PRODUCT Category	Manufacturer Part Number	MSRP COST	Each Per Unit	DIR Customer Discount % from MSRP	DIR Customer Price
Cisco Core & Compute	Cisco Core & Compute Products (Hardware & Software) including but not limited to, Networking, Wireless and Mobility, Security, Collaboration, Data Center, Analytics, Video, Internet of Things, Meraki, etc. on Cisco's then-current U.S. Global Pricelist under the Core & Compute Categories.	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	36%	Customer price will be a minimum of 36.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist
Cisco Market	Cisco Market Products including but not limited to, Cloud Analytics, Cloud Applications and Services, Automated Infrastructure, Cloud Security, Collaboration Tools, etc. on Cisco's then-current U.S. Global Pricelist under the Market Category.	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	10%	Customer price will be a minimum of 10.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist
Cisco Net	Cisco Net Products including but not limited to, custom, limited or restricted offers on Cisco's then-current U.S. Global Pricelist under the Net Category.	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	0%	Customer price will be 0.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist
VALUE ADDED AND RELATED SERVICES					
Cisco Smart Net Total Care Service	Cisco is providing its standard warranty term for all new hardware and software purchased under the contract. Customers may purchase Cisco Smart Net Total Care Service for an increased level of maintenance support which provides: 1) Global 24 hr/365 day 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.				
Smart Net Total Care for Government (1 year term)	Technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC)	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	10.00%	Customer price will be a minimum of 10.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist

Smart Net Total Care for Government (3 year term)	Technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC)	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	17.00%	Customer price will be a minimum of 17.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist
Smart Net Total Care for Government (5 year term)	Technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC)	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	21.00%	Customer price will be a minimum of 21.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist
Smart Net Total Care for Education (1 year term)	Technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC)	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	25.00%	Customer price will be a minimum of 25.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist
Smart Net Total Care for Education (3 year term)	Technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC)	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	28.00%	Customer price will be a minimum of 28.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist
Smart Net Total Care for Education (5 year term)	Technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC)	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	30.00%	Customer price will be a minimum of 30.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist
Technical and Maintenance Services					
Other Cisco Technical and Maintenance Services **	All other maintenance support offers not under Smart Net Total Care Service, including Support Services for on-premise Software	See Table 1 below and posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	10.00%	Customer price will be a minimum of 10.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist

Cisco Services (formerly known as Advanced Services) **	Services includes, but not limited to, Survey/Design, Implementation, Optimization, Remote, Managed, Technical, Advisory, Network Architectural Design, Statements of Work (SOWs), Combined Services, and other Deployment or Advisory Services	See Table 1 below and posted Pricelist at Cisco's TX DIR Contract webpage	US GPL* and SOW-based Projects	0.00%	Customer price will be 0.0% less the then-current List Price as published on Cisco's Global Pricelist
Cisco Reseller/Partner Services (Limited) **	Limited Partner Services, subject to Cisco's written approval, that enable the implementation and/or technical support of Cisco Offers/Solutions	See Table 2 below and posted Pricelist at Cisco's TX DIR Contract webpage	SOW-based Projects	0.00%	Customer price will be 0.0% less the then-current List Price as published on Cisco's U.S. Global Pricelist
Training	Various Training Courses Available Related to Cisco Offers/Solutions	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	0.00%	Customer price will be 0.0% less the then-current List Price as published on Cisco's U.S. Global Pricelist
Support	See above under Smart Net Total Care Service & Other Technical and Maintenance Services	See posted Pricelist at Cisco's TX DIR Contract webpage	US GPL*	10.00%	Customer price will be a minimum of 10.00% less the then-current List Price as published on Cisco's U.S. Global Pricelist

* US GPL is Cisco's then-current U.S. Global Pricelist found on Cisco's TX DIR Webpage, https://www.cisco.com/c/en/us/solutions/industries/government/us-government-solutions-services/resources/government-contracts-funding-vehicles/state-local-government-contracts/state-of-texas-dir-4167.html .

Cisco Services

Service	Onsite NTE Amount/Hour*	Remote NTE Amount/Hour*
Maintenance Services	$600.00	$525.00
Deployment Services	$743.17	$661.17
Advisory Services	$743.18	$661.18
Architectural Design Services	$743.19	$661.19
Statement of Work Services	$743.20	$661.20
Training Deployment Services	$600.00	$525.00

*The hourly labor rates provided are not to exceed (NTE) rates. Cisco will use the NTE rates 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

Service	Onsite NTE Amount/Hour*	Remote NTE Amount/Hour**
Partner Services	$600.00	$525.00

NOTE: Limited Partner Services for Basic Install and Config include the following:

- **Certified and Technical Project Management**
- **Staging & Implementation Engineering**
- **Site Survey, High Level Design Review**
- **Global Implementation Capability**
- **Configuration Development**
- **Knowledge Transfer**
- **Acceptance Testing**

*Onsite NTE Amount/Hour: Customer Premise Labor Rates Not To Exceed Hourly
**Remote NTE Amount/Hour: Vendor Premise Labor Rates Not To Exceed Hourly