

Category 23 (Twenty-Three): Professional Services for Evaluation, Design, Planning, Installation, and Configuration/Services:

- Reseller will the assign the best resource available based on the specific needs of the client, the product(s) being installed, and complexity of the infrastructure.

Engineering Title	Description of Support	Hourly Rates <i>(May be a Range)</i>
Project Management	Project Management	\$125.00
Technician	AP and Switch Installation	\$95.00
Systems Engineer	AP Configuration & Support, L2 Switching	\$125.00
Senior Systems Engineer	Advanced Routing/ Wireless, Security, L3 Switching	\$150.00
Senior Systems Architect	Project Planning, Design, Consulting	\$150.00

- After hours rates will not be charged for any work performed during non-business hours. Rates are determined by the specific resource required and the duration of the project. If travel and lodging are deemed necessary, any charges will be specifically detailed in the Statement of Work and follow a State’s General Terms and Conditions for Goods and Services.

The Responder should offer a complete listing of all Manufacturer Maintenance Plans available, by product Category 1-23, to include but not necessarily be limited to: drop shipped advanced replacements of parts, software patches and revisions issues to resolved known defects or vulnerabilities, access to online and live body technical assistance, advanced replacement of parts with requires installation/software configuration support to facilitate replacement. The bidder may offer different discounts for manufacturer maintenance plans by product categories offered.

Bidders should list pricing, discounted unit pricing and percentage discount from list price by group. Bidders may add other network related items (equipment, software, licenses, services) that enhance/augment the primary commodities, but must be distinguished from the primary bid and so noted in the submitted bid, and provide list pricing, discounted unit pricing and percentage discount from list price.

Vendor may additionally provide volume discounts provided the minimum quantity to qualify is provided along with list pricing, discounted unit pricing and percentage discount from list price by group. Lower volume discount pricing may be offered at any time to USETPA and/or USETPA Subscribers per this RFP and any resulting contract(s).