

## Tricon Services

The following services are offered by Tricon Group, Ltd. on a time and materials basis. Travel time is billed at 1/2 the standard hourly rate. Materials (lodging, meals, etc.) are billed at actual cost. Tricon can also quote a FIXED PRICE for a specific task provided the scope of work is clearly defined.

		LIST PRICE		NM Discount	NM Prices	
		pSeries	iSeries		pSeries	iSeries
<b>A. Installation Services</b> This Tricon service is related to the delivery, installation and set up of a system. It can include hardware and software installation and related connectivity issues. These services include, but are not limited to, unpackaging, cabling, setup, initial configuration, software installation, user initialization, etc.	<b>Std. Rate/Hr.</b>	\$ 100.00	\$ 100.00	10.0%	\$ 90.00	\$ 90.00
	<b>Prem. Rate/Hr.</b>	\$ 140.00	\$ 140.00	10.0%	\$ 126.00	\$ 126.00
	<b>SubC Rate/Hr.</b>	\$ 160.00	\$ 160.00	10.0%	\$ 144.00	\$ 144.00
<b>B. Upgrade Services</b> Many times it is necessary to upgrade a system from an older version to a newer one. This can be done under these services whether it is an upgrade to the hardware or the software. Operating System Version upgrades are a common upgrade service we perform.	<b>Std. Rate/Hr.</b>	\$ 120.00	\$ 120.00	10.0%	\$ 108.00	\$ 108.00
	<b>Prem. Rate/Hr.</b>	\$ 168.00	\$ 168.00	10.0%	\$ 151.20	\$ 151.20
	<b>SubC Rate/Hr.</b>	\$ 170.00	\$ 170.00	10.0%	\$ 153.00	\$ 153.00
<b>C. Migration Services</b> This Tricon service is designed to assist a customer with the difficult task of migrating between one system and another. This can be to move between one vendor's operating system to another's, or it can be from one technology to another.	<b>Std. Rate/Hr.</b>	\$ 140.00	\$ 140.00	10.0%	\$ 126.00	\$ 126.00
	<b>Prem. Rate/Hr.</b>	\$ 196.00	\$ 196.00	10.0%	\$ 176.40	\$ 176.40
	<b>SubC Rate/Hr.</b>	\$ 200.00	\$ 200.00	10.0%	\$ 180.00	\$ 180.00
<b>D. Training Services</b> Tricon provides specific services related to system or user training. This can be utilized with a new system or with a new user to an existing system. It can be one-on-one training or it can be classroom style.	<b>Std. Rate/Hr.</b>	\$ 100.00	\$ 100.00	10.0%	\$ 90.00	\$ 90.00
	<b>Prem. Rate/Hr.</b>	\$ 140.00	\$ 140.00	10.0%	\$ 126.00	\$ 126.00
	<b>SubC Rate/Hr.</b>	\$ 160.00	\$ 160.00	10.0%	\$ 144.00	\$ 144.00
<b>E. Problem Resolution Services</b> This Tricon service is designed to assist customers in resolving system problems that may occur. These services may be to help identify the cause of a problem, the eventual repair of a problem, or the methods needed to circumvent the problem.	<b>Std. Rate/Hr.</b>	\$ 100.00	\$ 100.00	10.0%	\$ 90.00	\$ 90.00
	<b>Prem. Rate/Hr.</b>	\$ 140.00	\$ 140.00	10.0%	\$ 126.00	\$ 126.00
	<b>SubC Rate/Hr.</b>	\$ 160.00	\$ 160.00	10.0%	\$ 144.00	\$ 144.00
<b>F. Planning &amp; Consulting Services</b> This Tricon service is designed to assist customers in the difficult decisions that are required when changing systems, converting to new technology, considering various alternative systems or just planning for the future. It can also address planning for High Availability, Server Consolidation or Disaster Recovery.	<b>Std. Rate/Hr.</b>	\$ 120.00	\$ 120.00	10.0%	\$ 108.00	\$ 108.00
	<b>Prem. Rate/Hr.</b>	\$ 168.00	\$ 168.00	10.0%	\$ 151.20	\$ 151.20
	<b>SubC Rate/Hr.</b>	\$ 180.00	\$ 180.00	10.0%	\$ 162.00	\$ 162.00
<b>G. LPAR Services</b> The latest computer technology often uses Logical Partitions to create multiple "logical" computers from a single physical computer. Tricon provides services to accurately configure, price and order these new system features. Once they arrive we also setup the logical partitions and provide user training in their use.	<b>Std. Rate/Hr.</b>	\$ 200.00	\$ 200.00	10.0%	\$ 180.00	\$ 180.00
	<b>Prem. Rate/Hr.</b>	\$ 280.00	\$ 280.00	10.0%	\$ 252.00	\$ 252.00
	<b>SubC Rate/Hr.</b>	\$ 220.00	\$ 220.00	10.0%	\$ 198.00	\$ 198.00

## Tricon Services

<b>H. Imaging Services</b> Tricon is a Certified Imaging Specialist firm. As such we have the ability to analyze your imaging needs, recommend systems, configure specific equipment and prepare cost justification models to address your needs.	<b>Std. Rate/Hr.</b> <b>Prem. Rate/Hr.</b> <b>SubC Rate/Hr.</b>	\$ 200.00 \$ 280.00 \$ 220.00	\$ 200.00 \$ 280.00 \$ 220.00	10.0% 10.0% 10.0%	\$ 180.00 \$ 252.00 \$ 198.00	\$ 180.00 \$ 252.00 \$ 198.00
<b>J. Evaluation Services</b> This Tricon service is offered to assist customers who are considering alternative systems. This can be systems from competing vendors or just comparing the differences between one technology or software package and another.	<b>Std. Rate/Hr.</b> <b>Prem. Rate/Hr.</b> <b>SubC Rate/Hr.</b>	\$ 100.00 \$ 140.00 \$ 160.00	\$ 100.00 \$ 140.00 \$ 160.00	10.0% 10.0% 10.0%	\$ 90.00 \$ 126.00 \$ 144.00	\$ 90.00 \$ 126.00 \$ 144.00
<b>K. Configuration Services</b> This Tricon service is available to customers who are looking at new equipment or replacement systems. These services are provided to insure that a customer gets a system that does what they want it to do once it is installed.	<b>Std. Rate/Hr.</b> <b>Prem. Rate/Hr.</b> <b>SubC Rate/Hr.</b>	\$ 100.00 \$ 140.00 \$ 160.00	\$ 100.00 \$ 140.00 \$ 160.00	10.0% 10.0% 10.0%	\$ 90.00 \$ 126.00 \$ 144.00	\$ 90.00 \$ 126.00 \$ 144.00
<b>L. Programming Services</b> Tricon provides a wide range of Programming Services. Services are offered on all of the equipment covered by this RFP.	<b>Std. Rate/Hr.</b> <b>Prem. Rate/Hr.</b> <b>SubC Rate/Hr.</b>	\$ 110.00 \$ 154.00 \$ 160.00	\$ 110.00 \$ 154.00 \$ 160.00	10.0% 10.0% 10.0%	\$ 99.00 \$ 138.60 \$ 144.00	\$ 99.00 \$ 138.60 \$ 144.00
<b>M. Networking/Connectivity Services</b> This Tricon service provides the capability to connect systems to one another through local area networks, communication links, the internet and other means.	<b>Std. Rate/Hr.</b> <b>Prem. Rate/Hr.</b> <b>SubC Rate/Hr.</b>	\$ 120.00 \$ 168.00 \$ 160.00	\$ 120.00 \$ 168.00 \$ 160.00	10.0% 10.0% 10.0%	\$ 108.00 \$ 151.20 \$ 144.00	\$ 108.00 \$ 151.20 \$ 144.00
<b>N. Additional Services</b> In addition to the specific services offered by Tricon, we also offer the full range of services offered by IBM in support of their systems. These services are performed by IBM personnel. Hardware Maintenance Operating System Maintenance Hardware & Software Installation Hardware Upgrades Other	<b>Rate</b>	These services are offered at the IBM List Price in effect when the services are performed.				

**Terminology Used:**

*Std. Rate/Hr.* Standard Rate per Hour applies business weekdays between 8:00 a.m. and 5:00 p.m.

*Prem. Rate/Hr.* Premium Rate per Hour applies at any time outside Standard Hours (weekends, holidays, nights, etc)

*SubC Rate/Hr.* Subcontracted Rate per Hour applies whenever Tricon utilizes a subcontractor to perform the actual work.