## Omnia Partners (formerly U.S. Communities) IT Products, Services, Solutions, and Related Products and Services Contract No. 4400006644

| Service Category Pricing Discount Structure | Discount from Insight's List Price |
|---|---|
| *Service category rates are utilized when the work to be performed is presented to the client on a single (1) or per unit (2+) basis based upon an agreed-to list of specific assumptions and work to be performed (e.g., Statement of Work). Discounts are offered at the project level only and are not applicable with travel/per diem charges.* | |

**Consulting Services:** — **15%**

*Consulting Services focus on assisting clients with the development of specific strategies, assessments, planning, design and implementation of solutions. These services include (but are not limited to): Collaboration, Data Protection, Data Center, Insight:License Advisor (I:LA), Networking, Office Productivity, SAM Services and Cloud Professional Services.*

**Deployment Services:** — **15%**

*Deployment Services focus on assisting clients in deploying and maintaining their IT environment. Services involved include (but are not limited to) helping our clients successfully manage every component of their deployment project to ensure project timelines, budgetary requirements, and customer satisfaction goals are met or exceeded. These services include both single and multi-site deployments.*

**Out-sourced Programs:** — **15%**

*Insight's Out-sourced Programs provide on premise (on-site) and centralized (managed) resources to effectively selective-source IT lifecycle functions. Through these services, Insight provides our clients with support and management of their enterprise IT assets with published SLA's and flexible pricing options such as fixed, per-unit, per-seat or monthly. Services typically include service desk, hardware and software provisioning, desk-side support, infrastructure support, warehousing & logistics, and centralized device repairs.*

**Maintenance Services:** — **10%**

*For clients who need specific assistance with managing portions of their IT infrastructure, Insight offers our maintenance services programs. These include both Field and Remote Based service options.*

**Lab/Integration Services:** — **1%**

*Leverage Insight's certified technicians to perform a wide variety of services from software imaging and hardware configuration to complex builds of rack servers and networks in Insight's state-of-the-art ISO 9001:2008 certified labs. We offer the highest level of customization possible including large-scale rollouts of workstations, servers and connectivity equipment, as well as hot-swap programs.*

**IT Asset Disposal:** — **1%**

*Insight's Asset Disposal Service consists of a comprehensive end-to-end Asset Disposition program for a wide variety of electronic materials. This service allows our clients to responsibly and securely dispose of their obsolete IT asset inventory.*

**Service Desk:** — **1%**

*Insight's Service Desk is a global, cost-effective, 24x7x365 staffed solution with the flexibility and scalability designed to meet business requirements and support end users effectively. Support services can be provided as a remote service from one of our on-shore services centers, as a dedicated on-site service, or as a hybrid model.*

**Remote Network and Security Managed Services:** — **1%**

*Through our Remote Networking Services, Insight provides our clients with 24/7 proactive monitoring and management of client network infrastructure which includes expert troubleshooting, network project support, day-to-day administration and operational reporting.*

**Other Services Not Listed Above** — **1%**

*As may be offered by Insight from time to time.*

# Omnia Partners (formerly U.S. Communities) IT Products, Services, Solutions, and Related Products and Services Contract No. 4400006644

| Labor Category | Functional Roles | Insight List Price Market Tier | | | | Discount | Contract Price Market Tier | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Tier 1 | Tier 2 | Tier 3 | Tier 4 | | Tier 1 | Tier 2 | Tier 3 | Tier 4 |
| A | Business Analyst I, Project Coordinator (Technical), Service Technician | $61.92 | $65.79 | $83.85 | $85.53 | 15% | $52.63 | $55.92 | $71.27 | $72.70 |
| B | Business Analyst II, Service Technician Sr. | $68.37 | $72.24 | $79.98 | $93.91 | 15% | $58.11 | $61.40 | $67.98 | $79.83 |
| C | Supervisor Services, Project Coordinator Sr. (Technical), Business Analyst Sr. | $85.14 | $86.43 | $112.23 | $112.36 | 15% | $72.37 | $73.47 | $95.40 | $95.51 |
| D | Engineer | $96.75 | $98.04 | $121.26 | $127.45 | 15% | $82.24 | $83.33 | $103.07 | $108.33 |
| E | Project Manager (Technical) | $116.10 | $116.10 | $145.77 | $150.93 | 15% | $98.69 | $98.69 | $123.90 | $128.29 |
| F | Consultant I | $161.25 | $167.70 | $187.05 | $218.01 | 20% | $129.00 | $134.16 | $149.64 | $174.41 |
| G | Engineer Sr. | $135.45 | $136.74 | $168.99 | $177.76 | 15% | $115.13 | $116.23 | $143.64 | $151.10 |
| H | Project Manager Sr. (Technical), Manager Services | $154.80 | $161.25 | $196.08 | $209.63 | 15% | $131.58 | $137.06 | $166.67 | $178.18 |
| I | Project Coordinator (Consulting), Consultant II, Consultant I (Contact Center) | $187.05 | $193.50 | $212.85 | $251.55 | 15% | $158.99 | $164.48 | $180.92 | $213.82 |
| J | Consultant Sr., Consultant II (Contact Center) | $212.85 | $225.75 | $251.55 | $293.48 | 20% | $170.28 | $180.60 | $201.24 | $234.78 |
| K | Project Coordinator Sr. (Consulting), Sr. Manager Services | $212.85 | $216.72 | $227.04 | $281.74 | 15% | $180.92 | $184.21 | $192.98 | $239.48 |
| L | Architect I, Manager Programs, Project Manager (Consulting) | $225.75 | $238.65 | $264.45 | $310.25 | 15% | $191.89 | $202.85 | $224.78 | $263.71 |
| M | Architect II , Project Manager Sr. (Consulting) | $251.55 | $264.45 | $290.25 | $343.79 | 15% | $213.82 | $224.78 | $246.71 | $292.22 |
| N | Architect Sr., Architect I (Contact Center) | $277.35 | $290.25 | $322.50 | $377.33 | 15% | $235.75 | $246.71 | $274.13 | $320.73 |
| O | Architect II (Contact Center) | $322.50 | $322.50 | $322.50 | $322.50 | 15% | $274.13 | $274.13 | $274.13 | $274.13 |
| P | Sr. Architect (Contact Center) | $354.75 | $354.75 | $354.75 | $354.75 | 15% | $301.54 | $301.54 | $301.54 | $301.54 |
| Q | Specialty | $398.29 | $419.25 | $465.37 | $545.03 | 15% | $338.54 | $356.36 | $395.56 | $463.27 |

*Omnia Partners (formerly U.S. Communities) IT Products, Services, Solutions, and Related Products and Services Contract No. 4400006644*

## Geographic Market Tiers

| Tier 1 | Tier 2 | Tier 3 | Tier 4 |
|---|---|---|---|
| Atlanta, GA | Albuquerque, NM | Baltimore, MD | New York, NY |
| Austin, TX | Arlington, TX | Boston, MA | Oakland, CA |
| Charlotte, NC | Bakersfield, CA | Chicago, IL | San Francisco, CA |
| Columbus, OH | Cleveland, OH | Fresno, CA | San Jose, CA |
| Dallas, TX | Colorado Springs, CO | Long Beach, CA | |
| El Paso, TX | Denver, CO | Los Angeles, CA | |
| Fort Worth, TX | Detroit, MI | Minneapolis, MN | |
| Houston, TX | Kansas City, MO | Philadelphia, PA | |
| Indianapolis, IN | Las Vegas, NV | Portland, OR | |
| Jacksonville, FL | Miami, FL | Sacramento, CA | |
| Louisville, KY | Milwaukee, WI | San Diego, CA | |
| Memphis, TN | New Orleans, LA | Seattle, WA | |
| Nashville, TN | Phoenix, AZ | Virginia Beach, VA | |
| Oklahoma City, OK | Raleigh, NC | Washington, DC | |
| Omaha, NE | Tucson, AZ | | |
| San Antonio, TX | | | |
| St. Louis, MO | | | |
| Tampa, FL | | | |
| Tulsa, OK | | | |
| Wichita, KS | | | |

**Pricing for Participating Public Agencies outside of these major metro areas will be in accordance with Insight's services engagement model and our go-to-market strategy and will be documented in the Agency's Statement of Work (as applicable).**

## Omnia Partners (formerly U.S. Communities) IT Products, Services, Solutions, and Related Products and Services Contract No. 4400006644

## Insight Job Classifications

| Category | Job Title | Job Description | Typical Responsibilities |
|----------|-----------|-----------------|--------------------------|
| A | Business Analyst I | Develop effective and efficient business processes. Provide analysis and reporting on departmental/group revenue, expense, and strategic projects. Drive profits and cut costs. | Gathering and documenting business requirements, use cases, story boards, swim lane diagrams. |
| A | Project Coordinator (Technical) | Coordinate all aspects of a Technical Service offering project under the direction of a Project Manager or Project Manager Sr. Facilitate and coordinate documented objectives, financial and service level project delivery tracking for Technical Services resources and other project staff. | Refresh/deployment project. |
| A | Service Technician | Install, modify, repair, test and/or service systems and communications equipment, including, but not limited to: hardware and peripherals; software configuration; voice, video and data cabling systems; and networks. Service both internal Insight teammates, as well as clients on site. | Multisite deployment. |
| B | Business Analyst II | Develop effective and efficient business processes. Provide analysis and reporting on departmental/group revenue, expense, and strategic projects. Drive profits and cut costs. Mentor and train Business Analyst I incumbents. | Owner of requirements, gathering and documentation of business requirements, use cases, story boards, swim lane diagrams. |
| B | Service Technician Sr. | Install, modify, repair, test and/or service systems and communications equipment, including, but not limited to: hardware and peripherals; software configuration; voice, video and data cabling systems; and networks. Service both internal Insight teammates, as well as clients on site while focused on the highest level of client satisfaction. | Multisite deployment lead. |
| C | Supervisor Services | Oversee all execution of contracted service solutions to support the client's business. This includes but is not limited to: specific service desk support, quality assurance in the custom configuration lab, managing technicians and material handlers, and development and execution of day-to-day business practices as related to all quoting, vendor warranty, vendor trade-in, order management, and other related activities. | Assist in developing new service partnerships and emerging technologies. |

## Insight Job Classifications

| Category | Job Title | Job Description | Typical Responsibilities |
|---|---|---|---|
| C | Project Coordinator Sr. (Technical) | Coordinate all aspects of a Technical Service offering project under the direction of a Project Manager or Project Manager Sr. Facilitate and coordinate documented objectives, financial and service level project delivery tracking for Technical Services resources and other project staff. The Senior Project Coordinator may be assigned to coordinate project delivery independent of an assigned Project Manager under specific conditions. | Phone refresh project, multi site deployment (working with a PM). |
| C | Business Analyst Sr. | Develop effective and efficient business processes. Provide analysis and reporting on departmental/group revenue, expense, and strategic projects. Drive profits and cut costs. Provide leadership and technical support to other Business Analysts. | Business process reengineering, owner of requirements, gathering and documentation of business requirements, use cases, story boards, swim lane diagrams. |
| D | Engineer | Plan and design solutions to meet client needs. Accountable for defining processes for technical platforms, developing system specifications, and creating system interfaces and business applications. | Inventory assessment. |
| E | Project Manager (Technical) | Manage, direct and oversee the operations and administration of assigned technical projects and programs. The PM provides visible leadership, accountability and authority over high profile technical projects and programs delivered to Insight clients or internal leadership. The PM works independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended technical solutions. | Multisite deployment/refresh project. |
| F | Consultant I | Identify client needs and develop a plan and proposal for delivery of services. Has a strong ability to develop solutions based upon discovery and needs. | Windows 8 migration, Microsoft Office 365 migration. |
| G | Engineer Sr. | Plan and design solutions to meet client needs. Accountable for defining processes for technical platforms, developing system specifications, and creating system interfaces and business applications. Responsible for coordination of a project team and all Insight teammates involved in a particular project. | Data center rack and stack, PLANAR matrix video wall installation. |

# Omnia Partners (formerly U.S. Communities) IT Products, Services, Solutions, and Related Products and Services Contract No. 4400006644

## Insight Job Classifications

| Category | Job Title | Job Description | Typical Responsibilities |
|---|---|---|---|
| H | Project Manager Sr. (Technical) | Manage, direct and oversee the operations and administration of assigned technical projects and programs. This includes coordinating activities of Project Managers & Coordinators, department leaders, technical service engineers, and other project staff. The PM works independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended technical solutions. The SPM provides visible leadership, accountability and authority over high profile technical projects and programs delivered to Insight clients or internal leadership. | Multisite deployment/refresh project. |
| H | Manager Services | Manage delivery, development and implementation of technology solutions for clients. Functions include resource management, service operations management and/or scope management of the project or client engagement, quality and performance metrics of the engagement and/or team, resource management of both technical and non- technical resources associated with the engagement or team, including risk, communication plans, change management, financial performance and overall client satisfaction. Offer supervision of technical and administrative employees, supervisors/coordinators and onsite/field service personnel to ensure technical solution expectations are met for Insight's internal and external customers. | Manage the development of client statements of work (SOW's) and associated change control process. |
| I | Project Coordinator (Consulting) | Coordinate all aspects of a Consulting Service offering project under the direction of a Project Manager or Project Manager Sr. Facilitate and coordinate documented objectives, financial and service level project delivery tracking for Consulting Services resources and other project staff. | Deployment planning services engagement. |
| I | Consultant II | Identify client needs and develop a plan and proposal for delivery of services. Has a strong ability to develop solutions based upon discovery and needs. Mentor and train Consultant I incumbents. | Microsoft  Quickstart. |

# Insight Job Classifications

**Omnia Partners (formerly U.S. Communities) IT Products, Services, Solutions, and Related Products and Services Contract No. 4400006644**

| Category | Job Title | Job Description | Typical Responsibilities |
|---|---|---|---|
| I | Consultant I (Contact Center) | Identify client needs and develop a plan and proposal for delivery of unified communication and collaboratoin (UC&C) services. Has a strong ability to develop UC&C solutions based upon discovery and needs. | Assist with implementation/upgrade of Cisco Unified Contact Center, installation of VMs, OS, and applications, initial configurations, troubleshooting (manage logs, backup, TAC escalation, tools, etc.). |
| J | Consultant Sr. | Identify client needs and develop a plan and proposal for delivery of services. Has a strong ability to develop solutions based upon discovery and needs and assumes the role of a licensing expert. Lead a team of Engineers as it relates to client solutions deployment. Provide leadership and support to other Consultants. | SharePoint taxonomy and governance & build support, UCS implementation, UC LAN/WAN refresh. |
| J | Consultant II (Contact Center) | Identify client needs and develop a plan and proposal for delivery of unified communication and collaboration (UC&C) services. Has a strong ability to develop UC&C solutions based upon discovery and needs. Mentor and train Consultant I (Contact Center) incumbents. | Assist with Cisco Unified Contact Center design/development (scripting), custom reports, dashboard, call flow, business logic, micro applications, administration of scripts, etc. |
| K | Project Coordinator Sr. (Consulting) | Coordinate all aspects of a Consulting Service offering project under the direction of a Project Manager or Project Manager Sr. Facilitate and coordinate documented objectives, financial and service level project delivery tracking for Consulting Services resources and other project staff. The Senior Project Coordinator may be assigned to coordinate project delivery independent of an assigned Project Manager under specific conditions. | Deployment planning services engagement, Microsoft Office 365 migration. |

## Insight Job Classifications

| Category | Job Title | Job Description | Typical Responsibilities |
|---|---|---|---|
| K | Sr. Manager Services | Lead delivery, development and implementation of technology solutions for clients. Functions include resource management, service operations management and/or scope management of the project or client engagement, quality and performance metrics of the engagement and/or team, resource management of both technical and non- technical resources associated with the engagement or team, including risk, communication plans, change management, financial performance and overall client satisfaction. Offer supervision of technical and administrative employees, supervisors/coordinators and onsite/field service personnel to ensure technical solution expectations are met for Insight's internal and external customers. | Manage the day-to-day operations of the team, responsible for employee maintenance (forecasting, operational efficiencies, etc.). |
| L | Architect I | Assess and design complex solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client opportunities. | Data center QA & test plan design, infrastructure assessment, white board sessions. |
| L | Manager Programs | Oversee the day-to-day operations and team members to fulfill lifecycle services at the client site. Demonstrate strong leadership and act as a positive stakeholder in all situations. | Liaison between client and Insight team members (i.e., AI Lab, Call Management Center, Disposal, Service Sales Rep, Consulting Services, etc.). |
| L | Project Manager (Consulting) | Manage, direct and oversee the operations and administration of assigned consulting projects and programs. The PM provides visible leadership, accountability and authority over high profile consulting projects and programs delivered to Insight clients or internal leadership. The PM works independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended consulting solutions. | WLAN site survey, telepresence installation. |
| M | Architect II | Assess and design complex solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client opportunities. Mentor and train Architect I incumbents. | Data center QA & test plan design, infrastructure assessment, white board sessions. |

## Insight Job Classifications

| Category | Job Title | Job Description | Typical Responsibilities |
|---|---|---|---|
| M | Project Manager Sr. (Consulting) | Manage, direct and oversee the operations and administration of assigned consulting projects and programs. This includes coordinating activities of Project Managers & Coordinators, department leaders, consulting engineers, and other project staff. The PM works independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended consulting solutions. The SPM provides visible leadership, accountability and authority over high profile consulting projects and programs delivered to Insight clients or internal leadership. | APAC ISE wired support, SCCM design and implementation, Active Directory design, build and migration. |
| N | Architect Sr. | Assess and design complex solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client opportunities. Provide leadership and support to other Architects. | Infrastructure assessments, technical oversight and quality assurance management/best practices, scoping solutions. |
| N | Architect I (Contact Center) | Assess and design complex unified communication and collaboration (UC&C) solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client UC&C opportunities. | Architecture/design of Cisco Unified Contact Center, gather business requirements, make recommendations, develop strategy, complete SARD, etc. |
| O | Architect II (Contact Center) | Assess and design complex unified communication and collaboration (UC&C) solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client UC&C opportunities. Mentor and train Architect I (Contact Center) incumbents. | Cisco Unified Contact Center assessment, complete evaluation of current Contact Center environment, make recommendations based on client need, prepare/deliver findings presentation, etc. |

## Omnia Partners (formerly U.S. Communities) IT Products, Services, Solutions, and Related Products and Services Contract No. 4400006644

### Insight Job Classifications

| Category | Job Title | Job Description | Typical Responsibilities |
|---|---|---|---|
| P | Sr. Architect (Contact Center) | Assess and design complex unified communication and collaboration (UC&C) solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client UC&C opportunities. Provide leadership and support to other Architects (Contact Center). | Technical oversight and quality assurance/management of all Cisco Unified Contact Center projects. |
| Q | Specialty | Develop and deliver detailed IT solutions through consulting project activities. Resource has achieved multiple certifications in one or more technologies. | Code programs of high complexity using high level specifications or logical processes. |