

3. **Product and Service Offerings**

**A. Products**

Products available under this Contract are limited to Data Communications & Telecommunications Networking Equipment and Related Services as specified in Appendix C, Pricing Index. Vendor may incorporate changes to their product offering; however, any changes must be within the scope of products awarded based on the posting described in Section 1.B above. Vendor may not add a manufacturer's product line which was not included in the Vendor's response to the solicitation described in Section 1.B above.

**B. Services**

Services available under this Contract are limited to those services specifically related to Data Communications & Telecommunications Networking Equipment and Related Services as specified in Appendix C, Pricing Index. Vendor may incorporate changes to their service offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B above.

4. **Pricing**

**A. Manufacturer's Suggested Retail Price (MSRP)**

MSRP is defined as the product sales price suggested by the manufacturer or publisher of a product.

**B. Customer Discount**

The minimum Customer discount for all products and services will be the percentage off MSRP as specified in Appendix C. Customer Discount includes the DIR administrative Fee specified in Section 5.

**C. Customer Price**

1) The price to the Customer shall be calculated as follows:

$$\text{Customer Price} = \text{MSRP} - \text{Customer Discount}$$

2) Customers purchasing products and services under this Contract may negotiate more advantageous pricing or participate in special promotional offers. In such event, a copy of such better offerings shall be furnished to DIR upon request.

3) If pricing for products or services available under this Contract are provided at a lower price to: (i) an eligible Customer who is not purchasing those products or services under this Contract or (ii) any other entity or consortia authorized by Texas law to sell said products and services to eligible Customers, then the available Customer Price in this Contract shall be adjusted to that lower price. This Contract shall be amended within ten (10) business days to reflect the lower price.

<b>APPENDIX C - PRICING INDEX</b> <b>Amendment #1</b> <b>TO DIR-SDD-1469</b> <b>Manufacturer/Product Line/Product Category</b>		<b>Customer</b> <b>Discount %</b> <b>off MSRP</b>
<b>Hardware</b>		
Citrix NetScaler and Branch Repeater		25.50%
Open Text TR1034 and SR140 Products		22.50%
Open Text TruFAX Products		19.50%
<b>Maintenance</b>		
Citrix Support & Maintenance on all Products		9.50%
Open Text Support & Maintenance - New Purchase		19.50%
Open Text Support & Maintenance - Renewal		9.50%
<b>Technical Services</b>		19.50%
<b>Training Manuals</b>		2.00%