SAMSUNG

Skill Set Description	Code	Std. Rate	After Hours	Sunday/Holiday	Comments
T&M RATES					
Professional Service Engineer	PSO	$140.00/hr	$210.00/hr	$280.00/hr	2hr minimum
Data Engineer	DE	$160.00/hr	$240.00/hr	$320.00/hr	2hr minimum
Wireless LAN Site Survey Engineer	WL	$140.00/hr	$210.00/hr	$280.00/hr	
Voice Deployment Engineer	VD	$140.00/hr	$210.00/hr	$280.00/hr	
Solutions Architect	SA	$160.00/hr	$240.00/hr	$320.00/hr	
Network Integration Technician	NI	$140.00/hr	$210.00/hr	$280.00/hr	
Technical Project Manager	PM 1	$140.00/hr	$210.00/hr	$280.00/hr	
Program Manager	PGM	$160.00/hr	$240.00/hr	$320.00/hr	

Other Technical Support Services

Advanced Application Implementation & Support	Service Description: Enterprises today are ready to capitalize on the efficiency and cost-savings of emerging applications. These businesses turn to Samsung to implement these complex solutions, including convergence technologies such as VoIP (voice-over Internet protocol); call center applications such as CRM (customer relationship management); DEFINITY® Wireless and UM (unified messaging) applications. In addition, Samsung utilizes its nationwide team of certified technicians to provide support on these advanced applications, ensuring you of uninterrupted and reliable service. Value Proposition: *Provides an unbiased evaluation to a customer of emerging and advanced technologies in order to determine which technologies a customer can utilized in their environment today.	Call for Pricing

Integration	Service Description: Samsung's team of engineers and technicians are certified and trained to ensure that all connections and migration issues are carefully planned prior to equipment assembly, set-up, configuration, burn-in and testing in the Samsung integration services lab prior to any system shipment and implementation. Value Proposition: *Test multiple manufacturer equipment together to ensure the equipment is capability *Reduces future trouble-shooting of issues on customer equipment	Call for Pricing
Security	Service Description: To protect your networks and applications from any vulnerability to criminal invasion and natural disaster, enlist Samsung to assess your security requirements and provide a blueprint that shows how they can protect your systems. Samsung will develop a security procedure and implement a firewall appliance for you, using state-of-the-art products. Value Proposition: *Provide key recommendations to customers on vulnerabilities and how to reduce them in their network.	Call for Pricing
Exchange Server	Service Description: Samsung can provide expertise with integrating phone applications to an end-customers email exchange server. Value Proposition: *Reduce possible future issue related to between the Exchange Server and the Phone System	Call for Pricing

Course Name	OfficeServ IVR (FUTURE RELEASE)
Course Number	3046-01-IL (INSTRUCTOR LED)
Description	Designed for technicians who will install, configure, and maintain OfficeServ IVR attendant applications.
Course Content	Microsoft IIS review, Web and Server management basics, IVR planning, IVR/TTS overview, Switch preparation, IVR/TTS installation, IVR/TTS programming, IVR/TTS maintenance, IVR/TTS troubleshooting.
Certification	OfficeServ IVR – technical Support for OfficeServ IVR application.
Class Length	2 days
Prerequisite	OfficeServ DataView certification and successful completion of the ACD/IVR Online Prerequisite Test.

Pricing

Onsite Customer User Training

BASIC USER COURSE	
Course Name	End User Functional Training
Course Number	EUFT (INSTRUCTOR LED)
Description	5 hours on site end user training at time of Cutover
Price	$450.00
BASIC USER COURSE	
Course Name	End User Functional Training
Course Number	EUFTTM (INSTRUCTOR LED)
Description	T@M rate (Does not include Travel)
Price	$90.00hr

Item	Course Name	Course Number Course-Rev-Type	Days	Tuition Fee*	Processing Fee*	Total Cost*
SYSTEMS						
1	OfficeServ 100/500 System	1010-01-OL		290.00	10.00	300.00
2	OfficeServ 7200/7400 System	1020-01-IL	5	290.00	10.00	300.00
3	OfficeServ 7000 Transition	9010-01-OL		190.00	10.00	200.00
4	OfficeServ 7100 System	1030-01-OL		115.00	10.00	125.00
5	SVMi System	2010-01-OL		165.00	10.00	175.00
CTI APPLICATIONS						
6	OfficeServ Link & EasySet	3010-01-OL		15.00	10.00	25.00
7	OfficeServ Call	3011-01-OL		15.00	10.00	25.00
8	OfficeServ Operator	3012-01-OL		15.00	10.00	25.00
9	OfficeServ DataView	3013-01-OL		15.00	10.00	25.00
10	OfficeServ CTI Bundle Link/EasySet + Call + Operator + DataView	3014-01-OL		40.00	10.00	50.00
ADVANCED COURSES						
11	OfficeServ Wireless	3020-01-IL	3	290.00	10.00	300.00
12	OfficeServ ITP	3030-01-OL		90.00	10.00	100.00
13	OfficeServ SPNet	3035-01-IL	4	290.00	10.00	300.00
14	OfficeServ 7000 Series Data Modules	3040-01-OL		290.00	10.00	300.00
15	OfficeServ 7000 SIP Services	3050-01-OL		90.00	10.00	100.00

OL = Online Course
IL = Instructor Led Course
* = Fees listed in $US

SCHEDULE K – DEDICATED TECHNICIAN

11-X-21415 Telecommunication Equipment & Services

Dedicated Technician (Section 3.2.13)

Bidder to provide price list labeled Schedule K reflecting its Section 3.2.13 Technical Support pricing.

Dedicated Technician Annual Rate	Non-Union	Union
Tech Level 1 Skills Description		
On-site break/fix services and moves, add, and changes	$135,000.00	$170,000.00
Tech Level 2 Skills Description		
Support Specialist or Support Expert level technician	$175,000.00	$195,000.00
Tech Vehicle (If Requested)	$ 9,600.00	$ 9,600.00