

ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE PURCHASING AGENT  
2100 CLARENDON BOULEVARD, SUITE 500  
ARLINGTON, VIRGINIA 22201

CONTRACT AWARD COVERPAGE

<b>TO:</b> Daly Computers, Inc. 5300 Spectrum Drive, Frederick, Maryland 21703	<b>DATE ISSUED:</b> 9/13/2021  <b>CONTRACT NO:</b> 22-DTS-R-409  <b>CONTRACT TITLE:</b> Daly Technology Products, Services and Solutions
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**THIS IS A NOTICE OF AWARD OF CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.**

The contract documents consist of the terms and conditions of AGREEMENT No. 22-DTS-R-409 including any attachments or amendments thereto.

**EFFECTIVE DATE:** 9/13/2021  
**EXPIRES:** December 31, 2025  
**RENEWALS:** Two (2) 2-year renewals remaining.  
**COMMODITY CODE(S):**  
**LIVING WAGE:** N

**ATTACHMENTS:**  
AGREEMENT No. 22-DTS-R-409

**EMPLOYEES NOT TO BENEFIT:**  
NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

<b>VENDOR CONTACT:</b> Frank Roys  <b>EMAIL ADDRESS:</b> <a href="mailto:frank.roys@daly.com">frank.roys@daly.com</a>	<b>VENDOR TEL. NO.:</b> (240) 357-0989  <b>COUNTY TEL. NO.:</b> (703) 228-3408
<b>COUNTY CONTACT:</b> Ishai Trani, DTS-Technology <b>COUNTY CONTACT EMAIL:</b> <a href="mailto:itrani@arlingtonva.us">itrani@arlingtonva.us</a>	

**PURCHASING DIVISION AUTHORIZATION**

**TOMEKA D. PRICE** Title: **PROCUREMENT OFFICER** Date: 9/13/2021

**ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE PURCHASING AGENT  
2100 CLARENDON BOULEVARD, SUITE 500  
ARLINGTON, VA 22201**

**RIDER AGREEMENT NO. 22-DTS-R-409**

THIS AGREEMENT (hereinafter "Agreement") is made, on 9/13/2021 between Daly Computers, Inc. ("Contractor"), a Maryland corporation with a place of business at 5300 Spectrum Drive, Frederick, Maryland 21703 authorized to transact business in the Commonwealth of Virginia, and the County Board of Arlington County, Virginia ("County"). The County and the Contractor, for the consideration specified herein or specified in a County Purchase Order referencing this Agreement, agree as follows:

**1. CONTRACT DOCUMENTS**

The Contract Documents consist of this Agreement, and

Exhibit A – Contract Pricing

[The Rector and Visitors of the University of Virginia Contract UVA-AGR-IT-00172-DALY](#) incorporated by reference.

This Agreement is a rider to an original contract awarded by The Rector and Visitors of the University of Virginia and extended by the Contractor to the County on the same terms and conditions as the original agreement executed as a result of a competitive solicitation issued by The Rector and Visitors of the University of Virginia. Where the terms of this Agreement vary from the terms and conditions of the other Contract Documents, the terms and conditions of this Agreement shall prevail.

The Contract Documents set forth the entire agreement between the County and the Contractor. The County and the Contractor agree that no representative or agent of either of them has made any representation or promise with respect to the parties' agreement which is not contained in the Contract Documents.

**2. CONTRACT TERM**

The Contractor's provision of goods and services for the County ("Work") shall commence on 9/13/2021 and shall be completed no later than December 31, 2025 ("Contract Term"), subject to any modifications as provided for in the Contract Documents regarding the Contract Term. No aspect of the Work shall be deemed complete until it is accepted by the County's Project Officer.

Upon satisfactory performance by the Contractor, the County may elect to renew this Agreement under the same contract terms for two (2) two-year renewal periods from January 1, 2026 to December 31, 2029 ("Subsequent Contract Term").

**3. PAYMENT**

Payment will be made by the County to the Contractor within forty-five (45) days after receipt by the County Project Officer of an invoice detailing the Work provided by the Contractor and accepted by the County. Each invoice must certify that the invoice submitted is a true and accurate accounting of the work performed and goods and/or services provided and must be signed and attested to by the Contractor or authorized designee. The Project Officer will either approve the invoice or require corrections. The number of the County Purchase Order pursuant to which authority goods or services have been performed or delivered shall appear on all invoices.

**4. SCOPE OF WORK**

The Contractor agrees to perform the goods and/or services described in the Contract Documents (hereinafter “the Work”). The primary purpose of the Work is to provide a broad range of technology products, services and solutions.

The Contract Documents set forth the minimum Work estimated by the County and the Contractor to be necessary to complete the Work. It shall be the Contractor’s responsibility, at the Contractor’s sole cost, to provide the specific Work set forth in the Contract Documents sufficient to fulfill the purposes of the Work. Nothing in the Contract Documents shall be construed to limit the Contractor’s responsibility to manage the details and execution of the Work.

**5. PROJECT OFFICER**

The performance of the Contractor is subject to the review and approval of the County Project Officer (“Project Officer”) who shall be appointed by the Director of the Arlington County department or agency which seeks to obtain the Work pursuant to this Contract. However, it shall be the responsibility of the Contractor to manage the details of the execution and performance of its Work pursuant to the Contract Documents.

**6. COUNTY PURCHASE ORDER REQUIREMENT**

County purchases are authorized only if a County Purchase Order is issued in advance of the transaction. A Purchase Order must indicate that the ordering agency has sufficient funds available to pay for the purchase. Such a Purchase Order is to be provided to the Contractor by the ordering agency. The County will not be liable for payment for any purchases made by its employees without appropriate purchase authorization issued by the County Purchasing Agent. If the Contractor provides goods or services without a signed County Purchase Order, it does so at its own risk and expense.

**7. NON-APPROPRIATION**

All funds for payments by the County to the Contractor pursuant to this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County, Virginia. In the event of non-appropriation of funds by the County Board of Arlington County, Virginia for the goods or services provided under this Contract or substitutes for such goods or services which are as advanced or more advanced in their technology, the County will terminate the Contract, without termination charge or other liability to the County, on the last day of the then current fiscal year or when the appropriation made for the then current year for the services covered by this Contract is spent, whichever event occurs first. If funds are not appropriated at any time for the continuation of this Contract, cancellation will be accepted by the Contractor on thirty (30) days prior written notice, but failure to give such notice shall be of no effect and the County shall not be obligated under this Contract beyond the date of termination specified in the County’s written notice.

**9. APPLICABLE LAW, FORUM, VENUE AND JURISDICTION**

This Contract and the work performed hereunder shall be governed in all respects by the laws of the Commonwealth of Virginia, and the jurisdiction, forum, and venue for any litigation with respect thereto shall be in the Circuit Court for Arlington County, Virginia, and in no other court. In performing its Work pursuant to this Contract, the Contractor shall comply with applicable federal, state, and local laws, ordinances and regulations.

**10. NOTICES**

Unless otherwise provided herein, all notices and other communications required by this Contract shall

be deemed to have been given when made in writing and either (a) delivered in person, (b) delivered by an agent, such as an overnight or similar delivery service, or (c) deposited in the United States mail, postage prepaid, certified or registered, addressed as follows:

**TO THE CONTRACTOR:**

Frank Roys  
5300 Spectrum Drive  
Frederick, Maryland 21703  
[frank.roys@daly.com](mailto:frank.roys@daly.com)  
240-357-0989

**TO THE COUNTY:**

LaTanya Fautleroy, Project Officer  
DTS – Enterprise Technology & Application Services  
2100 Clarendon Boulevard, Suite 610  
Arlington, Virginia 22201  
[lfautleroy@arlingtonva.us](mailto:lfautleroy@arlingtonva.us)

AND

Dr. Sharon T. Lewis, LL.M, MPS, VCO, CPPB  
Purchasing Agent  
Arlington County, Virginia  
2100 Clarendon Boulevard, Suite 500  
Arlington, Virginia 22201  
Phone: (703) 228-3294  
Email: [slewis1@arlingtonva.us](mailto:slewis1@arlingtonva.us)

**TO COUNTY MANAGER’S OFFICE (FOR PROJECT CLAIMS):**

Mark Schwartz, County Manager  
Arlington County, Virginia  
2100 Clarendon Boulevard, Suite 318  
Arlington, Virginia 22201

**11. ARLINGTON COUNTY BUSINESS LICENSES**

The Contractor must comply with the provisions of Chapter 11 (“Licenses”) of the Arlington County Code, if applicable. For information on the provisions of that Chapter and its applicability to this Contract, the Contractor must contact the Arlington County Business License Division, Office of the Commissioner of the Revenue, 2100 Clarendon Blvd., Suite 200, Arlington, Virginia, 22201, telephone number (703) 228-3060.

**12. COVID-19 VACCINATION POLICY FOR CONTRACTORS**

Due to the ongoing COVID-19 pandemic, the County has taken various steps to protect the welfare, health, safety, and comfort of the workforce and public at large. As part of these steps, the County has implemented various requirements with respect to health and safety including policies with respect to social distancing, the use of face-coverings and vaccine mandates. To protect the County’s workforce and the public at large, all employees and subcontractors of the Contractor who are assigned to this Contract, must be fully vaccinated against COVID-19. Any Contractor employee or subcontractor who is not fully vaccinated should follow a weekly testing protocol as established by the Contractor. For questions, Contractors may email [contractorvaccineinfo@arlingtonva.us](mailto:contractorvaccineinfo@arlingtonva.us).

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON  
COUNTY, VIRGINIA

DALY COMPUTERS, INC.

AUTHORIZED DocuSigned by:  
SIGNATURE: Tomeka D. Price  
5950D4E0ACC0472...

AUTHORIZED DocuSigned by:  
SIGNATURE: Ryan Yu  
97C87071B89040A...

NAME: TOMEKA D PRICE

NAME: Ryan Yu

TITLE: PROCUREMENT OFFICER

TITLE: President

DATE: 9/13/2021

DATE: 9/10/2021

EXHIBIT A - CONTRACT PRICING

ATTACHMENT C  
 nve Apple II, GH, E, S, B, E, K, 10-4834-9CE 1-DC61CFCEE5D5

**Daly**  
**Jan 2020**

ATTACHMENT C	DALY	Jan 2020
Product Category	MFR	Minimum Discount % off List
<b>Servers</b>		
	Dell	25%
	Hewlett-Packard Enterprise (HPE)	28%-36%
	Fujitsu	
	Lenovo	20%
	Cisco	36% - 42%
<b>Network Hardware</b>		
	Aruba - Hewlett Packard Enterprise (HPE)	38% - 41%
	Cisco	36% - 42%
	Palo Alto	20%
	Belkin	19%
	Middle Atlantic	30%
	Extreme Networks	36%
	Fortinet	21%
	Lenovo	25%
<b>Telecom Equipment</b>		
	Polycom	2%-19%
	Cisco	36% - 42%
	Middle Atlantic	30%
	Tripp Lite	20%-30%
	Crestron	38%
<b>Data Storage</b>		
	Dell	10%-30%
	EMC	10%-30%
	Fujitsu	
	Hewlett-Packard Enterprise (HPE)	30%
	Lenovo	28%
<b>Desktop Computers</b>		
	Dell	23%
	Apple	
	HP, Inc.	13.50% - 25%
	Lenovo	35%
	LGE	45%
<b>Laptop Computers</b>		
	Dell	24%
	Apple	
	HP, Inc.	13.50%-25%
	Lenovo	35%
	Panasonic	15%
	Asus	2%
	Microsoft	5%
	Samsung	25%
<b>Tablet Computers</b>		
	Apple	
	Microsoft	4.5%
	Dell	10%
	Asus	2%
	HP, Inc.	15.50%
	Panasonic	16%-31%
	Lenovo	35%
	Samsung	14%
<b>Printers</b>		
	HP, Inc.	25%
	Dell	
	Epson	3%
	Xerox	15%
<b>Monitors</b>		
	NEC	2%
	Asus	2%
	Dell	5%-10%
	HP, Inc.	10%
	Lenovo	5%
	LGE	6%-50%
	Microsoft	2%
	Panasonic	15%
	Samsung	25%
<b>I/O Devices</b>		
	Logitech	5%
	HP, Inc.	5%

	Lenovo	5%
	Microsoft	5%
<b>Projectors</b>		
	Epson	8%
	NEC	8%-25%
	Elmo	10%-32%
	Panasonic	10%-30%
<b>Cables</b>		
	C2G	20%-40%
	Tripp Lite	20%
	Comprehensive Cable	15%-40%
<b>Software</b>		
	Microsoft	1%
	VMWare	10%
	Symantec	15%
	Adobe	1%
	Citrix	1%
	Commvault	10%
<b>Power &amp; Cooling</b>		
	APC	15%
	Tripp Lite	20%
<b>Audio Visual</b>		
	Avteq	26%
	Axis	10%
	Barco	15%-25%
	Biamp	5%-25%
	Chief	30%
	Da-Lite	26%
	Vaddio	15%-33%
	Middle Atlantic	30%
	C2G	20%-40%
	Cisco	36%-42%
	ClearTouch	15%-20%
	Crestron	38%
	Ergotron	20%
	Kramer	30%
	Microsoft	1%-10%
	NEC	10%-30%
	OneScreen	25%
	Panasonic	22%
	Samsung	25%
	SMART Technologies	17%-25%
	Tripp Lite	20%
<b>Hardware Maintenance</b>		5%-20%
<b>Software Maintenance</b>		1%-5%

Services		Hourly Rate
Project Manager		\$125.00
Project Trainer		\$95.00
Systems Engineer		\$125.00
Network Engineer		\$115.00
Software Developer		\$145.00
Computer Technician		\$60.00
System Architect and SME		\$150.00
Security Engineer		\$145.00
Power / Cooling Engineer		\$110.00
Wireless Network Engineer		\$115.00
Wireless Network Installation Services		TBD / Project Based SOW
Network Security Penetration Test		TBD / Project Based SOW
Data Center Buildout Architect	An engineer / architect experienced in all facets of designing an on and off premise data center.	\$135.00
Data Center Move	Data center moves vary in scope and therefore will be priced accordingly.	TBD / Project Based SOW
Project Administrator	An administrator tasked to generate documentation, track schedules and project related tasks.	\$65.00
Database Administrator	An administrator with programming capability to manage tasks such as customer data / asset management.	\$79.00

Following Services Are Focused On Computing Devices		
PC / Notebook Imaging	Duplicate customer approved master image(s) onto desktop PC, notebooks, and tablets at Daly's production facility. Image(s) can be archived as directed. Volume bulk rate available.	\$28 per system
PC / Notebook Imaging at Customer Site	Duplicate customer approved master image(s) onto desktop PC, notebooks, and tablets at customer site. Does not include travel expenses. Volume bulk rate available.	\$65 per system
Chromebook Enrollment	Enroll Chromebook onto Google Admin Console at Daly's facility. Volume bulk rate available.	\$15 per system
Chromebook Enrollment and White Glove Services	Enroll Chromebook onto Google Admin Console at Daly's facility. Services include affixing asset tags, asset management and burn in. Volume bulk rate available.	\$28 per system
Thin Client Installation	Installing thin clients at customer site. Volume bulk rate available.	TBD
Thin Client Assessments and Design	VDI assessments and design to include but not limited to onsite surveys, remote diagnostic, network consultation, configuration, architecting, and related services.	TBD
Basic Server Configuration	Provide basic server configuration to include installation of customer's network operating system, setting up drive volumes, teaming network interface cards, and setting up other parameters at Daly's production facility. Volume bulk rate available.	\$95 per system
Basic Server Configuration at Customer Site	Provide basic server configuration to include installation of customer's network operating system, setting up drive volumes, teaming network interface cards, and setting up other parameters at customer site. Minimum 1-hour include travel. Volume bulk rate available.	\$120.00
Asset Tag	Apply bar code asset tag onto a desktop PC, notebook, tablet, or server and record information in electronic format at Daly's production facility. Volume bulk rate available.	\$5 per system
Onsite Asset Inventory	Conduct onsite asset inventory. Information collected will include equipment model, serial number, location, condition, and other required pertinent information. Price is dependent on volume and project complexity.	TBD
PC / Notebook COTS Software Installation Service	Installation of customer COTS software onto desktop PC, notebooks, and tablets at Daly's production facility. Volume bulk rate available.	\$28 per system
PC / Notebook COTS Software Installation Service at Customer Site	Installation of customer COTS software onto desktop PC, notebooks, and tablets at customer site. Minimum 1-hour including travel. Volume bulk rate available.	\$75.00



Basic PC / Notebook Installation	Onsite installation of desktop PC, notebooks, and tablets. Consists of installing the base system along with all attached peripheral equipment and accessories ordered. Remove all excess boxes / waste. Minimum 5 systems installation required. Travel expense not included. Volume bulk rate available.	\$45 per system
Advance PC / Notebook Installation	Onsite installation of desktop PC, notebooks, and tablets. Consists of installing the base system along with all attached peripheral equipment and accessories ordered. Connect customer's existing peripheral equipment and the network domain. Remove all excess boxes / waste. Minimum 5 systems installation required. Travel expense not included. Volume bulk rate available.	\$65 per system
PC / Notebook Data Movement	Move data from customer's old system to new system. Include setting up Windows personal profiles and preferences. Minimum 1-hour including travel. Volume bulk rate available.	\$65.00
Onsite Server Installation	Onsite Windows based server installation. Include racking the servers into the server rack, configuration of operating system, set up the server on the network. Minimum 1-hour including travel. Project base bulk rate available.	\$115.00
Design Services	Computer design and engineering services. Minimum 1-hour including travel. Project base bulk rate available.	\$115.00
Consulting Services	Consulting services to include best business practices on network design, storage, security, and data center related topics. Minimum 1-hour including travel. Project base bulk rate available.	\$125.00
Training Services	Various types of training services are available for end users and system administrators on the use of the computers, peripherals, commercial off-the-shelf software and related services. Training programs can be customized to suit the customer's requirements and specifications.	TBD / Project Based SOW
Asset Recovery Services	Removal of customer's assets to include asset management and related services.	TBD / Project Based SOW
End of Life Disposal Services	Disposal of outdated and obsolete equipment. Price will depend on the equipment and the complexity of the project.	TBD / Project Based SOW
Drive Shredding Services	Daly's drive shredder can shred all types of hard drive and tape media. Complete audit and destruction certification documentation are provided.	TBD / Project Based SOW
Extended/Enhanced Warranties	Daly Computers can provide a wide array of extended warranties or enhanced warranties to meet the customer's needs. Examples: off hour warranty coverage, post warranty coverage, P-1 mission critical response, equipment sparing, accidental damages, complete asset maintenance coverage, etc. Pricing is available on a case-by-case basis.	TBD / Project Based SOW

Large Format Computing Display Solutions Systems Architect	Daly Computers can architect a total computing / large format display solutions for information kiosks solution systems and video wall solutions. Minimum 1-hour including travel. Volume bulk rate available.	\$125.00
Large Format Computing Display Solutions Installation Services	Daly Computers can install large format computing display solutions for information kiosks solution systems and video wall solutions. Minimum 1-hour including travel. Volume bulk rate available.	\$115.00
Imaging Architect	Daly Computers can consult and design solutions that take advantage of Microsoft SCCM to assist customers in imaging and or automatically configure tablets and mobile devices that are a unique challenge because of the elimination of Ethernet or USB connections.	\$115.00
Windows Client Migration Technician	Daly Technicians can provide onsite client system evaluations, hardware upgrade and Microsoft Operating System upgrade and data migration services	\$85.00
<b>Following Services Are Focused On Audio Video Technology and Related Services/Sol</b>		
Audio Video Design Engineer	AV engineer that can design a variety of complex AV architectures to include conference rooms, auditoriums, class rooms, huddle rooms, and outdoor AV needs.	\$135.00
Audio Video Network Engineer	AV engineer that can install a variety of AV related technologies and solutions.	\$95.00
AV Programmer / Coder	AV programmer that can program Extron and Extron control systems.	\$125.00
AV Project Manager	A PM focused on AV projects.	\$125.00
AV Installation Technician	Installation technicians that are experienced in installing displays, projector systems, sound systems, and other AV related technologies.	\$65.00
A/V Trainer	Trainer with expertise in AV related technologies.	\$85.00
AV Production Manager	Production manager with AV expertise that can configure, QC, and stage AV solutions.	\$95.00
Video Production Services	A full range of video production services to included live shoots, editing, scripting, and delivery of final products via streaming or other desired formats.	TBD / Project Based SOW
Video Editing Technician	Video editor for custom video shoots.	\$85.00
Video Script Writer	Script writer for custom video clips.	\$95.00
Asset Inventory Services	Provide customer with complete onsite asset management and inventory related services.	TBD / Project Based SOW
Equipment Disposal Services	Provide disposal services for obsolete AV equipment. At times, credit may be provided the customers.	TBD / Project Based SOW

AV Equipment Relocation Services	Relocation and optimization of AV equipment and related technologies.	TBD / Project Based SOW
Indoor Event Audio / Video Services	Live shoot and recording of live indoor events followed by editing and final product delivery based on customer's requirements.	TBD / Project Based SOW
Outdoor Event Audio / Video Services	Live shoot and recording of live outdoor events followed by editing and final product delivery based on customer's requirements.	TBD / Project Based SOW
Low Voltage Cabling Services	Cabling services include network and associated low voltage cabling.	\$75.00
AV and Network Managed Services	Remote management of AV and network related technologies.	TBD / Project Based SOW
Preventive Maintenance Services	Monthly, quarterly, or annual preventive maintenance services.	TBD / Project Based SOW
Digital Signage and Video Wall System Services	A wide range of digital signage solutions to include content management and content streaming. Signage include single to multiple display video walls.	TBD / Project Based SOW
Digital Video Surveillance Services	Digital surveillance solutions and related services to include architecting and installation of the cameras and the video management systems, i.e. ONSSI.	TBD / Project Based SOW
Conference Room Video Conferencing Services	Design and architect of video conferencing systems to include recording and playback of the captured content.	TBD / Project Based SOW
Interactive Projector and Sound System Services	Installation of various interactive projector systems to include ones from Smart Technologies, ClearTouch, and Epson. Solutions also include sound systems from Lightspeed, Audio Enhancements, and others.	TBD / Project Based SOW
Card Access and Security Access Services	Card access and security access systems for building door entry ways. Services include installation of HID card access systems and the card access and management systems.	TBD / Project Based SOW
Video Streaming and Recording System Services	Video streaming and recording of live shoots. The scope can vary extensively.	TBD / Project Based SOW
Event Digital Still Photography Services	Provide live event photography services followed up by presentation of contents.	TBD / Project Based SOW
AV Post Production (editing and packaging) Services	Provide editing and packaging of live shoot videos.	TBD / Project Based SOW
AV Equipment Rental	AV rental include cameras, lights, sound systems, editing equipment, etc. Rental can also include video production personnel.	TBD / Project Based SOW

**Following Services Are Focused On Printers, Copiers, and Managed Print Services & Related Services/Solutions**

Daly Managed Print Services Assessment and Design Services	MPS specialist providing print / copier fleet assessment and related services associated with managed print services. Including but not limited to location maps, volume printed, serial number, device type, and recommendations for best MPS practices.	\$75.00
Basic Printer Delivery and Installation Services	All deliveries and installations will be scheduled, coordinated, and customized to the customer's requirements.	\$75.00
DesignJet Site Survey, Delivery and Installation Services	Services include pre-flight site surveys and scheduled delivery and installations.	\$100 - \$300 per device
Printer Asset Tagging Services	Provide customize asset tags	\$4 per printer
Print Fleet Inventory Assessment Services	Print / copier fleet specialist providing device inventory assessment and related services.	\$75.00
MPS Consulting Services	MPS specialist providing a wide range of services to include optimization proposal, documentation and waste reduction strategies.	\$125.00
End User Printer / Copier Training Services	End user training services focused on device usage and related best practices.	\$75.00
Administrator Printer / Copier Training Services	Administrator training services focused on device usage, maintenances, technical features, and long term care best practices.	\$95.00
Printer / Copier Preventive Maintenance Services	Printer / copier preventive maintenance services based on the manufactureres approved duty cycle of the device; program can be customized to the customer's specific needs.	\$95.00
Printer / Copier Emergency Onsite Technical Services	Emergency onsite technical services; after hour rate may be time and a half.	\$95.00
Printer / Copier Emergency Onsite Engineering Services	Emergency onsite engineering services to include application integration and related services; after hour rate may be time and a half.	\$125.00
Printer / Copier Security Assessment Services	Security assessment services on the printer / copier fleet to include security patch updates, vulnerability assessments, and diagnostics.	\$125.00
Toner and ink cartridge recycling boxes	Provide recycling boxes for used toner and ink cartridges.	TBD / Project Based SOW
Printer and Copier Relocation Services	Printer and copier relocation services to include project management and site preparation related services.	\$100/device
Installation of print drivers on more than 3 computers	Services to include driver patch updates.	\$4 per computer

PaperCut MF Print and Copier Control Software	Provide PaperCut solution and related services including installation of the device license, HID/Prox, Mag Stripe readers, and server configuration customized to customer's specific requirements.	TBD / Project Based SOW
Pharos Secure Print Management Solution	Provide Pharos solution and related services customized to customer's specific requirements.	TBD / Project Based SOW
Document Management Solutions	Provide a variety of document management solutions and related services to include document archiving services, routing, renaming, and configuration based on customer's specific requirements.	TBD / Project Based SOW

3. **MAXIMUM Mark-Ups:**

Value Added Reseller	%
Hardware Maximum Mark-Up	12%
Software Maximum Mark-Up	12%
Services Maximum Mark-Up	20%

Notes:

- All discounts proposed are minimum discounts and are based off of MSRP pricing. MSRP pricing can be found at Daly's ecommerce store and or the manufacturer's website. Screen shots of the MSRP can be provided upon customer requests also.
- Minimum discounts proposed do not apply to the manufacturers' online promotional items that are already severely discounted, i.e. Lenovo "Top Sellers" and HP Inc.'s "Smart Buys" and are considered the respective manufacturer's promotional product lines. Minimum discounts for these types of manufacturer online promotional items can range from 1% to 5%.
- Minimum discounts do not apply to the manufacturer's "consumer" product lines, i.e. HP Inc. Pavilion, Lenovo Idea lines. These items are available from consumer retail outlets. The "consumer" product lines generally come with lesser warranty than the "business class/commercial grade" line of products that Daly is proposing.
- Additional discounts may be available when the actual requirements/needs are further qualified, i.e. when information such as volume, models, time line, and other specifications are more defined.
- Significant product discounts are typically available from the manufacturers for large projects where detailed information on the projects are discussed and more defined.
- Some of the discounts provided are presented as a range. This is due to the fact that there is a wide range of discounts, depending upon the product category. For example, HP, Inc.: Desktops (13.50%), Workstations (21.50%), Laptops (13.50%), Convertible Laptops (25.0%), Chromebooks (7%) Thin Client (18%)
- Pricing on Laptop Computers does not include "Chromebooks." Chromebook discounts range within 2-7% and are typically much less than traditional laptops.
- Please note that hardware and software maintenance for different manufacturers and for different product lines within each manufacturer may vary widely. For some manufacturers, Daly has provided a range of minimum discounts.
- Service rates provided above can be discounted significantly based on actual scope of work.
- Many of the services proposed can vary widely based on the scope of work and therefore the price is noted as TBD and project based statement of work.