



1940 E. Mariposa Ave., El Segundo, CA 90245



County of Monterey - Microsoft Premier Support Renewal Pricing / Off DGS SCA-16-70-0171L - Quote - R2

Item Name	Price	Hours / Qty	Price Extended
Premier Support Renewal Term 3/1/2018 through 2/28/2019			
PROBLEM RESOLUTION SUPPORT - Up to 40 Hours	\$ 229.50	40 Hours	\$ 9,180.00
▪ Incident resolution ▪ Multivendor Coordination			
▪ Remote Diagnostic and Debug (Dial-in) ▪ 24 X 7 Access to Support Professionals			
SUPPORT ASSISTANCE - Up to 120 Hours	\$ 239.00	120 Hours	\$ 28,680.00
▪ Supportability Consulting ▪ Lab access			
▪ Reviews ▪ Workshops			
SUPPORT ACCOUNT MANAGEMENT (TAM) - 120 Hours	\$ 234.00	120 Hours	\$ 28,080.00
▪ Planning and Resource Facilitation ▪ Status Reports and Meetings			
▪ Incident Escalation Management			
Onsite Visit	\$ 175.00	4 Visits	\$ 700.00
INFORMATION SERVICES			
▪ Unlimited-user access license to Premier Online website ▪ Critical Problem Alerts	\$ -		\$ -
▪ Product News Flashes ▪ Support Webcasts			
▪ Unlimited User Access to Premier Online Website			
Year 1 Sub Total:			\$ 66,640.00
1 Year Total:			\$ 66,640.00