

**ATTACHMENT 1 TO SCHEDULE 28.12  
TO THE  
COMPREHENSIVE INFRASTRUCTURE AGREEMENT  
CHARGEBACK SERVICES REQUIREMENTS**

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This is Appendix X to Schedule 3.3 to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor (the "Agreement"). Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in Appendix 10 (SOW Definitions) to Schedule 3.3 or the Agreement.

## **1.0 Chargeback Services Overview and Objectives**

### **1.1 Services Overview**

This Appendix X (Chargeback Services SOW) is the Statement of Work (or "SOW") that sets forth the roles and responsibilities of the Parties for the Chargeback Services that apply generally to Vendor's provision, delivery, and management of VITA's billing and chargeback systems and support requirements for managing the billing back to VITA's Eligible Customers for the Services which they use and consume.

VITA currently maintains and operates one of the largest computer centers in Virginia. Customer data processing requirements are addressed by complex and powerful configurations of IBM and Unisys mainframe computers, and a host of attached peripheral devices. VITA also currently maintains and operates a substantial array of distributed systems comprised of UNIX and Windows servers. VITA currently operates and maintains one of the largest telecommunications voice and network arrays in Virginia

All of these mainframe, distributed systems, voice, and network technologies are costly to install, support and administer. VITA currently bills its customers for their mainframe applications based on measured usage data. VITA currently bills its customers for the distributed systems at a flat rate based on an allocation of expenses. VITA's "Miscellaneous Billing System" is used for one-time and recurring charges for dedicated and allocated servers and a variety of other VITA services. Telecommunications are currently billed on a variety of metrics, such as per minute, per circuit, or per port.

As a result of the consolidation of the technology resources in over ninety (90) Commonwealth agencies, VITA established a "Direct Billing System." This system charges agencies for IT staff and other hardware and software services, which VITA currently provides.

VITA plans to continue billing for the mainframe computer resource usage, and expects to begin billing for the consumption of distributed systems resources in the near future. VITA does not intend to modify the telecommunications billing methodology in the near term. VITA is currently working on a project to move away from the direct billing approach to a shared services billing model.

### **1.2 Service Objectives**

The following are the key high-level Service objectives Vendor shall ensure that VITA achieves through the Chargeback Services:

- On-going management and support for VITA's current internal billing and chargeback systems to ensure no disruption of bill presentation services to Eligible Customers; and
- Accurate and timely presentation of chargeback invoices to Eligible Customers; and

- Implementation and management of a consolidated and integrated billing and Chargeback System to replace the existing VITA systems to optimize the delivery and management of the chargeback management and bill presentation process providing an end-to-end enterprise view across Towers, which will:
  - Replace the invoicing systems currently in use,
  - Collect and process resource usage data from a variety of systems platforms,
  - Store chargeback data,
  - Provide drill down capabilities to Eligible Customers from the reports,
  - Provide historical data to VITA for research and analysis,
  - Provide resource usage and accounting for all appropriate Commonwealth Systems technologies, using cost-effective methods.
  - Accept input from external sources to be included in a single database for processing and producing invoices, which can be generated and presented in both online and in hard-copy formats.
  - Accommodate special Eligible Customer requests for extracted information (e.g., extract files for the Eligible Customer to retrieve or create files to FTP to the Eligible Customer).
  - Provide the ability to interface with other business systems to bring information in and to pass information out (e.g., telecommunication billing, manpower information, PeopleSoft Account Receivable, VITA's planning and forecasting systems).

## **2.0 Service Environment**

### **2.1 Scope of the Infrastructure to be Supported**

This paragraph describes the scope of Services described in Section 2. This includes assets, personnel, policies and procedures, and current projects. Schedules and attachments are associated with each section to allow for quarterly updates and changes. The following sub-sections and related SOW Addenda further describe and scope the Chargeback Services elements to be supported and/or with which Vendor shall comply. Service Environment Addenda are to be maintained by Vendor, reviewed with VITA, updated by Vendor and made available to VITA on a quarterly basis.

#### **2.1.1 Hardware and Software**

- a) A listing and description of the existing hardware used in the delivery of Chargeback Services is provided in Addendum 1 to Appendix 7 to Schedule 3.3 to the Agreement.
- b) A listing and description of existing Software and utilities used in the delivery of Chargeback Services is provided in (i) Addenda 2 and 4 to Appendix 7 to Schedule 3.3, to the Agreement, and (ii) Schedule 28.18 to the Agreement.

#### **2.1.2 Personnel**

Vendor will be responsible for providing qualified, appropriately skilled staff with applicable certifications, clearances, and background checks as appropriate, to meet the roles and responsibilities and service levels set forth by the Commonwealth. To support the on-going Chargeback system activities, we will utilize most of the current VITA staff supporting these efforts, lead by an experienced Northrop Grumman supervisor. The

team that will build and deploy the new system will consist of Northrop Grumman and Hewlett-Packard (HP) personnel with chargeback system and design expertise. These individuals will also provide the required insight into the current state-of-the-art in commercial chargeback methodologies, technology and products.

**2.1.3 Policies, Procedures and Standards**

Vendor’s Chargeback Services will comply with the Commonwealth’s current policies, procedures, standards and regulatory compliance requirements with which the Chargeback Services will comply is provided in Schedule 13 (Commonwealth Policies) to the Agreement and in the Procedures Manual. VITA’s chargeback policies and methodologies are regulated by, and are in keeping with the Federal Office of Management and Budget Circular A-87, revised 5/10/04, as amended or superseded. Each year VITA prepares a Cost Allocation Plan, which describes in detail VITA’s compliance to this policy.

**2.1.4 Current Projects**

Commonwealth currently has a number of chargeback-related Current Projects planned or in progress that are included in the scope of this SOW and are the responsibility of Vendor to complete within the time frames specified by Commonwealth; in so far as they do not conflict with new directions and/or solutions and/or schedules that are agreed to with the Commonwealth for the orderly development and deployment of the new Chargeback system. A list of these Current Projects is provided in Schedule 28.29 (Current Projects).

**2.2 Baseline Information**

Baseline information documentation pertaining to the Chargeback Services to be supported have been provided as part of the VITA Due Diligence data set, which is located in the due diligence data directory titled: CSLS VITA - Due Diligence\Finance\Chargeback Due Diligence

**3.0 Chargeback Management and Invoicing Services**

Vendor shall provide the Chargeback System that will allow VITA to generate and distribute timely and accurate invoices for the IT resources provided to its Eligible Customers. The following table identifies Eligible Customer Financial/Chargeback Management and Invoicing roles and responsibilities that Vendor and VITA will perform.

**3.1 Service Descriptions and Roles & Responsibilities**

In addition to the Services, activities, and roles and responsibilities described in Appendix 1 (Cross-Functional Services SOW) to Schedule 3.3, Vendor shall be responsible for the following Chargeback Services.

**3.1.1 General Responsibilities**

**Table 1. General Roles and Responsibilities**

General Roles and Responsibilities	Vendor	VITA
1. Define Chargeback System requirements and supporting policies, procedures, and standards		X

General Roles and Responsibilities	Vendor	VITA
2. Implement, maintain, update, and manage the Chargeback System in accordance with VITA requirements and supporting policies, procedures, and standards	X	
3. Manage Chargeback System event and workload processes	X	
4. Coordinate all changes to the Chargeback System that may affect the Service Levels of any other Service area	X	
5. Create and maintain all appropriate project plans, project time and cost estimates, technical specifications, management documentation and management reporting in a form/format that is acceptable to VITA	X	
6. Report performance against Service Levels	X	
7. Coordinate Service delivery with Internal Applications support staff and Help Desks, as well as other support groups within each of the other Towers as appropriate in coordination with Eligible Customers, VITA, and all appropriate third-parties, as necessary	X	
8. Provide access to the Chargeback System processes, data, and records when VITA is subject to audits by federal agencies, JLARC, ITIB, APA, or other regulatory entities	X	
9. Provide VIP Support Services as necessary	X	

### 3.1.2 Chargeback Management and Invoicing

**Table 2. Chargeback Management and Invoicing Roles and Responsibilities**

Chargeback Management and Invoicing Roles and Responsibilities	Vendor	VITA
1. Identify Chargeback System processing, invoicing, reconciliation and reporting requirements		X
2. Provide data input sources and formats for the Services and other VITA services for which Vendor will provide Chargeback Services		X
3. Document and maintain VITA chargeback reporting requirements	X	
4. Provide chargeback reports	X	
5. Review, reconcile and approve chargeback reports		X
6. Provide VITA with access to the Chargeback System and appropriate system, data, tables and functions necessary to administer the chargeback process	X	
7. Document and maintain invoicing requirements	X	
8. Provide invoices per VITA's requirements	X	
9. Approve VITA Eligible Customer invoices for distribution		X

### 3.1.3 Chargeback System Development and Support

Vendor shall perform all Chargeback System Development and Support activities in accordance with the roles and responsibilities described in Appendix 2 (Internal Applications Services SOW) to Schedule 3.3 of the Agreement.

### 3.2 Exclusions

The following items are specifically excluded from this SOW:

Development and support for Business Software applications used by the Eligible Customers to manage and run the day-to-day business processes and operations of their respective business units (e.g., ERP, HR, finance and accounting, etc.)

### 3.3 Service Specific Milestones

Milestones specific to the transition and deployment of Chargeback Services are listed in the following:

Milestone Description	Milestone Date
Hold joint Planning Session	TBD
Document Detailed Migration and Deployment Plan	TBD
Develop New Chargeback Environment Specifications	TBD
Develop Acceptance Test Plan and Criteria	TBD
Develop Migration and Deployment Schedule	TBD
Develop New Chargeback Environment	TBD
System Deployment	TBD
System Upgrades and Enhancements	TBD
Post-Transition Support	TBD

## 4.0 Service Management

### 4.1 Objectives

A key objective of the Agreement is to attain Service Levels with Performance Credits where business is impacted through failure to meet significant mission critical Systems or Services, Critical Milestones or objectives, or when Service performance requirements are not met. Service Levels are detailed in the following sections and the Service Level methodology is detailed in Schedule 3.12 (Service Level Methodology) of the Agreement.

### 4.2 Definitions

Appendix 10 (SOW Definitions) to Schedule 3.3 (Statements of Work) of the Agreement provides a list of terms that apply to this SOW and the following Service Levels.

### 4.3 Service Level Requirements

The following minimum Service Levels are required commencing on the Service Commencement Date. Vendor must consistently meet or exceed the following Service Levels. The Service Level methodology and the identification of Service Levels associated with

Performance Credits are detailed in Schedule 3.12 (Service Level Methodology) of the Agreement.

**NOTE: Vendor must provide recommended Minimum Performance % for each Service Level type identified in the Table below.**

**4.3.1 Chargeback Services Management**

Within five (5) days after the first day of each calendar quarter, Vendor shall select a statistically valid sample, in accordance with the process specified in the Procedures Manual, to measure Vendor’s compliance with the following Service Levels pertaining to the accuracy of individual data elements in the asset tracking database. Accuracy of data shall adhere to the following Service Levels.

**Table 3. Chargeback Statement Generation Service Levels**

<b>DEFINITION</b>	Timely generation of accurate and error-free chargeback statements appropriately distributed to the respective Eligible Customers
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Chargeback Statement Generation Service Level Requirements			
Statement Generation	Service Measure	Performance Target	Minimum Performance %
Accuracy – quantity of error-free chargeback statements generated and distributed to correct Eligible Customers	Number of errors per statement and total number of statements requiring corrections	0% per Statement/per Eligible Customer	95%
Timeliness – time to generate and distribute statements to Eligible Customers	Elapsed Time	Within 5 calendar days of end of VITA’s defined Chargeback billing period	95%
	Formula	Number of generated statements meeting the Performance Target/Total number of statements generated during the Measurement Interval	
	Measurement Interval	Measure Monthly/Report Monthly	
	Measurement Tool	TBD	

**4.4 Reports**

Vendor shall provide written reports to VITA regarding Vendor’s compliance with the Service Levels specified in Section 4.3. In addition, the following reports are required:

**Table 4. Chargeback Services Reports**

Report Description	Timing
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Mainframe system usage by mainframe by user ID (MTD and YTD)	Weekly & Monthly
Mainframe system usage by mainframe by agency (MTD and YTD)	Weekly & Monthly
Mainframe system usage by mainframe – total (MTD and YTD)	Weekly & Monthly
Distributed processor usage by processor by user ID (MTD and YTD)	Weekly & Monthly
Distributed processor usage by processor by agency (MTD and YTD)	Weekly & Monthly
Distributed processor usage by processor – total (MTD and YTD)	Weekly & Monthly
Pages printed by user ID (MTD and YTD)	Weekly & Monthly
Pages printed by agency (MTD and YTD)	Weekly & Monthly
Pages printed – total (MTD and YTD)	Weekly & Monthly
Invoices by user ID (MTD and YTD)	Monthly
Invoices by agencies (MTD and YTD)	Monthly
Invoices total (MTD and YTD)	Monthly
Number of errors in invoices by Eligible Customers and percent error rate (QTD and YTD)	Monthly
Number of errors in invoices – total and percent error rate (QTD and YTD)	Monthly
Number of Invoices later than 5 days by Eligible Customers and late percentage (QTD and YTD)	Monthly
Number of Help Desk calls (MTD and YTD)	Weekly & Monthly
Number of Help Desk calls resolved within agreed to SLA (MTD and YTD)	Weekly & Monthly
Number of Invoice Web site hits (MTD and YTD)	Weekly & Monthly
Number of special reports and/or extracts created (MTD and YTD)	Weekly & Monthly
Annual report of all reported Chargeback statistics	Annual
Mainframe system usage by mainframe by user ID (MTD and YTD)	Weekly & Monthly

## 5.0 New / Replacement Chargeback System Requirements

This Schedule describes the replacement Chargeback Systems requirements to be performed under this Agreement and the overall project management process that will be implemented in order to support delivery.

### 5.1 Objectives

The VITA chargeback and invoicing systems currently in use are:

- Computer Services Billing System – CSBS
- Telecommunications Inventory Billing System – TIBS
- Manpower Accounting and Control System – MACS

- Miscellaneous Billing System – MBS
- Direct Billing System – DBS
- VITA is currently exploring a short-term solution for billing shared services

VITA requires a Chargeback System that:

- 1) will collect, consolidate, and store the current billing information to a single database
- 2) will allow for data collection from a variety of sources
- 3) contains a single location for maintaining rates and Eligible Customer profile information
- 4) allows queries for data analysis
- 5) provides web-based invoices and reporting with the ability to drill-down to detail information, such as job, transaction, Eligible Customer, and similar core data.

VITA is not proposing to eliminate existing systems whose functions include billing and invoicing as part of a larger function. Only the invoicing portion of those systems would be transferred to the new system. Examples of this would include: 1) the VITA Telecommunications Inventory and Billing System (TIBS), which is comprised of six major subsystems, and performs a number of other reconciliation, inventory, and ordering functions; and 2) the VITA Manpower Accounting and Control System (MACS). However, as the fully detailed systems requirements evolve, this approach may be modified as needed.

## 5.2 General Requirements

The new replacement Chargeback System will meet the following general VITA requirements:

- 1) Collect, process, and report usage data directly from the operating system, database, application log or extract files and indirectly from the other platforms that VITA operates.
- 2) Allow input of miscellaneous debits and credits, and accept external input sources, such as text or comma separated files. Well-documented interface formats must be supplied. Provision should be made for handling pre-costed input, or un-costed metrics that will be costed as part of the process.
- 3) Allow for importing external charge sources, such as:
  - a. Manpower charges (MACS) or similar systems
  - b. Desktop resources (Direct Billing)
  - c. Server and PC hardware or software charges (Miscellaneous Billing)
  - d. Voice and Data network charges (TIBS)
  - e. Asset management information
- 4) Allow establishment of recurring charges without re-input of data each billing cycle.
- 5) Require minimal technical staff for its implementation and maintenance. It should minimize programming efforts, external to the new software chargeback product, in order to service a variety of customers.
- 6) Be able to process large volumes of usage data for chargeback. VITA's current system is able to process on a daily basis, for example 11,000 MVS jobs and TSO sessions, and 6 million CICS transactions in about 50 CICS Regions.

- 7) Have the flexibility to process new system-generated log files as new technology and operating systems are added, upgraded or replaced. This must occur without requiring the purchase of new chargeback modules, major programming changes, or interruption to the normal business functions.
- 8) Be customer-friendly (GUI point-and-click system, easily navigable). Internal and external customers should easily access the chargeback database, display inquired information, and produce ad-hoc reports, without depending on the programming staff.
- 9) Be web-enabled. Chargeback information must be accessible over the Intranet and Internet. Detailed information about batch jobs, transactions, or sessions as well as summary information by customer and account should be accessible to Eligible Customers and VITA administrators.
- 10) Provide dynamic web-based reporting allowing drill-down capability from summary information to progressively greater levels of detail.
- 11) Handle security requirements in order to grant permissions to internal and external customers to access chargeback information, according to VITA security rules and regulations.
- 12) Allow Eligible Customers to query and manipulate historical data, for example, to facilitate budget forecasting and financial analysis. Up to 5 years of historical chargeback data may be retained. Vendor must describe the method Eligible Customers would use to query data.
- 13) Allow Eligible Customers to extract data files in various formats that can be used on different platforms, such as mainframes, client/server, and personal computers. Vendor must describe how Eligible Customers could extract data files.
- 14) Be able to store data in one or more of the popular databases such as Oracle, DB2, or SQL Server.

### **5.3 Data Capture Requirements (Mainframe)**

The new replacement Chargeback System will meet the following VITA mainframe requirements:

- 1) Collect and process chargeback data from all VITA's current releases of IBM and Unisys Mainframe operating systems that produce log files. These include SMF, IMS log or Boole & Babbage Mainview for IMS, Adabas command log. It must be able to run under or interface with the OS/390 or Z/OS environment. Must provide interfaces for OS/390, Z/OS, CICS, DB2, ADABAS, DASD.
- 2) Include interface for Roscoe and COMPLETE. Will provide chargeback for DASD including SMS migration and back up storage. Will interface with Boole & Babbage Mainview for IMS.

- 3) The Chargeback System will have the capability to check for duplicate input data, days out of sequence, or missing data. Will include checks for invalid data fields such as excessive or unreasonable resource utilization.
- 4) Will support VITA's current IBM and Unisys billable units of measure which are: Disk Storage Space (DASD data is collected with DCOLLECT), Tape Storage (Tape data is collected from TMS), Tape Seconds (I/Os), CPU Time, Local Print Lines, Remote Print Lines, and Transactions.
- 5) Provide the flexibility to easily add or change the billable units of measure.
- 6) Capture the following data from the log files in order to identify the various mainframe jobs/sessions for each technology:
  - Unisys Host-id, Logon-id, Job-name
  - CICS System-id, Logon-id, Applid, Trans-id
  - ADABAS System-id, Complete-id, Region-id
  - MVS System-id, Job-no, Job-name
  - Roscoe System-id, Logon-id, Region-id
  - IMS System-id, IMS-id, Lterm, Trans-code, Program-name, Logon-id
  - Mapper Host-id, Mapper-id, Logon-id, Type, Rid
- 7) Will allow for an account code structure with a minimum of three reporting levels and at least a ten digit account number. Will also provide a method for tracking account code updates, including date/time updated and customer id of customer who performed the update.
- 8) System will integrate with all VITA chargeback systems for services such as consulting, systems development, rental of meeting rooms, etc. and will allow for alternate account code formats and invoicing at multiple organizational levels.
- 9) Provide the ability to establish a central rate table that is easy to change/maintain. The table will contain resource code, resource description, resource rate, setup date, and any other related data. It will have rates per lowest unit of measure, per thousand or other determined number, and flat fees. A history of rate changes will be maintained including a date-time stamp of the change.
- 10) Provide the capability to apply complex algorithms to resource data in determining the final charge. Component parts of the algorithm will be retained so that the final charge can be reconstructed or recalculated, for example if a factor or rate is to be changed.

An example of a complex algorithm would be adjustment of CICS transaction CPU time. Usually, the total CPU time captured by CICS transactions executing within a region is considerably less than the CPU time consumed by the CICS started task as a whole. It is desirable to adjust the CPU time of the transactions executing within the region, so that the full cost of the region is recovered and the cost is distributed proportionally among the Eligible Customers of the region.

## **5.4 Data Capture Requirements (Distributed Systems – UNIX, Windows)**

The new replacement Chargeback System will meet the following VITA requirements for chargeback of UNIX and Windows applications:

- 1) Collect and process chargeback data from all VITA's current releases of distributed systems that produce log files, such as UNIX, SOLARIS, and Microsoft platforms. These systems produce computer usage data from Networks, Internet Servers, Proxy Servers, Firewalls, Nodes, E-mail Systems, Switchers, Routers, Print Servers, Disk Allocation, ERP systems, Backup and Recovery Systems (EBARS).
- 2) Provide the ability to normalize CPU time due to the various speeds of UNIX and Windows operating systems.
- 3) Collect and analyze resource usage across the network customers such as CPU Time, Window Time, Eligible Customer sessions, Database usage (Oracle, DB2, MS SQL 2000, etc.), and others.
- 4) Provide capability for chargeback of resources in a shared UNIX and Windows environment.

## **5.5 Processing Requirements**

The new replacement Chargeback System will meet the following VITA requirements:

- 1) Provide the capability to normalize CPU times between mainframes of different processing speeds, so that the same charge will be produced for identical jobs run on processors with different speeds.
- 2) Provide for discounts for processing during off-shift, weekends, and holidays.
- 3) Provide the capability for applying surcharges or discounts for printing on special forms.
- 4) Create a relational database that will be the common repository of all the chargeback data from all systems. This database must reside on a mainframe, Windows, or UNIX platform.
- 5) Provide interval accounting for long-running jobs such as started tasks, so that parts of the job can be charged in the shift in which they were run. Also, this will allow part of a job to be charged if it has not completed at month-end.
- 6) Retain incomplete accounting records such as records with missing account codes. Allow reprocessing of records once corrections have been made.
- 7) Process credits, debits and miscellaneous transactions in an on-line real-time fashion. This on-line subsystem must be able to process credit requests for current and previous billing monthly periods, for any of the computer resources. This subsystem should allow VITA administrators to input a detailed explanation of these credits/debits/miscellaneous transactions. Also, allow charging of miscellaneous items such as consulting, one-time

hardware or software purchases, and rental of equipment and meeting rooms. Allow entry of recurring flat charges.

- 8) Import files from external sources, such as PeopleSoft financials, asset management systems, manpower reporting systems, or telecommunications billing systems.
- 9) Produce data files with accounting data to interface with other financial systems such as accounts payable and accounts receivable.
- 10) Provide for transfer of data between various platforms including mainframes and distributed systems using FTP or other method.
- 11) Provide Eligible Customers with timely access to chargeback data, preferably by the day after the resource utilization has occurred.
- 12) Provide an on-line interface (preferably a GUI) for inputting and updating of data fields used to match data to account codes. As an example, CICS logons ids and applids are used to determine account codes for CICS transactions.

## 5.6 Reporting Requirements

The new replacement Chargeback System will meet the following VITA requirements:

- 1) Support internet/intranet processing for Eligible Customers to request and display their reports, and perform drill-down capabilities to the lowest level of chargeback data, from the Eligible Customers' desktop or browser. The drill-down capabilities should be supported by the Eligible Customer's selection criteria (example: ADABAS might be System-id, Complete-id, or Region-id).
- 2) Produce detail reports, MTD/YTD summary reports, spreadsheets, graphics, reports in HTML format, and any other custom reports. The Chargeback System must interface with reporting products such as Crystal Reports.
- 3) Produce reports showing customer usage and charges at detailed and summary levels. Detailed information such as job names, transaction codes, applids, and user ids should be available for reporting. Produce summary reports by account code, customer, resource, platform or technology, etc.
- 4) Provide data to produce a customized invoice with usage and charges by Eligible Customer. State requirements dictate a standard invoice format known as the Interagency Transfer of funds (IAT).
- 5) Provide year-to-date reporting showing usage and charges by Eligible Customer.
- 6) Provide the capability to collate printed reports by Eligible Customer.
- 7) Provide ad hoc reporting to allow VITA staff to answer Eligible Customer inquiries. The reporting system should be Eligible Customer friendly to allow non-technical personnel to produce reports. Describe your products ad hoc reporting capability.

## 6.0 Referenced SOW Addenda

<b>SOW Addenda</b>	<b>Description</b>
Addendum 1	Statement of Approach