

To

Oman Air,

Muscat, Sultanate of Oman.

We are pleased to submit our proposal for the installation/renewal of the Citrix Virtual Apps and Desktop Concurrent license for 75 users. Please refer below the details of SOW and technical specifications.

### **Scope of Work (SOW)**

#### **Citrix Virtual Apps and Desktop Concurrent user License Renewal for 75 users**

Access to Citrix Virtual Apps Desktop updates, security patches, and support channels.

License validation and activation.

#### **Post-Renewal Technical Support for 1 year**

- Troubleshooting and remote support.
- Citrix Virtual Apps and desktop performance monitoring.
- Patch and update guidance.
- Assistance with Citrix VDI login issues and user profiles.
- Coordination with Citrix support team for Citrix issues.

### **Deliverables**

- Active Citrix Virtual Apps Desktop licenses renewed for one year.
- License validation report.
- Support activation confirmation.
- One-year support package.
- Quarterly health checks.

### **Technical Support and SLA**

- Critical: 4 hours
- High Priority: 7 hours
- Standard: 1 to 2 business day
- Low: 1 – 3 business day

#### **Support Activities:**

- User login issues
- License/activation problems

- CITRIX VIRTUAL APPS DESKTOP agent troubleshooting
- Performance tuning

## Quotation

### Citrix Virtual Apps Desktop License Renewal

- 50 + 25 User Licenses for 1 Year)

			Price in 'OMR
<b>Virtual Apps and Desktops On-Premises</b>	<b>Standard Edition</b>	<b>Advanced Edition</b>	<b>Premium Edition</b>
<b>1 Concurrent User</b>	<b>210.000</b>	<b>245.000</b>	<b>320.000</b>
<b>50 Concurrent User</b>	<b>10,500.000</b>	<b>12,250.000</b>	<b>16,000.000</b>
<b>25 Concurrent User</b>	<b>5,250.000</b>	<b>6,145.000</b>	<b>8,000.000</b>
<b>Technical Support</b>	<b>1 Year</b>		
<b>Technical Support (Post renewal) - Only for the renewed systems</b>	<b>10,000.000</b>		
<b>Note : The price mentioned above are exclusive of VAT</b>			

### Technical Support (1 Year)

- Annual Support: OMR 10,000 + VAT (Riyal Oman Ten thousand Only)

## Terms & Conditions

- Payment: 100% of License Fee upon acceptance.
- Technical Support Fee – 25 % in Advance and remaining after 3 months.
- Taxes excluded unless specified.
- Hardware or new installations not included.
- SLA applies only to renewed licenses.

### For Prime Global IT Solutions.

Name: Ahmed Saif

Designation: Managing Director

Handwritten signature in blue ink.

