

Attachment C

Price Schedule Revision Summary		
Date	Revision	Comments
11/13/2012	1.0	

Discounts

Self Service pricing will be 3% below the Amazon Web Services rates published at www.aws.amazon.com as of the date consumption and billed based on the self-service products and applicable services as ordered by Purchasing Entities. Prices are variable and subject to change.

ArcGIS Online does not qualify for aggregate or additional discounting due to existing government contract rules and royalty obligations.

Price Schedule Assumptions

1. Esri offers a flat 3% discount off of the Amazon Web Services rates for products and services (excludes AWS support, S3 Storage and Glacier Storage) as of when these are used and based on as they were ordered by Purchasing Entities.
2. Invoices will be based on monthly usage of services.
3. Amazon Web Services is the authoritative source for current pricing. See www.aws.amazon.com. The Amazon Simple Monthly calculator can be used for estimating usage and costs: <http://calculator.s3.amazonaws.com/calc5.html>
4. ArcGIS Online is the authoritative source for features, services, credit estimator and free trial period. See <http://www.esri.com/software/arcgis/arcgisonline>
5. Service credits are consumed when you use certain services in Esri's cloud, such as geocoding, hosted feature or tile services, or for data transfers out of ArcGIS Online

Self-Service Support requirements

	Business	Enterprise
Customer Service - 24x7x365 Support Forums	✓ ✓ ✓	✓ ✓ ✓
Documentation, White Papers, Best Practice Guides		
Access to Technical Support	Phone, Chat, Email	Phone, Chat, Email, TAM
<u>Named Contacts (what's this?)</u> Response Time	5 1 hour	Unlimited 15 minutes
<u>Architecture Support (what's this?)</u> Best Practice Guidance	Use Case Guidance ✓	Application Architecture ✓
Client Side Diagnostic Tools	✓	✓
Direct Routing to Senior Support Engineers	✓	✓
	Greater of \$100 - or -	Greater of \$15,000 - or -
Pricing	10% of monthly AWS usage for the first \$0-\$10K 7% of monthly AWS usage from \$10K-\$80K 5% of monthly AWS usage from \$80K-\$250K 3% of monthly AWS usage from \$250K+	10% of monthly AWS usage for the first \$0-\$150K 7% of monthly AWS usage from \$150K-\$500K 5% of monthly AWS usage from \$500K-\$1M 3% of monthly AWS usage from \$1M+

ArcGIS Online Organizational Plans

Customers buy a plan based on the number of anticipated Named Users in their organization.

Organization Plan	Named Users Included (up to)	Service Credits Included	Price
Level 1	5	2,500	\$2,500
Level 2	50	10,000	\$10,000
Level 3	100	17,500	\$17,500
Level 4	250	37,500	\$37,500
Level 5	500	62,500	\$62,500
Level 6	1,000	110,000	\$110,000

Additional ArcGIS Online User – 5 Pack

Organization Plan	Additional User 5-Pack Price (No additional Service Credits Included)
Level 1	\$2,500/pack
Level 2	\$1,000/pack
Level 3	\$875/pack
Level 4	\$750/pack
Level 5	\$625/pack
Level 6	\$550/pack

Additional ArcGIS Online Service Credits

Additional Service Credits can be purchased for use with any ArcGIS Online Organization Plan Account.

**Service Credits
(Blocks of 1000)**

List Price

1 Block (1,000 credits)

\$100

Consulting and Managed Services

Prime and Infrastructure Prime Rates

Labor Category	2012	2012
	Offsite Rate	Onsite Rate
Technical Consultant III	\$280	\$330
Technical Consultant II	\$250	\$300
Technical Consultant I	\$213	\$263
Technical Analyst	\$185	\$235
Deployment Technician	\$156	\$206
Support Specialist	\$120	\$170

Packages

Two Week Standard Onsite Support Package	\$29,700
Two Week Advanced Onsite Support Package	\$36,300
Four Week Standard Onsite Support Package	\$55,700
Four Week Advanced Onsite Support Package	\$68,300
ArcIMS to ArcGIS for Server on Cloud Infrastructure Migration Workshop	\$19,200
ArcSDE On-Premise to Cloud Infrastructure Migration Workshop	\$21,300
ArcGIS for Server On-Premise to Cloud Infrastructure Migration	\$11,500
Cloud System Architecture and Design Package	\$30,900

ArcGIS On-Line Implementation and Configuration Package	\$16,700
Self-Service Cloud Hosting for Amazon Web Services Workshop	\$8,900

Managed Services

Item	Price	Description
<i>Service Levels</i>		
Basic	\$700 one-time setup fee + \$.50 per server hour	Does not include fees for cloud infrastructure
Standard	\$3,300 one-time setup fee + \$1.00 per server hour	Does not include fees for cloud infrastructure
Advanced	\$4,400 one-time setup fee + \$2.00 per server hour	Does not include fees for cloud infrastructure
Advanced Plus	\$6,600 one-time setup fee + \$3.00 per server hour	Does not include fees for cloud infrastructure
<i>Hosted GIS Bundles</i>		
Small (Standard)	\$7,760 one-time setup fee + \$1,455 per month	Includes up to 30k server requests, 500 GB of data storage, Standard SLA (95%)
Medium (Standard)	\$11,640 one-time setup fee + \$2,425 per month	Includes up to 60k server requests, 1 TB of data storage, Standard SLA (95%)
Large (Standard)	\$15,520 one-time setup fee + \$3,395 per month	Includes up to 120k server requests, 2 TB of data storage, Standard SLA (95%)

Small (Advanced)	\$9,700 one-time setup fee + \$1,940 per month	Includes up to 30k server requests, 500 GB of data storage, Advanced SLA (99%)
Medium (Advanced)	\$13,580 one-time setup fee + \$3,880 per month	Includes up to 60k server requests, 1 TB of data storage, Advanced SLA (99%)
Large (Advanced)	\$17,460 one-time setup fee + \$5,820 per month	Includes up to 120k server requests, 2 TB of data storage, Advanced SLA (99%)
<i>Optional Items</i>		
Additional Map Services	\$485 one-time setup fee + \$485 per month	Includes Up to 3 map services
Additional Server Requests	\$485 one-time setup fee + \$485 per month	Up to 30,000 server requests per day
Additional Data Storage	\$291 one-time setup fee + \$485 per month	Includes Up to 25 GB
Data Updates	\$1,164 per update	Includes up to 15 layers per update
Application Updates	\$1,164 per update	Includes a single web application update
Database Backups	\$388 per month	Daily incremental, weekly full database backups