

Cost Proposal 6896 Z1 Technical Support & Troubleshooting Services

Bidder Name: Michael Wells dba MSWLab

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the Request for Proposal. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

All prices, costs, and terms and conditions submitted in the proposal shall remain fixed and valid commencing on the opening date of the proposal until the contract terminates or expires.

Description	Initial Contract Period Year 1	Initial Contract Period Year 2	Optional Renewal Year 1	Optional Renewal Year 2	Optional Renewal Year 3
Technical Support & Troubleshooting as indicated for all Hardware and Software, including upgrades, changes, additions or deletions (M-F, 8-5 pm)	52,800.00 See Note 1	54,440.00 Est. + CPI Adj. See Note 5	58,212.00 Est. + CPI Adj. See Note 6	61,128.00 Est. + CPI Adj. See Note 7	64,188.00 Est. + CPI Adj. See Note 8
After Business Hours Support Services	See Note 2	See Note 2	See Note 2	See Note 2	See Note 2
Emergency Service requests	See Note 2,3	See Note 2,3	See Note 2,3	See Note 2,3	See Note 2,3
Technical Support & Troubleshooting reports	See Note 4	See Note 4	See Note 4	See Note 4	See Note 4

Note 1: Base Contract
4 Hour Weekly Access Retainer \$4,400/month
Additional Base Hours \$247.50/hour

Note 2: After Business Hours Support Services
There is no specific hourly billing rate for After Business Hours Support, but rather Time Log Billing Multipliers that apply to the actual time utilized during the support activity.
For example, if 1 hour of work is performed at a 1.25 multiplier, that work will be recorded as 1.25 hours of work performed against the allotment of hours provided by the agreement, or will be charged as 1.25 hours at the Additional Base Hours rate of \$247.50/hour.

1.25x Time Log Billing Multiplier applies to After Business Hours Support Services from 6pm-10pm and 6am-8am Monday through Friday; Saturdays and Sundays from 8am-6pm.

1.5x Time Log Billing Multiplier applies to After Business Hours Support Services from 10pm-2am Monday Through Friday; Saturdays and Sundays from 6pm-10pm

2x Time Log Multiplier applies to After Business Hours Support Service from 2am-6am Monday Through Friday; Saturdays and Sundays from 10pm-8am

All After Business Hours Support Services incur a 1 hour minimum base time billing increment before multiplier is applied.

Note 3:
Emergency Service Request responded to within normal business hours will insure a 1 hour minimum billing if responded to within 1 hour of request.

Note 4:
Technical Support and Troubleshooting Reports bill as regular hours. Any additional costs incurred to produce reports, such as printing, postage, etc, will be billed at cost plus 15%

Note 5:
Contract Amount is Estimated based on Initial Contract Period Year 2 Pricing will be based on the Initial Contract Period Year 1 rate plus an adjustment amount equal to the prior year US CPI times the prior year contract value.

Note 6:
Optional Renewal Year 1 Pricing will be based on the Initial Contract Period Year 2 rate plus an adjustment amount equal to the prior year US CPI times the prior year contract value.

Note 7:
Optional Renewal Year 2 Pricing will be based on the Optional Renewal Year 1 rate plus an adjustment amount equal to the prior year US CPI times the prior year contract value.

Note 8:
Optional Renewal Year 3 Pricing will be based on the Optional Renewal Year 2 rate plus an adjustment amount equal to the prior year US CPI times the prior year contract value.