

**DIR-CPO-4908 Appendix C Pricing Index
Optimum Consultancy Services LLC**

SERVICE NAME	SERVICE DESCRIPTION	Service Number	List COST Per Unit	Unit of Issue	Discount % off MSRP	DIR Customer Price
MS Account Delivery Executive (ADE)	Five to fifteen years demonstrated performance in related technology and business management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.	ADE	\$225.00	Hourly	20.00%	\$181.35
Digital Architect (DA)	Five to twenty years demonstrated performance in a breadth of technologies and related business operations. Experienced in topics such as cloud technologies, business integration, large-scale systems, and transformation processes. Industry experience to challenge the status quo and bring innovation, ideation, and spark divergent thinking within organizational environments.	DA	\$250.00	Hourly	20.00%	\$201.50

Solution Architect (SA)	Five to twenty years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.	SA	\$250.00	Hourly	20.00%	\$201.50
Delivery Data Scientist (DS)	Deep machine learning background with a breadth of understanding in both classic machine learning and deep learning. Proven experience developing, testing, and deploying advanced analytics solutions for large engagements in complex heterogeneous environments. Demonstrated leadership in DS overall workflow and methodology supporting the need to move systems into production and support. Working knowledge of emerging trends in AI. Prioritizes Ethics in AI. Expert knowledge in one or more of the following languages: R, Java, Python, F#, C#. Experience using standard machine learning packages and/or libraries. Experience in Microsoft's Machine Learning Service.	DS	\$250.00	Hourly	20.00%	\$201.50
Software Engineer (SWE)	Five + years demonstrated performance in software design and development. Experienced with cloud and open source platforms and shipping of production systems running on a public cloud. Experienced presenter at tech conferences and user group events. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.	SWE	\$225.00	Hourly	20.00%	\$181.35

MS Architectural Technician (MAT)	Five to twenty years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.	MAT	\$225.00	Hourly	20.00%	\$181.35
MS Principal Technician (MPT)	Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.	MPT	\$225.00	Hourly	20.00%	\$181.35
MS Senior Technician (MST)	Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.	MST	\$200.00	Hourly	20.00%	\$161.20

MS Technician (MT)	Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.	MT	\$195.00	Hourly	20.00%	\$157.17
MS Associate Technician (MATC)	One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in product futures, and relevant Certified Training associated with Microsoft's products.	MATC	\$165.00	Hourly	20.00%	\$132.99
MS Senior Project Manager (SrPjM)	Lead Microsoft business contact for customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.	SrPjM	\$225.00	Hourly	20.00%	\$181.35
MS Project Manager (MPjM)	Lead Microsoft business contact for customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.	MPjM	\$200.00	Hourly	20.00%	\$161.20
Technician V - Partner (T5)	Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.	T5	\$225.00	Hourly	20.00%	\$181.35

Technician IV – Partner (T4)	Five to eight years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.	T4	\$200.00	Hourly	20.00%	\$161.20
Technician III – Partner (T3)	Five plus years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.	T3	\$180.00	Hourly	20.00%	\$145.08
Technician II - Partner (T2)	Three to five years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.	T2	\$150.00	Hourly	20.00%	\$120.90
Technician I - Partner (T1)	<p>One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products</p> <p>Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.</p>	T1	\$130.00	Hourly	20.00%	\$104.78

Technician - Partner (T)	One to three years demonstrated performance or internship in related technology. Experienced in topic such networks, integration and systems design and implementation.	T	\$120.00	Hourly	20.00%	\$96.72
Associate Technician	Experienced in topic such networks, integration and systems design and implementation.	AT	\$95.00	Hourly	20.00%	\$76.57

Additional Discount Based On Aggregate Sales

Contract Sales Threshold	Service Category Description	Service Number	Original Discount	Additional Discount	Total Discount
\$200,000.00 or more	Microsoft Technical Services	All Service Numbers Above	20.00%	1.00%	21.00%

DIR-CPO-4908 Appendix C Pricing Index

Optimum Consultancy Services LLC

TECHNICAL SERVICES LABOR CATEGORIES AND DESCRIPTIONS

MS Account Delivery Executive (ADE)

- Coordinate development and delivery of proposals and project deliverables in response to customer tasking requirements
- Work with customer and project team to develop and gain consensus on scope
- Direct the activities of Principal Technicians, Senior Technicians, Microsoft Technicians Associate Technicians, and Sub-Contractors
- Makes project scheduling decisions
- Participate in project staffing decisions
- Participate in strategic planning sessions with Technical Project Manager and customer staff
- Provide key personal link to Senior Executive Microsoft staff including feedback of customer issues
- Provide quality assurance review of engagement processes and deliverables

General Experience: Five to fifteen years demonstrated performance in related technology and business management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead business contact for customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Master's degree or industry equivalent experience.

Digital Architect (DA)

- Plan, orchestrate and perform execution oversight of strategic digital transformation plans
- Play a central role in the development and delivery of an integrated transformation strategy
- Support the development and delivery plan to further predictable, healthy business results
- Track and take steps to accelerate business value realized from digital transformation programs
- Create strong partnerships to develop strategic and innovative solutions to accelerate transformation
- Use a collaborative and relationship-based approach to dream, design and deliver the digital transformation program of change
- Drives solutions/design wins by performing governance across the portfolio to further quality outcomes
- Key driver of enabling new business models, remove barriers and bring market trends to senior leadership teams to enable a shared vision of digital transformation and journey

General Experience: Five to twenty years demonstrated performance in a breadth of technologies and related business operations. Experienced in topics such as cloud

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

technologies, business integration, large-scale systems, and transformation processes. Industry experience to challenge the status quo and bring innovation, ideation, and spark divergent thinking within organizational environments.

Functional Responsibilities: Works closely with Microsoft Account Delivery Executive as the Microsoft advocate and sole or shared technical lead to guide customers as they re-imagine and document their end-to-end digital transformation journey in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's Degree and Master's Degree or industry equivalent experience.

Solution Architect (SA)

- Work with customer and project team to develop and gain consensus on Vision Scope
- Contribute to review of customer tasks and development of MCS strategic approaches
- Direct the activities of Principal Consultants, Senior Consultants, Consultants, Associate Consultants, and partner resources
- Lead role in delivering technical presentations to customer
- Participate in delivering technical presentations to customer staff
- Participate in design review of information systems
- Participate in project staffing decisions
- Participate in strategic planning sessions with MCS Technical project lead(s) and customer staff
- Perform Total Cost of Ownership (TCO) analysis
- Provide key link to Microsoft technology groups
- Provide quality assurance review of engagement process and deliverables
- Participate in design and architecture of complex enterprise systems
- Focus on one or more key lifecycle segments: opportunity, delivery, or operations. Depth architecture specialties may include enterprise, industry, platform and solutions
- Key deliverables and associated activities may include:
 - Enterprise, Platform, Industry, and Solution Architectural Guidance
 - Work with customers to align technology to their business opportunities, identify solution system interfaces, constraints, scope, cost, risks and value, document business, information, application and technology aspects of approach
 - Successful Solution Deployments, Business Value and Customer/Partner Satisfaction
 - Provide quality assurance over both sales opportunities and project delivery, make go/no-go decisions on technical approaches, engage and lead Microsoft and partner resources
 - Operational Excellence and Innovation
 - Drive IP development and reuse initiatives, drive best practices, architectural awareness initiatives
 - Business Strategy and Solutions
 - Provide technical guidance to develop business and market solutions and strategies, align with and support Microsoft product and strategy teams

General Experience: Five to twenty years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Works closely with Microsoft Account Delivery Executive and/or Microsoft Project Manager as the Microsoft advocate and sole or shared technical lead. Enable

DIR-CPO-4908 Appendix C Pricing Index

Optimum Consultancy Services LLC

development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's Degree and Master's Degree or industry equivalent experience.

Delivery Data Scientist (DS)

- Designs, produces, and creates clear narratives around the customers data to create actionable solutions to the business problem.
- Proposes questions to provide valuable context, and frames broad or ambiguous questions into discrete, manageable problems with well-defined, measurable objectives.
- Incorporates an understanding of the business, customer perspectives, data sources, and methodologies to reframe problems to gain added insight.
- Defines metrics and methodology that accurately quantify the customer/business value of improvements.
- Identifies data sources, integrates multiple sources or types of data, and applies expertise within a data source in order to develop methods to compensate for limitations and extend the applicability of the data.
- Applies (or develops if necessary) tools and pipelines to efficiently collect, clean, and prepare massive volumes of data for analysis.
- Transforms formulated problems into implementation plans for experiments by applying (and creating when necessary) the appropriate methods, algorithms, and tools, and statistically validating the results against biases and errors.
- Interprets results and develops insights into formulated problems within the business/customer context and provides guidance on risks and limitations.
- Proposes team standards for data exploration and statistical data analysis methods, and for how to correctly document the approach, analysis, and results
- Identifies viable approaches efficiently using rapid iterations within a wide range of choices and demonstrates a deep understanding of the quantifiable benefits and trade-offs of each option.

General Experience: Deep machine learning background with a breadth of understanding in both classic machine learning and deep learning. Proven experience developing, testing, and deploying advanced analytics solutions for large engagements in complex heterogeneous environments. Demonstrated leadership in DS overall workflow and methodology supporting the need to move systems into production and support. Working knowledge of emerging trends in AI. Prioritizes Ethics in AI. Expert knowledge in one or more of the following languages: R, Java, Python, F#, C#. Experience using standard machine learning packages and/or libraries. Experience in Microsoft's Machine Learning Service.

Functional Responsibilities: Data science point of contact. Enable data engineering, feature selection, model development and model testing and deployment to remain on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Master's degree in Science, Technology, Engineering and Mathematics (STEM) fields or Bachelor's degree in STEM fields plus 5 years of industry equivalent experience.

DIR-CPO-4908 Appendix C Pricing Index

Optimum Consultancy Services LLC

Software Engineer (SWE)

- Analyses technical requirements and develops effective technical solutions
- Lead role in conceiving architectural designs
- Lead role in environment assessments
- Lead and/or participate in the delivery of technical presentations to customer
- Manage specific tasks including directing the efforts of selected MCS and customer staff
- Lead customer envisioning sessions to capture specific customer requirements in concise format
- Participate in design of information systems
- Perform and/or participate in Total Cost of Ownership (TCO) Analysis
- Provide key link to Microsoft technology groups
- Provide leadership and guidance to support the implementation of large systems including methodology, design approaches, and architectural and engineering considerations
- Provide quality assurance review of engagement processes and deliverables
- Serve as technical project lead
- Work with customer staff to implement customer technology (e.g. testing, documentation, user expectations)

General Experience: Five + years demonstrated performance in software design and development. Experienced with cloud and open source platforms and shipping of production systems running on a public cloud. Experienced presenter at tech conferences and user group events. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead Microsoft advocate and technical lead. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Master's degree or industry equivalent experience.

MS Architectural Technician (MAT)

- Work with customer and project team to develop and gain consensus on scope
- Contribute to review of customer tasks and development of strategic approaches
- Direct the activities of Principal Technicians, Senior Technicians, Microsoft Technicians ,Associate Technicians , and Sub-Contractors
- Lead role in delivering technical presentations to customer
- Participate in delivering technical presentations to customer staff
- Participate in design review of information systems
- Participate in project staffing decisions
- Participate in strategic planning sessions with Technical Project Manager and customer staff
- Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis
- Provide key personal link to Microsoft technology groups
- Provide quality assurance review of engagement process and deliverables

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

General Experience: Five to twenty years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Works closely with Project manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Master's degree or industry equivalent experience.

MS Principal Technician (MPT)

- Contribute to review of customer tasks and development of strategic approaches
- Direct the activities of other Senior Technicians, Microsoft Technicians, Associate Technicians
- Lead role in delivering technical presentations to customer
- Meet/interview customer to capture specific requirements in concise format
- Participate in delivering technical presentations to customer staff
- Participate in design of information systems
- Participate in project staffing decisions
- Participate in strategic planning sessions with Technical Project Manager and customer staff
- Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis
- Provide key personal link to Microsoft technology groups
- Provide quality assurance review of engagement process and deliverables

General Experience: Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Master's degree or industry equivalent experience.

MS Senior Technician (MST)

- Analyze technical requirements and develop effective technical solutions
- Direct the activities of other Senior Technicians, Microsoft Technicians and Associate Technician Lead role in conceiving architectural designs
- Lead role in current environment assessment
- Lead role in delivering technical presentations to customer

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

- Manage specific tasks including directing the efforts of selected staff
- Meet/interview customer to capture specific requirements in concise format
- Participate in design of information systems
- Perform in the role of Enterprise or Partner Strategy Technician
- Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis
- Provide key personal link to Microsoft technology groups
- Provide leadership and guidance to support the implementation of large systems including methodology, design approaches, and architectural and engineering considerations
- Provide quality assurance review of engagement processes and deliverables
- Serve as Technical Project Manager
- Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations).

General Experience: Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead Microsoft Advocate and Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Master's degree or industry equivalent experience.

MS Technician (MT)

- Analyze technical requirements and develop effective technical solutions
- Assist in conceiving architectural designs
- Assist in delivering technical presentations to customer staff
- Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations.
- Design and write code as required for selected customer systems
- Develop documentation on selected customer systems and objectives
- Meet/interview customer to capture specific requirements in concise format
- Perform in the role of Enterprise or Partner Strategy Technician
- Provide key personal link to Microsoft technology groups
- Serve as Technical Project Lead
- Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations).
- Work with customer staff to support technical strategy and control objectives

General Experience: Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

MS Associate Technician (MATC)

- Assist in delivering technical presentations to customer staff
- Design and write code as required for selected customer systems
- Develop documentation on selected customer systems and objectives
- Directly involved in the hands-on implementation of customer systems
- Provide Technical Writing and Documentation support
- Work with customer staff personnel to support technical strategy and control objectives

General Experience: One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician – US Delivery Center (Remote Delivery)

Provides consulting delivery services remotely from Microsoft Services US Delivery Center as part of overall consulting team.

- Analyze technical requirements and develop effective technical solutions
- Assist in conceiving architectural designs
- Design and write code as required for selected customer systems
- Assist in infrastructure design and deployment activities
- Develop documentation on selected customer systems and objectives
- Remotely assist in delivering technical presentations to customer staff
- Remotely assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations
- Remotely work to implement customer technology (e.g. testing, documentation, user expectations)

General Experience: Two to five years demonstrated performance in related technology. Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works closely with Microsoft Account Delivery Executive and/or Microsoft Project Manager as the Microsoft advocate to enable development, analysis, deployment, and/or solution to remain on schedule and in accordance with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Project Manager (PjM) - US Delivery Center (Remote Delivery)

Provides Project Management services remotely from Microsoft Services US Delivery Center as part of the overall consulting team.

- The Project Manager is responsible for overseeing the delivery of a product/service/solution and associated resources within the constraints of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations
- Manages key deliverables and associated project activities
- Strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with sales, product development, partners and support
- Responsible for planning, executing, and controlling:
 - Scope of project work, work objectives, deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of IP, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk
 - Quality to meet/exceed conditions of satisfaction, thought leader in project management in one or more key lifecycle segments: opportunity, delivery or operations
 - Manages Microsoft technical personnel in execution of project work

General Experience: Two to five years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead Microsoft business contact for customers. Coordinates and schedules project resources. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Master's degree or industry equivalent experience. Certification by the Project Management Institute (PMI®)

Global Delivery Technician – Offshore (Outside US Remote Delivery)

Provides consulting delivery services remotely from Microsoft Services US Delivery Center as part of overall consulting team.

- Analyze technical requirements and develop effective technical solutions
- Assist in conceiving architectural designs
- Design and write code as required for selected customer systems
- Assist in infrastructure design and deployment activities

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

- Develop documentation on selected customer systems and objectives
- Remotely assist in delivering technical presentations to customer staff
- Remotely assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations
- Remotely work to implement customer technology (e.g. testing, documentation, user expectations)

General Experience: Two to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works closely with Microsoft Account Delivery Executive and/or Microsoft Project Manager as the Microsoft advocate to enable development, analysis, deployment, and/or solution to remain on schedule and in accordance with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Global Delivery Technician – Onshore (Non US citizen - US Delivery)

Provides consulting delivery services remotely from Microsoft Services US Delivery Center as part of overall consulting team.

- Analyze technical requirements and develop effective technical solutions
- Assist in conceiving architectural designs
- Design and write code as required for selected customer systems
- Assist in infrastructure design and deployment activities
- Develop documentation on selected customer systems and objectives
- Remotely assist in delivering technical presentations to customer staff
- Remotely assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations
- Remotely work to implement customer technology (e.g. testing, documentation, user expectations)

General Experience: Two to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works closely with Microsoft Account Delivery Executive and/or Microsoft Project Manager as the Microsoft advocate to enable development, analysis, deployment, and/or solution to remain on schedule and in accordance with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician V - Partner (T5)

- Participate in strategic planning sessions with Technical Project Manager and customer staff
- Participate in delivering technical presentations to customer staff
- Serve as Technical Project Manager

DIR-CPO-4908 Appendix C Pricing Index

Optimum Consultancy Services LLC

- Analyze technical requirements and develop effective technical solutions
- Lead role in conceiving architectural designs
- Lead role in current environment assessment

General Experience: Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician IV – Partner (T4)

- Analyze technical requirements and develop effective technical solutions
- Assist in conceiving architectural designs
- Assist in delivering technical presentations to customer staff
- Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations.
- Design and write code as required for selected customer systems
- Directly involved in the hands-on implementation of customer systems
- Lead role in conceiving architectural designs
- Lead role in current environment assessment
- Meet/interview customer to capture specific requirements in concise format
- Participate in design of information systems
- Work with selected staff to support technical strategy and control objectives

General Experience: Five to eight years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician III – Partner (T3)

- Assist in delivering technical presentations to customer staff
- Design and write code as required for selected customer systems
- Develop documentation on selected customer systems and objectives
- Directly involved in the hands-on implementation of customer systems

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

- Meet/interview customer to capture specific requirements in concise format
- Work with selected staff personnel to support technical strategy and control objectives

General Experience: Five plus years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician II - Partner (T2)

- Assist in delivering technical presentations to customer staff
- Design and write code as required for selected customer systems
- Develop documentation on selected customer systems and objectives
- Directly involved in the hands-on implementation of customer systems
- Work with selected staff personnel to support technical strategy and control objectives

General Experience: Three to five years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician I - Partner (T1)

- Design and write code as required for selected customer systems
- Directly involved in the hands-on implementation of customer systems
- Provide Technical Writing and Documentation support
- Work with selected staff to support technical strategy and control objectives

General Experience: One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

Technician - Partner (T)

- Design and write code as required for selected customer systems
- Directly involved in the hands-on implementation of customer systems
- Provide Technical Writing and Documentation support

General Experience: One to three years demonstrated performance or internship in related technology. Experienced in topic such networks, integration and systems design and implementation.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Degree or industry equivalent experience.

Associate Technician - Partner (AT)

- Develop documentation on selected customer systems and objectives
- Provide Technical Writing and Documentation support

General Experience: Experienced in topic such networks, integration and systems design and implementation.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Industry equivalent experience.

Education: Bachelor's or Master's degree or industry equivalent experience.

MS Senior Project Manager (SrPJM)

- The Senior Project Manager is responsible for overseeing the delivery of a product/service/solution and associated resources within the constraint of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations.
- Manages key deliverables and associated activities
- Strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with legal, sales, product development, partners and support, support the Services Executive and Engagement Manager in closing services sales,
- Responsible for planning, executing, and controlling:
- Scope of project work, work objectives, and deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of Intellectual Capital, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk and quality to meet/exceed conditions of satisfaction, thought leader in project management in one or more key lifecycle segments: opportunity, delivery or operations, strong people management skills to direct virtual teams

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

General Experience: Five to fifteen years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead Microsoft business contact for customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Master's degree or industry equivalent experience. Certification by the Project Management Institute (PMI®).

MS Project Manager (MPjM)

- The Project Manager is responsible for overseeing the delivery of a product/service/solution and associated resources within the constraint of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations.
- Manages key deliverables and associated activities
- Strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with legal, sales, product development, partners and support, support the Services Executive and Engagement Manager in closing services sales,
- Responsible for planning, executing, and controlling:
- Scope of project work, work objectives, and deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of Intellectual Capital, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk and quality to meet/exceed conditions of satisfaction, thought leader in project management in one or more key lifecycle segments: opportunity, delivery or operations, strong people management skills to direct virtual teams

General Experience: One to five years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead Microsoft business contact for customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

Education: Bachelor's or Master's degree or industry equivalent experience. Certification by the Project Management Institute (PMI®).

MICROSOFT PREMIER/UNIFIED SUPPORT DESCRIPTION

Support Account Management. Support Account Management services are intended to help coordinate the support and services relationship. The Services Resource is Customer's advocate within Microsoft and facilitates a team that can provide Workshops, Problem Resolution Support, and Support Assistance. The Services Resource also serves as the point of information delivery and provides Customer's feedback regarding the Services to other Microsoft groups. The Services Resource will engage with Customer in the following activities which will be deducted from the pre-paid hours listed in the "Premier Support Fees" section below:

- a. Planning and Resource Facilitation. An orientation and planning session can be conducted with the Customer's management and staff via teleconference or onsite if an onsite visit has been purchased. The purpose of this meeting is to discuss the Services available, gather input regarding the Customer's support needs, and jointly plan the Customer's use of the Services.
- b. Status Meetings and Reporting. A standard status report can be prepared on a regular basis, to summarize the Services delivered during the previous reporting period. Status meetings will be conducted to discuss Service activities, monitor the Customer's satisfaction levels, and discuss actions or adjustments that may be required. Customized reporting can be provided at the Customer's request and any additional related labor will be deducted from the Customer's Support Assistance hours.
- c. Escalation Management. Support issues that require escalation to other resources can be closely managed by the Services Resource to expedite resolution.

Application Development Management. Application Development Management services are intended to help coordinate the developer support and services relationship. The Services Resource is Customer's advocate within Microsoft and facilitates a team that can provide Workshops, Problem Resolution Support, and Support Assistance. The Services Resource also serves as the point of information delivery and provides Customer's feedback regarding the Services to other Microsoft groups. The Services Resource will engage with Customer in the following activities which will be deducted from the pre-paid hours listed in the "Premier Support Fees" section below:

- d. Planning and Resource Facilitation. An orientation and planning session can be conducted with the Customer's management and staff via teleconference or onsite if an onsite visit has been purchased. The purpose of this meeting is to discuss the Services available, gather input regarding the Customer's support needs, and jointly plan the Customer's use of the Services.
- e. Status Meetings and Reporting. A standard status report can be prepared on a regular basis, to summarize the Services delivered during the previous reporting period. Status meetings will be conducted to discuss Service activities, monitor the Customer's satisfaction levels, and discuss actions or adjustments that may be required. Customized

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

reporting can be provided at the Customer's request and any additional related labor will be deducted from the Customer's Support Assistance hours.

- f. Escalation Management. Support issues that require escalation to other resources can be closely managed by the Services Resource to expedite resolution.

Incident Manager. Incident Management services are intended to help coordinate the support and services relationship. The Services Resource will engage with Customer in the following activities which will be deducted from the pre-paid hours listed in the "Premier Support Fees" section below:

- g. Escalation Management. Support issues that require escalation to other resources can be closely managed by the Services Resource to expedite resolution.

Workshops and Events. The goal of Workshops and Events is to provide Customer proactive technical information to assist in the design, development or deployment of Microsoft technologies. ***All registration requirements for Workshops and Events must be completed by Customer 60 days prior to the expiration date of the applicable Fee and Named Contacts Schedule(s).*** Additional benefits may include instruction to help reduce the number and minimize the impact of problems related to Microsoft Products that Customer experiences. Workshops can include the following:

- a. Workshops. Vendor can conduct instructor-led training sessions that emphasize Microsoft technologies at the Customer's facility or at Vendor's location. If Customer elects to have a Workshop conducted at Customer's facility, Microsoft will provide Customer with specifications for configuring Customer's environment prior to the delivery of the Workshops. Workshops are individually scoped and priced depending upon the length, delivery location and material presented. Customer's Services Resource can provide Customer with a current list of available Workshops.
- b. Premier Events. Vendor can provide broad and deep technical development-focused presentations, combined with hands-on labs that provide training and facilitate Customer implementations of Microsoft technologies. These Events provide the opportunity to interact with Microsoft product groups, Premier support development resources and marketing contacts. Customer's Services Resource can provide Customer with notification of scheduled Events.

Problem Resolution Support. Problem Resolution Support provides assistance for problems with specific symptoms encountered while using Microsoft products, where there is a reasonable expectation that the problems are caused by Microsoft products. Problem Resolution Support is available 24 hours a day, 7 days a week. Requests for support may be submitted via telephone or electronically through the Premier online website by Customer's designated contacts, except for Severity 1 and A which must be submitted via telephone as set forth below in section (a) below. Problem Resolution Support can include any combination of the following:

- a. Problem Request (Break-Fix). An assisted break-fix support request, also known as an incident, is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues. If a problem consists of subordinate issues, each shall be considered a separate incident. Incidents requiring an onsite visit will be charged on an hourly basis and will include charges for reasonable travel and living expenses. In certain situations, Microsoft may provide Customer with a modification to the commercially available Microsoft product software code to address specific critical problems ["Hotfix(es)"] in response to an assisted break-fix support request. Hotfixes are designed to address Customer's specific problems and are not

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

regression tested. Except as otherwise provided in a final Services Description or in an Exhibit, Hotfixes may not be distributed to unaffiliated third parties without Microsoft's express written consent.

Problem resolution support is charged on an hourly basis and includes the commercially reasonable amount of hours of Services necessary to troubleshoot and help resolve the support issue. Hours-based incidents are deducted from the pre-paid hours set forth in an appropriately defined Fee and Named Contacts Schedule(s) or charged to Customer in arrears if all pre-paid hours have been exhausted.

Customer is responsible for setting the initial severity level in consultation with Microsoft and Customer can request a change in severity level at any time. The incident severity will determine the response levels within Microsoft and estimated response times and Customer's responsibilities as defined in the following table:

Severity	Situation	Microsoft Expected Response	Customer Expected Response
1 Submission via phone only	<ul style="list-style-type: none"> • Catastrophic business impact: • Complete loss of a core (mission critical) business process and work cannot reasonably continue • Needs immediate attention 	<ul style="list-style-type: none"> • 1st call response in 1 hour or less • Microsoft's Resources at Customer's site as soon as possible. • Continuous effort on a 24x7 basis • Rapid Escalation within Microsoft to Product teams • Notification of Microsoft's Senior Executives 	<ul style="list-style-type: none"> • Notification of Customer's Senior executives • Allocation of appropriate resources to sustain continuous effort on a 24x7 basis¹ • Rapid access and response from change control authority
A Submission via phone only	<ul style="list-style-type: none"> • Critical business impact: • Significant loss or degradation of services • Needs attention within 1hour 	<ul style="list-style-type: none"> • 1st call response in 1 hour or less • Microsoft's Resources at Customer's site as required. • Continuous effort on a 24x7 basis • Notification of Microsoft's Senior Managers 	<ul style="list-style-type: none"> • Allocation of appropriate resources to sustain continuous effort on a 24x7 basis¹ • Rapid access and response from change control authority • Management notification
B Submission via phone or web	<ul style="list-style-type: none"> • Moderate business impact: • Moderate loss or degradation of services but work can reasonably continue in an impaired manner. • Needs attention within 2 Business Hours¹ 	<ul style="list-style-type: none"> • 1st call response in 2 hours or less • Effort during Business Hours² only 	<ul style="list-style-type: none"> • Allocation of appropriate resources to sustain Business Hours² continuous effort • Access and response from change control authority within 4 Business Hours¹

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

Severity	Situation	Microsoft Expected Response	Customer Expected Response
C Submission via phone or web	<ul style="list-style-type: none"> • Minimum business impact: • Substantially functioning with minor or no impediments of services. • Needs attention within 4 Business Hours¹ 	<ul style="list-style-type: none"> • 1st call response in 4 hours or less • Effort during Business Hours² only 	<ul style="list-style-type: none"> • Accurate contact information on case owner • Responsive within 24 hours.

¹ Microsoft may need to downgrade the severity level if Customer is not able to provide adequate resources or responses to enable Microsoft to continue with problem resolution efforts.

² Business Hours are defined as 6:00 AM to 6:00 PM Pacific Time, Monday through Friday excluding holidays.

Customer may be required to perform problem determination and resolution activities as requested by Us. Problem determination and resolution activities may include performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new versions of software or new components, or modifying processes.

Customer are responsible for implementing the procedures necessary to safeguard the integrity and security of Customer's software and data from unauthorized access and to reconstruct lost or altered files resulting from catastrophic failures.

- b. Rapid Onsite Support Services. Onsite emergency support is available as an additional billable service. Microsoft's ability to provide onsite support is subject to Microsoft's resource availability, and the tasks performed will vary depending on the situation, environment, and business impact of the issue.

Support Assistance. Support Assistance provides short-term advice and guidance for problems not covered with Problem Resolution Support as well as requests for assistance for design, development and deployment issues. Customer's Services Resource will work with Customer to determine Customer's specific Support Assistance needs.

The following are types of Support Assistance that can be utilized under this Services Description:

- a. Infrastructure Support Assistance. Infrastructure Support Assistance includes informal advice, guidance and knowledge transfer intended to help the Customer implement Microsoft technologies in ways that avoid common support issues and decrease the likelihood of system outages.

These services also help the Customer to resolve problems that are not attributed to Microsoft Products including:

- Errors caused by the Customer's networking infrastructure, hardware, non-Microsoft software, operational procedures, architecture, IT service management process, system configuration or human error.
- Multi-vendor coordination interoperability problems.

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

- b. Reviews. A review is an assessment of a specific system, application or architecture to address design, development, deployment, and supportability issues for current or planned implementations of Microsoft technologies. Each review is individually scoped and estimated prior to scheduling resources, and a written report is produced to document findings and recommendations. **All requests for reviews and the applicable data must be submitted to Us no later than 60 days prior to expiration date of the applicable Fee and Named Contacts Schedule(s).**
- c. Development Support Assistance. Application Development helps the Customer in the creation and development necessary to build internal applications on the Microsoft platform that integrate Microsoft technologies. Application Development specializes in Microsoft's development tools and technologies.

Proactive Credits (Unified Support – Support Assistance). Proactive Credits provides short-term advice and guidance for problems not covered with Problem Resolution Support as well as requests for assistance for design, development and deployment issues. Customer's Services Resource will work with Customer to determine Customer's specific Proactive Credit needs.

The following are types of Proactive Credits that can be utilized under this Services Description:

- d. Infrastructure Support Assistance. Infrastructure Proactive Credits includes informal advice, guidance and knowledge transfer intended to help the Customer implement Microsoft technologies in ways that avoid common support issues and decrease the likelihood of system outages.

These services also help the Customer to resolve problems that are not attributed to Microsoft Products including:
 - Errors caused by the Customer's networking infrastructure, hardware, non-Microsoft software, operational procedures, architecture, IT service management process, system configuration or human error.
 - Multi-vendor coordination interoperability problems.
- e. Reviews. A review is an assessment of a specific system, application or architecture to address design, development, deployment, and supportability issues for current or planned implementations of Microsoft technologies. Each review is individually scoped and estimated prior to scheduling resources, and a written report is produced to document findings and recommendations. **All requests for reviews and the applicable data must be submitted to Us no later than 60 days prior to expiration date of the applicable Fee and Named Contacts Schedule(s).**
- f. Development Proactive Credits. Proactive Credits helps the Customer in the creation and development necessary to build internal applications on the Microsoft platform that integrate Microsoft technologies. Application Development specializes in Microsoft's development tools and technologies.

Information Services. Information Services provide the Customer with technical information about Microsoft products and support tools that help the Customer to implement and operate Microsoft products in a more efficient and effective manner. Information Services can include any combination of the following:

- a. Premier online website. The Premier online website provides access to the following information resources at no additional charge:

DIR-CPO-4908 Appendix C Pricing Index Optimum Consultancy Services LLC

- Regularly updated product news flashes documenting key support and operational information about Microsoft products.
 - Critical problem alerts notifying the Customer of potentially high-impact problems.
 - Web response tool for submitting and checking the status of support incidents.
 - Microsoft Knowledge Base of technical articles and troubleshooting tools and guides.
- b. Support Webcasts. Support webcasts are regularly scheduled webcast discussions led by Vendor's program managers, developers and professionals covering key areas of Microsoft technology. These are provided at no additional charge.

Additional Services. Customer may request changes or additions to this Services Description at any time. Additional Services that are available for purchase, and the specific terms and conditions applicable to those Services, may be set forth in this Services Description, an attached Exhibit and/or Fee and Named Contacts Schedule(s). Additional Services will be invoiced at the prevailing price at the time the Services are rendered or upon acceptance of an Exhibit and/or Fee and Named Contacts Schedule(s) referencing this Services Description. If Customer purchases additional Problem Resolution Support hours or converts Software Assurance hours to Problem Resolution Support hours, Customer may also be required to purchase additional Services Management hours. Prior to delivering additional Services, Microsoft must be in receipt of a purchase order, check or other acceptable form of payment.