

ATTACHMENT 10.1.13
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
PRICING ASSUMPTIONS

NORTHROP GRUMMAN PRICING ASSUMPTIONS

General Assumptions

Northrop Grumman has conditioned its Proposals on the following assumptions and if any such assumptions prove incorrect an adjustment in price shall be agreed upon to make up for the associated change in cost for Northrop Grumman.

- The Northrop Grumman transition project plans are highly dependant upon one another. Any Commonwealth directed adjustments to the proposed transition projects may require re-pricing and may impact the scheduled implementation of SLA based managed services.
- Mutually acceptable acceptance test procedures and criteria for the critical milestones for all Fixed Price projects during the transition period shall be mutually agreed to prior to initiating performance on the projects.
- Northrop Grumman assumes that the following (Raptor Security Manager, Nortel Optivity, CiscoWorks for LAN and Cisco Works for Routed WANs, Network Node Manager consoles, Cisco VMS, RSA SecureID and Network Sniffers) will be provided as Customer Furnished Equipment (CFE) items, and that these can be moved to the proposed Integrated Help Desk/NOC/SOC in Virginia.
- Security clearances or other agency specific clearances such as HIPAA, will be provided in a timely fashion by the Commonwealth.
- Active reserve assets are those assets, including desktops, laptops, servers, server storage, and network printers, at an Eligible Customer location which are not being utilized, not connected to the Network, and not assigned to an End User. Once placed in active status, the asset cannot return to active reserve status. No additional assets shall be declared an active reserve asset after the execution date of Amendment No. 60. All active reserve assets shall be retired from the environment no later than the completion of Contract Year Five.
- Costs associated with the procurement of Adobe products other than Reader are not included in the Overall Fee Limitation; all charges associated with the procurement of additional Adobe products are subject to Section 5.5 of Schedule 10.1.
- For all items subject to an Administrative Burden Fee pursuant to Section 5.5 of Schedule 10.1, the Commonwealth will retain sole responsibility for the support, operation, installation, and management of such goods or services, except as expressly provided in Schedule 3.3 or as agreed to by the Parties in accordance with Section 27.5 of the Agreement. Examples of commodities subject to the Administrative Burden Fees identified in Section 5.5 of Schedule 10.1 include:
 - a. Certain Laptop Peripherals: Docking station; monitor; monitor stand; keyboard; non-standard mouse; non-standard wireless mouse; non-standard carrying case; extended life battery; more than one battery or power cord per laptop; external floppy drives; external DVD drives; and external hard drives.
 - b. Certain Desktop Peripherals: Non-standard wireless mouse; non-standard monitor; more than one monitor per desktop; external floppy drives; external DVD drives.

- c. Certain Printers: desktop printers; non-network locally attached printers; and printer trays and envelope feeders for network attached printers.
- The following will serve as guidelines for the pricing of agency relocation. For permanent relocations, the Relocation and Upgrade matrix in Attachment 10.1.14 to Schedule 10.1 will be utilized. In an effort to save money an agency may elect to use agency resources to move IT equipment in lieu of the relocation matrix. If an agency selects this relocation methodology over that specified in the relocation matrix the following applies:
 - Agency must prepare documentation, in advance of the move, that identifies all of the equipment to be relocated, where it is being removed from and where it is being relocated to.
 - When moving IT assets the agency or its third party agent assumes responsibility for any loss or damage of IT assets
 - The Agency must secure Northrop Grumman on-site support on a time and material basis to assist in a trouble shooting capacity and verify asset inventory information.
 - If the move is to occur outside of normal duty hours the agency will be required to pay overtime for Northrop Grumman support
 - If additional equipment or circuits are required to support a phased move, the agency will be responsible for the charges associated with the equipment and circuits
 - Circuit expedite and early termination fees will be the responsibility of the Agency as applicable
- A site is considered to be temporary when it will not remain for the full term of the agreement or the agency only plans to use the new location for a limited term (examples, VEC RES locations, VDEM Joint Field office (JFO), also apply to internal work spaces (at existing agency sites) established for special projects (VDOT creating work space for 70 application developers for FMS).

In the cases where a Temporary Site is to be established, the following pricing assumptions will apply:

- VITA agrees that alternate cost recovery approaches other than standard Resource Units will be required to cost recover specific infrastructure components as documented below
- Desktops and Laptops
 - i. Use PC RUs
 - ii. IMACs to install and de-install
- Printers: desktop, networked printers, etc.
 - i. If a network printer exists at another site that can be readily relocated to the temporary site (via T&M), that device will be used and cost recovered through the original RU
 - ii. If equipment is not readily available for relocation to the temporary site, T&M will used to provision equipment(install, de-install, hardware, maintenance, etc).

- iii. If the site requires large MFD or network copier capability, a short term lease will be considered as an alternative to the outright acquisition of the equipment (agency to pay the lease cost and appropriate administrative fee)
- Wireless Access Points:
 - i. Use T&M (install, de-install, hardware, maintenance)
 - ii. NGC must ensure that the least expensive solution is deployed to meet the temporary needs of the site
 - iii. The site may need a separate guest network outside of the CoVA network; it may be more cost effective to temporarily stand up an alternate, lower cost solution than riding across the Secure WAP to provide Internet access (for example, constituents writing resumes that need no access to the Commonwealth network)
- Voice
 - i. Lowest cost solution for temporary sites is to be considered first
 - ii. CISCO UCaaS is the primary standard for Vendor’s VoIP Phone System and CHVS may be provided as an alternative. Installation of either Standard VoIP Phone System is to be billed pursuant to the applicable Resource Unit Rates for VoIP IMAC.
 - iii. Non RU based solution –
 - 1. Perhaps a displaced legacy phone system can be pulled from inventory and temporarily deployed. This legacy solutions will be installed and supported T&M (install, de-install, hardware, maintenance, etc.)
 - 2. If a legacy system is not available or not appropriate for redeployment, an alternate non-RU based solution will be deployed T&M (install, de-install, hardware, maintenance, etc.)
 - iv. Network components (routers, switches, etc.),
 - 1. T&M, (install, de-install, hardware, maintenance, etc.)
 - 2. If an appropriate reclaimed network component (formerly in use at another temporary site) is available, that component is to be reused. If reclaimed network components are used, T&M charges will apply to reinstall and T&M will apply for ongoing maintenance and support.
- Servers and related storage:
 - i. Monthly RU, but T&M to install and de-install server if required to be located outside the CESC or SWESC
- VTC Systems:
 - i. T&M (install, de-install, hardware, maintenance, etc.)
- Circuits
 - i. Expedite fees and early termination fees T&M
 - ii. Monthly fees for the circuit will be per bandwidth RU.
 - iii. Vendor and the Commonwealth will work with Verizon to eliminate Verizon’s expedite and early termination fees.

- iv. CoVA will not be responsible for expedite fees due to Vendor's failure to promptly place circuit order upon receipt of appropriate funding documentation
- Equipment Racks for servers or network equipment to be installed by Vendor shall be procured by Vendor at Commonwealth expense subject to Section 5.5 of Schedule 10.1
 - Building cabling, fax machines, non networked copiers, scanners, analog lines, patch panels, etc. would be procured by agency unless mutually agreed upon by the Parties that Vendor will provide all above listed services subject to Section 5.5 of Schedule 10.1.

Desktop Assumptions

- Commonwealth has valid licenses for all software deployed in all of the agencies as of the Service Commencement Date. If there are known instances of software found to be running without license, it is the responsibility of the Commonwealth to true-up these anomalies.
- User will take reasonable measures (to be mutually agreed upon) to prepare for technological refresh. Such measures will include deleting old, unnecessary files, deleting personal music, personal movie files, and ensuring their critical data is in the "My Documents" or desktop folder.
- Vendor has identified the following configurations of laptop, desktop and tablet as "Standard":

Standard Desktop Configuration quoted contains the following	
Operating System:	Microsoft® Windows® XP Professional Edition (SP3)
Processor:	Intel Pentium Dual Core E5300 Processor (2.6 GHz) 800 MHz FSB and 2 MB L2 Cache (Dual Core)
Memory:	2 GB RAM PC3-10600 (DDR3 1333) 2 DIMM
Hard Drive:	160 GB SATA 3.0Gb/s Hard Drive
Floppy:	None
Optical Drive:	HP SATA SuperMulti LightScribe DVD Writer Drive
Monitor:	17" LCD Flat Panel Display (17" viewable)
External Ports:	Front: Audio in/out, 4 USB 2.0 Back: 6 USB 2.0, RJ-45 Ethernet, VGA, DisplayPort, PS2 Keyboard and Mouse ports, Parallel and Serial ports.
Keyboard:	Standard Keyboard
Mouse:	Standard Mouse
Sound System:	Integrated Audio
Network Adapter:	10/100/1000 Twisted Pair Ethernet
Warranty:	3-, 4- or 5-year Next Business Day (depending on refresh schedule selected)

Standard Laptop Configuration quoted contains the following	
Operating System:	Microsoft® Windows® XP Professional Edition (SP3)
Processor:	Intel Core2 Duo P8400 Processor (2.26GHz) 1066 MHz FSB and 3MB L2 Cache (Dual Core)

Standard Laptop Configuration quoted contains the following	
Mobile Technology:	Mobile Intel PM45 Express Chipset ICH9M-Enhanced
Memory:	2GB RAM 800DDR2 1 DIMM
Hard Drive:	120GB 5400 RPM SATA Hard Drive
Floppy Drive:	None
Optical Drive:	COMBO DVD/CDRW Optical Drive
Screen:	14.1-inch diagonal (1280 x 800) display
Multimedia Package:	Integrated sound and stereo speakers, headphone/speaker jack/mic jacks (or similar)
Battery:	Lithium ion battery with AC pack and 1 yr. limited battery warranty (or similar)
Modem:	Integrated V.92 56K Modem
Network Adapter:	Intel 802.11 a/b/g/n wireless 10/100/1000 Ethernet Adapter
Integrated Wireless Networking Adapter:	Intel 802.11 a/b/g/n wireless
Limited Warranty:	3-, 4- or 5-year Next Business Day (depending on refresh schedule selected)
Carrying Case:	Carrying Case

Standard Tablet Configuration quoted contains the following	
Operating System:	Microsoft® Windows® XP Professional Edition (SP3)
Processor:	Intel Core 2 Duo L9400 Processor (1.86GHz) 800 MHz FSB and 6MB L2 Cache (Dual Core)
Memory:	2 GB RAM 800DDR2 1 DIMM
Hard Drive:	120 GB SATA 5400RPM Hard Drive
Floppy Drive:	Express Card/54, 1 secure digital card reader
Optical Drive:	Integrated 24x/10x/24x CD-RW and 8x DVD combo (or similar)
Screen:	12.1-inch diagonal Illumi-Lite, WXGA UWVA
Multimedia Package:	Integrated sound and stereo speakers, headphone/speaker jack/mic jacks (or similar)
Battery:	Lithium ion battery with AC pack and 1 yr. limited battery warranty (or similar)
Modem:	Integrated V.92 56K modem
Network Adapter:	Integrated 10/100/1000 Ethernet adapter
Integrated Wireless Networking Adapter:	Integrated 802.11a/b/g wireless networking or similar
Limited Warranty:	3-, 4- or 5-year Next Business Day (depending on refresh schedule selected)
Carrying Case:	Carrying Case

- The above standard configurations shall apply to all purchases made by Vendor after the execution of Amendment No. 60. Such standard configurations shall be updated to reflect technological advancements through the annual revision of Vendor's Technology Refresh Plan as required in Section 3.11 of the Agreement.
- In the event that an agency requests Laptops/Desktops that are above the standard models, the Commonwealth will:
 - Be assessed a one-time incremental charge for the difference in the cost between the premium system and that of a standard system.

- Be assessed a one-time incremental charge for the difference in the cost of the warranty between the premium system and the standard system.
 - Be charged the monthly resource unit charge for the standard system.
- Above standard Laptops/Desktops will be procured in accordance with Section 5.5 of Schedule 10.1.
- Ruggedized laptops/tablets are a significantly different class of machine from the standard laptops/tablets. The cost of the machine is significantly higher and the system requires manufacturer level depot support. As a result, the model for procurement of these devices will consist of the following:
 - The agency will be charged the full cost of the ruggedized unit.
 - A maintenance contract will be purchased from the manufacturer for the 4 year life of the system.
 - Since these units must be sent back to the factory to be serviced, Vendor will identify those SLAs that do not apply to the maintenance of these units.
 - Ruggedized laptops/tablets will be procured through the Work Request process in accordance with Section 5.5 of Schedule 10.1. These procurements will not count against the applicable Overall Fee Limitation.
- Desktop application software is not included in Vendor’s price.
- The following warranty provisions shall apply:
 - The OEM provides a one year manufacturer defect warranty on their docking stations. In the event that the docking station fails during this period due to a manufacturer defect, Vendor will replace the item at no additional cost. The Commonwealth will be responsible for the replacement of docking stations that fail for any other reason or any failures that occur outside of this warranty period.
 - The OEM provides a two year manufacturer defect warranty on the standard monitor. In the event that the monitor fails during this period due to a manufacturer defect, Vendor will replace the item at no additional cost. The Commonwealth will be responsible for the replacement of monitors that fail for any other reason or any failures that occur outside of this warranty period.
 - Peripherals for laptops (mice and keyboards) are consumables and not subject to warranty.
- Any request for other than the standard monitor will be assessed a one-time charge for the difference between Vendor’s standard monitor offering and the requested monitor. In the event a non-standard monitor fails, Vendor will replace with a standard device, or the Agency may procure a replacement non-standard device.
- All charges for secondary monitors will be subject to Section 5.5 of Schedule 10.1 and will not count against the applicable Overall Fee Limitation. In the event a non-standard monitor fails, the Agency may procure a replacement non-standard device.
- Procurement of lost, stolen, damaged, or requested secondary power cords are the responsibility of the Commonwealth.
- Miscellaneous non-networked devices (i.e. desktop printers, desktop scanners, external hard drives, battery backup/UPS devices and webcams) are the responsibility of the Commonwealth and/or their third party provider. Upon receipt of a request from the

Commonwealth, Vendor will upgrade desktop/laptop hard drive capacity. Charges associated with such upgrade are subject to Section 5.5 of Schedule 10.1 and will not count against the applicable Overall Fee Limitation.

- The standard memory for laptops and desktop is 2 GB. If the agency requests memory above the standard, the Commonwealth will be responsible for the full cost of the replacement memory, installation charges, maintenance costs in excess of those for the standard memory configuration and an administrative fee of 7% and 3% pursuant to Section 5.5 of Schedule 10.1. The cost of memory will vary based upon market prices.
- Anti-virus software for desktops that have been transitioned to the enterprise standard solution is the responsibility of the Vendor.
- Terminal emulation software is the responsibility of the Commonwealth.

Security Services Assumptions

- Vendor has assumed that the current forensic software will be provided by VITA.
- Vendor is responsible for providing external certificates for secure socket layer on infrastructure servers. The following items are covered as an infrastructure device for SSL:
 - Domain Controllers
 - DNS Servers
 - WINS Servers that support consolidation
 - Microsoft Exchange Mail
 - Primary File Servers
 - Print Servers
 - Patch Management Servers
 - Software Distribution Servers
 - File Backup Servers
 - Antivirus Servers
 - Virtual Machine Servers
- Vendor has established Entrust to be the standard external use SSL certificate and will handle all renewal notifications for infrastructure certificates as well as procurements handled under the Commonwealth's procurement process until such time when they are procured by VITA..
- All external facing SSL certificates for agency specific use are to be procured at Commonwealth expense. Agencies will be responsible for renewal of external facing SSL certificates.

Messaging Services Assumptions

- Vendor has assumed that if migration of an application is not possible as part of the messaging migration project, owners of agency applications will provide the necessary development needed to redesign or recode the application to function properly. Such applications shall be modified in accordance with a schedule and at a price to be mutually agreed by the parties.

- Vendor has assumed that messaging systems that cannot be retired due to embedded applications will be reduced in servers and left operational only to provide minimum requirements. Servers containing these applications will be properly maintained and administered but will be included in SLA performance measurements to be mutually agreed upon by the Parties.

Mainframe and Server Services Assumptions

- Special forms for mainframe print are not included in our price.
- The Commonwealth shall actively cooperate with Vendor to timely migrate from the existing DASD Storage Resource Unit onto either Tier 1, Tier 2, or Tier 2 Remote Storage Resource Units. Vendor shall be entitled to replace failed DASD with Tier 1, Tier 2, or Tier 2 Remote storage solutions.
- Costs of tapes associated with requests by agencies for more frequent performance of backups or extension of the retention periods as defined in this Agreement will be the responsibility of the Commonwealth.
- The standard memory for servers is 4 GB. If the agency requests memory above the standard, the Commonwealth will be responsible for the full cost of the replacement memory, installation charges, maintenance costs in excess of those for the standard memory configuration, all in accordance with Section 5.5 of Schedule 10.1. The cost of memory will vary based upon market prices.
- Anti-virus software for servers that have been transitioned to the enterprise standard solution is the responsibility of the Vendor.

Data Network Management Assumptions

- Vendor has assumed that VITA will do all of the cabling required to support the LAN infrastructure upgrade.
- Vendor currently allocates 300 Mbps for Internet bandwidth for the Commonwealth's use and will accommodate increases to the provided internet bandwidth up to 600 Mbps at no additional charge. In the event the Commonwealth exceeds 70% utilization of the 600 Mbps internet bandwidth, such charges associated with increases to Internet bandwidth are subject to Section 5.5 of Schedule 10.1 and will not count against the applicable Overall Fee Limitation.

Voice and Video Telecom Assumptions

- Legacy phone system procurements for single units (i.e. handsets, headsets, and conference room phones) are the responsibility of the Commonwealth. Vendor will install incidental legacy phone equipment at no additional cost.
- Requests for classroom or instructor-led training for phone systems will be submitted to Vendor as a work request in accordance with Section 6.5 of the Agreement.
- Vendor will charge VITA for a Data Network Ethernet Port Resource Unit for any VoIP Service not connected in serial with a desktop or laptop computer. An example of this case is a Conference Room VoIP Service which is consuming an Ethernet Port for connectivity.

VoIP Services connected in serial with a PC will not be charged for a Data Network Ethernet Port Resource Unit, only the desktop or laptop computer will be charged.

- Upon execution of Amendment 60, the Commonwealth will adopt UCaaS as the IP Voice Services Standard for all agencies.
- Vendor has included the UCaaS site design analog phone lines to mitigate impact of MPLS network outage on UCaaS phone service (dial tone). Aggregate enterprise design includes 1 analog telecommunications line for every 10 phones. The actual number of analog lines provided to any one site will be based on the 1:10 ratio taking into consideration the number of site phones providing sufficient coverage for small sites and laws of average efficiency at large sites.
- Vendor has assumed that if during the Term, any new Government surcharges related to Vendor's provision of audio and data conferencing services to the Commonwealth are imposed, the Parties agree to meet to discuss any necessary adjustments to Fees. The Parties agree to cooperate with each other to more accurately determine its own Government surcharge liability and to minimize such liability to the extent legally possible without compromising the quality or quantity of the services provided.
- VoIP is subject to the FCC Federal Universal Service Fund (FUSF) fee. The FCC has established a safe harbor rule that permits VoIP providers to contribute only 64.9% of the applicable FUSF rate on interconnected VoIP service revenue. Northrop Grumman has included in its base VoIP rates, a FUSF expense of 5.9% (adjusted for the safe harbor rule). This was calculated using the FUSF rate of 9.1% as of 4Q06 (9.1% multiplied by 64.9% equals 5.9%). The FCC adjusts FUSF on a quarterly basis. Accordingly, Vendor will apply a surcharge to the VoIP resource unit rates should the expense increase beyond 6.9% as a result of any change by the FCC. As long as the expense to Vendor for FUSF remains within the 5.9% to 6.9% range, VITA will not incur a surcharge. Once the expense exceeds 6.9% for any reason, the surcharge will be equal to the then calculated FUSF rate less the 5.9% baseline. For example, if the FUSF expense increases to 7.5%, the surcharge will be equal to 1.6% (difference between 7.5% and 5.9%).
- The following modified process will apply to the application of UCaaS Reduced Resource Credits calculations included in Attachment 10.1.8 to Schedule 10.1. Until the baseline resource unit quantity is achieved (i.e., up until the time when the actual resource unit quantity first equals or exceeds the baseline resource quantity), the Reduced Resource Credit computation specified in Section 5.3.5 of Schedule 10.1 will be calculated using the lesser of the baseline specified in Attachment 10.1.4-A or the highest monthly deployment quantity since the execution of Amendment No. 60. Once the baseline resource unit quantity has been achieved, the Reduced Resource Credit computation shall be made as specified in Section 5.3.5 of Schedule 10.1 without modification. If the baseline resource unit quantity has not been achieved by the conclusion of Contract Year Eight or by the conclusion of the UCaaS deployment project, the baseline quantities in Attachment 10.1.4-A to Schedule 10.1 will be modified for all future years to equal the actual quantities deployed.
- Vendor has assumed that the Commonwealth will provide the cabling required to support the installations of hosted UCaaS VoIP phones where active Ethernet ports are not present.

- Vendor has assumed the Commonwealth Agencies will provision electrical power outlets and an Uninterrupted Power Supply to power the site UCaaS VoIP infrastructure (router & switches).
- Vendor has assumed that existing phone handsets will be reutilized when Commonwealth Agencies who currently have premise-based (aka “Call Manager”) VoIP Services migrate to hosted UCaaS VoIP Services.
- Vendor anticipates adding additional features to the VOIP infrastructure, like auto attendants or more advanced customer contact portals, based upon requests by the Commonwealth. Detailed service descriptions and pricing information, if applicable, will be provided once the Commonwealth and Vendor have determined the most appropriate solutions. Any changes needed to add the new services to the contract will be made through the proper amendment process.

Managed Router, Managed Router Internet Access, and Managed Firewall Assumptions

- Early Termination Fees and Cancellation Costs are in accordance with the terms and conditions listed in Addendum 9 to Appendix 8.
- If an Eligible Customer subscribing to the Managed Router and Managed Firewall service without Internet Access later adds Internet Access Service, the Service Term Commitment for both the Managed Router and Managed Firewall Services will be reset to 36 months to match the Internet Access Service Term Commitment.

Secure Wireless Network Services Assumptions

- In the event Secure Wireless Network Services are the primary method of network connectivity for an Eligible Customer or Location, the Parties will determine an alternate network cost recovery method.
- Wireless Access Points (WAP) require a minimum commitment of 36 months.

Disaster Recovery Services Assumptions

- Upon declaration of a disaster, the Fees remain unchanged.
- Additional yearly DR testing is available at an additional cost; such charges are subject to Section 5.5 of Schedule 10.1 and will not count against the applicable Overall Fee Limitation.
- End-User Support: In the event the agency needs to evacuate the production facility and move their workforce to the recovery facility, additional costs will apply; such charges are subject to Section 5.5 of Schedule 10.1 and will not count against the applicable Overall Fee Limitation
- Disaster Recovery Services require a minimum commitment of 36 months.