

**DIR-TSO-4053**

**Appendix C- Pricing Index DoubleHorn, LLC**

DoubleHorn, 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 discounts below off MSRP. The discount price does not includes Standard Support as this is an additional charge. Standard Support is calculated at 10% the MRC Cost and includes:

- Access to the DoubleHorn support portal
- Access to DoubleHorn guides and documentations
- Demos and tutorials
- FAQs and technical specification information
- DoubleHorn, LLC 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	DH Website	6.00%
IBM Cloud	All Cloud Product and Services	DH Website	6.00%
Rackspace	All Cloud Product and Services	DH Website	6.00%
Google	All Cloud Product and Services	DH Website	6.00%
Alibaba	All Cloud Product and Services	DH Website	6.00%
Navisite	All Cloud Product and Services	DH Website	6.00%
Microsoft Azure	All Cloud Product and Services	DH Website	6.00%

Related Services Description			Hourly	DIR Discount
Brand	Service Description			
DoubleHorn	Business and Operational Advisory		\$295	20%
DoubleHorn	Custom Help Desk		\$295	20%
DoubleHorn	Help Desk - Tailored System Health Check		\$295	20%
DoubleHorn	Help Desk - System Configuration Assistance		\$295	20%
DoubleHorn	Help Desk - Application Monitoring Assistance		\$295	20%
DoubleHorn	Help Desk- Deployment Assistance		\$295	20%
DoubleHorn	Platform and Systems Training		\$295	20%
DoubleHorn	Cloud Implementation		\$295	20%
DoubleHorn	Cloud Migration		\$295	20%
DoubleHorn	Cloud Operations		\$295	20%
DoubleHorn	Project Management		\$295	20%
DoubleHorn	Cloud Application and Network Engineering		\$295	20%
DoubleHorn	Strategy and Solution Design		\$295	20%
DoubleHorn	Contract Oversight and Management		\$295	20%
DoubleHorn	Reporting and Governance		\$295	20%
DoubleHorn	Collaboration and Document Management		\$295	20%
DoubleHorn	After Hours Professional Services		\$443	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.**