



US Public Sector Unified Support Published Price List

Effective: September 1, 2025 (changes are HIGHLIGHTED)

Unified Enterprise Support Base ("Foundational") Pricing	Enterprise Support
On-Prem Server – Previous 12 Months	10% for the first \$0 to \$1.8M 7% from \$1.8M to \$6M 5% from \$6M to \$12M 3% from \$12M to \$30M 2.25% from \$30M to \$60m 2% from \$60m to \$120m 1.75% over \$120m
User – Previous 12 Months (Modern Work, Bix Apps, On-Prem User)	7.5% for first \$0 to \$1.5M 6.5% from \$1.5M to \$3M 5.5% from \$3M to \$6M 4.5% from \$6M to \$15M 3.5% over \$15M
Azure – Previous 12 Months	10% for the first \$0 to \$1.8M 7% from \$1.8M to \$6M 5% from \$6M to \$12M 3% from \$12M to \$30M 2.25% from \$30M to \$60m 2% from \$60m to \$120m 1.75% over \$120m
Minimum Unified Enterprise Support Contract Price	\$50,000

Unified Support Add-on Pricing		
Base Components		
Ref	Item	Notes
101	Proactive Credits	\$100 per Credit ³
102	Service Delivery Management (SDM)	\$301 Per Hour
103	Onsite Visits	Negotiated Fixed Fee Per Contract ²
105	Unified Enhanced Response	Custom-scoped and priced support with a minimum \$100,000 entry point

Add-On Services		
201	Support Technology Advisor	\$355 Per Hour with 125 Hour Minimum, additional capacity sold in 125-hour blocks ³
202	Managed IP / Value Based Deliveries	Custom scoped and priced support ³
Enhanced Solutions		
301	Designated Engineering	<ul style="list-style-type: none"> • Tier 1 – \$53,998 • Tier 2 - \$90,972
302-1	Enhanced Designated Engineering	\$355 Per Hour with 400 Hour Minimum, additional capacity sold per hour ³
302-2	Enhanced Designated Engineering - Office 365 Pod	\$355 Per Hour with 600 Hour Minimum, additional capacity sold per hour ³
302-3	Enhanced Designated Engineering - M365 Pod	\$355 Per Hour with 1,200 Hour Minimum, additional capacity sold per hour ³
302-4	Reactive Enhanced Designated Engineering	\$355 Per Hour with 400 Hour Minimum, additional capacity sold per hour ³
303-1	Developer Support – Support Delivery Management (SDM)	\$343 Per Hour with 200 Hour Minimum, additional capacity sold per hour ³
303-2	Developer Support – Support Assistance (DSA)	\$343 Per Hour with 200 Hour Minimum, additional capacity sold per hour ³
304	Support for Mission Critical	Custom-scoped and priced support with a \$350,000 entry point
305	Azure Rapid Response	Custom-scoped and priced support with a \$75,000 entry point up to 2.5M annually
306	Azure Event Management	Custom-scoped and priced support with a \$10,000 entry point for a single engagement
307	Citizen Support (140 hours minimum)	\$21,000 – Citizen Support hours for all on-prem technology
308	Office 365 Engineering Direct	10% Office 365 licensing spend with a minimum of \$200,000 entry point. ¹
309	GitHub Engineering Direct	Custom-scoped and priced support, requires nomination and acceptance for procurement.
310	Cybersecurity Enhanced Solutions	Custom scoped and priced support ³

Enhanced Solutions

Cybersecurity Incident Response	<ul style="list-style-type: none">• Price per Hour \$600
Cybersecurity Incident Response Onsite	<ul style="list-style-type: none">• Price Per Hour \$870
Cybersecurity Incident Response Cleared	<ul style="list-style-type: none">• Price Per Hour \$630
Cybersecurity Incident Response Onsite Cleared	<ul style="list-style-type: none">• Price Per Hour \$914