

**SCHEDULE 3.11
TO THE
COMPREHENSIVE INFRASTRUCTURE
AGREEMENT
TECHNOLOGY REFRESH PLAN**

Technology Refresh Plan

This is Schedule 3.11 (Technology Refresh Plan) to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor (the “Agreement”).

Vendor’s Technology Refresh Plan for the various types of equipment Vendor plans to refresh is summarized below and further described in the appropriate Addendum to Schedule 3.3.

Desktop PC’s

- 47,000 within the first three years of the Agreement

Laptop PC’s

- 10,000 within the first three years of the Agreement

**Management agents shall be loaded during the first three years of the Agreement on the existing approximately 8,000 desktops and 2,000 laptops procured since June 2004

After the initial refresh, desktops, laptops and tablets will be refreshed on the VITA requested ongoing schedule of 30% of systems on a 4 year schedule, 60% on a 5 year schedule, and 10% on an as needed basis.

Network Printers will be consolidated and refreshed throughout the Agreement.

- Standard size monochrome laser printers will be refreshed at an average of 360 per year
- Medium size monochrome laser printers will be refreshed at an average of 370 per year
- Large size monochrome laser printers will be refreshed at an average of 435 per year
- Color laser printers will be refreshed at an average of 70 per year
- Standard multifunction devices will be refreshed at an average of 15 per year
- Large multifunction devices will be refreshed at an average of 5 per year

PDA’s – Option to refresh every three (3) years; choice of user whether to exercise the option

Servers – Unix – UNIX refresh will commence concurrently in years one and two as the new data center is put in place and the UNIX hardware in RPB is evaluated. After the initial refresh and consolidation project the servers will settle into a 20% per year refresh cycle.

Servers – “Wintel,” Linux, Netware, VMS, VMWare, Other – 30%, 30%, 40% rate for years one, two and three respectively, with 90%+ servers being consolidated and refreshed in this timeframe. After the initial refresh and consolidation project the servers will settle into a 20% per year refresh cycle.

Mainframes – Unisys mainframe will be refreshed in years 6 and 11 and the IBM mainframe will be refreshed with newer technology systems in year 8

Mainframe DMX-1000 storage system will be refreshed in year 10

3Par distributed storage system - will be refreshed in year 8.

Mainframe Printers – Replace when required

Routers and switches – complete refresh in years 2 through 3 of the Agreement, in years 8, 9, 10, 11, and 12, a refresh of data network routers and switches will occur at a 20% per year

Telephone Centrex PSTN phones - implementation of VoIP call managers and phones in year 5, refresh of VoIP call managers in year 10

In addition to the refresh schedules set forth above, Vendor shall replace equipment items where replacement is required to maintain the equipment in an operational status.
