

Schedule X – Hourly Labor (Brands)

Bidder: Avaya Inc.

Brand Line: Avaya

Bidder shall provide Schedule X reflecting its Brand Line Hourly Labor Rates.

(Schedule X must include Hourly Labor Rates for installation of new equipment or services not under warranty as described in Section 3.2.8, Warranty or not under Post-warranty maintenance as described in Section 3.2.9 Post-warranty maintenance.)

Labor rates may be provided for each type of labor (i.e., technician, custom development, project management, switch programming, professional services, etc.). If needed, additional pages may be provided by bidder for Schedule X. Additional Schedule X pages should include: type of labor, Bidder's Name and Brand Line as above.

Labor Rates for each type of labor must be provided for the following categories.

Type of Labor: Technician	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$175.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$262.50
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$262.50
Over Time Sunday --All Day (2 X straight time hourly rate)	\$350.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$350.00

Type of Labor: End User Training – Telephones and Voice Mail	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$101.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$151.50
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$151.50
Over Time Sunday --All Day (2 X straight time hourly rate)	\$202.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$202.00



Bidder: Avaya Inc.

Brand Line: Avaya

Type of Labor: Software Associate	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$134.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$201.00
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$201.00
Over Time Sunday --All Day (2 X straight time hourly rate)	\$268.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$268.00

Type of Labor: Data Implementation Engineer	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$154.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$231.00
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$231.00
Over Time Sunday --All Day (2 X straight time hourly rate)	\$308.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$308.00

Type of Labor: Implementation Services Project Coordination	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$134.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$201.00
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$201.00
Over Time Sunday --All Day (2 X straight time hourly rate)	\$268.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$268.00



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Type of Labor: Project Manager	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$182.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$273.00
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$273.00
Over Time Sunday --All Day (2 X straight time hourly rate)	\$364.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$364.00

Type of Labor: Software Specialist	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$188.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$282.00
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$282.00
Over Time Sunday --All Day (2 X straight time hourly rate)	\$376.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$376.00

Type of Labor: IP Readiness Assessment Engineer Assigned to key system projects	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$176.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$264.00
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$264.00
Over Time Sunday --All Day (2 X straight time hourly rate)	\$252.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$352.00



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Type of Labor: Call Center Elite Consultant	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$242.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$363.00
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$363.00
Over Time Sunday --All Day (2 X straight time hourly rate)	\$484.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$484.00

Type of Labor: Program Manager	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$224.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$336.00
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$336.00
Over Time Sunday --All Day (2 X straight time hourly rate)	\$448.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$448.00

Type of Labor: Advanced Solution Architect	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$264.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$396.00
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$396.00
Over Time Sunday --All Day (2 X straight time hourly rate)	\$528.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$528.00



Bidder: Avaya Inc.

Brand Line: Avaya

Type of Labor: IVR Development	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$225.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$337.50
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$337.50
Over Time Sunday --All Day (2 X straight time hourly rate)	\$450.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$450.00

Type of Labor: Avaya Professional Services	Hourly Rate
Straight Time: The fixed hourly rate for labor during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$225.00
Over Time: Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM (1.5 X straight time hourly rate)	\$337.50
Over Time Saturday – All Day (1.5 X straight time hourly rate)	\$337.50
Over Time Sunday --All Day (2 X straight time hourly rate)	\$450.00
Over Time Vendor Holiday – All Day (2 X straight time hourly rate)	\$450.00