Services III	\$		375.00	0.00%	\$ 375.00																																																						
Technician	\$		180.00	0.00%	\$ 180.00																																																						
Network Engineer	\$		225.00	0.00%	\$ 225.00																																																						
Senior Network Engineer	\$		275.00	0.00%	\$ 275.00																																																						
Project Manager	\$		250.00	0.00%	\$ 250.00																																																						
Program Manager	\$		275.00	0.00%	\$ 275.00																																																						
*** On behalf of resellers that will be added to the contract as subcontractors, Cisco is providing Not to Exceed (NTE) NTE hourly rates for Partner Services. These rates are valid for the four (4) year term of the contract. Once Cisco adds resellers to the contract, we will solicit resellers for their specific hourly rates, if they wish to provide such services.																																																											
Cisco Learning Credits	To provide Texas DIR customers with access to training and development on Cisco's products and services, we are pleased to offer Cisco Learning Credits for purchase under the contract. Cisco Learning Credits are available for purchase at \$100 per credit on the U.S. Global Price Lists and sold in packages of 10, 100, 500, and 1500 (Table 10). They can be added to any Cisco hardware, software, or solution purchase and redeemed within one (1) year from activation on the Cisco Learning Credits Management Tool (LCMT). Cisco Learning Credits can be redeemed for high-quality, authorized training from a Cisco Learning Partner or their affiliated organizations, or Cisco Advanced Services Education.																																																										

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Cisco SaaS Offerings (Software as a Service)	See Cisco Web Page for detail	See Cisco Web Page for detail	10.00%	Customer price will be 10.00% less the then-current List Price as published		
OPTIONAL ITEMS	Manufacturer Part Number	EACH/Per Unit		DIR Customer Discount % from MSRP	DIR Customer Price	EACH/Per Unit
Cisco Learning Credits (Qty 10)	TRN-CLC-000	\$	1,000.00	0.00%	\$	1,000.00
Cisco Learning Credits (Qty 100)	TRN-CLC-001	\$	10,000.00	0.00%	\$	10,000.00
Cisco Learning Credits (Qty 500)	TRN-CLC-002	\$	50,000.00	0.00%	\$	50,000.00
Cisco Learning Credits (Qty 1,500)	TRN-CLC-003	\$	150,000.00	0.00%	\$	150,000.00
VOLUME DISCOUNTS						
Not available						