VIRGINIA IT AGENCY

Exhibit 4.2 – MODIFICATION NO. 20

Resource Unit Definitions

Effective July 11, 2024

VA-180915-IBTL – End User Services - Computing

COMMONWEALTH OF VIRGINIA
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Contents

1   Introduction

This **Exhibit 4.2 (Resource Unit Definitions),** part of **Exhibit 4 (Pricing and Financial Provisions),** sets forth the definitions for the Resource Units identified throughout **Exhibit 4 (Pricing and Financial Provisions)**

End User Services are comprised of three (3) distinct components, listed below:

- End User Computing Services, including:
    - o   VIP
    - o   Gold
    - o   Silver
    - o   Bronze
- Hardware Service Charges, including

    o Desk Centric User

    o Traveling Professional

    o Field Worker

   • Optional Services, including

    o Enhanced Services

    o Evolved Services

    o One Time Charges

2 End User Computing Services Resource Unit (RU) Definitions

Each End User Computing Services RU corresponds to a level of performance (Service Level), as defined in Exhibit **3.2 (Service Level Definition and Measurement).**

Charges for these RUs are inclusive of base services, which include IMACs (Install / Move / Add / Change), desk side support, software distribution, client image engineering, patching and updating, break / fix, software evaluation, product selection, refresh and replacement, security incident response planning and investigation, research and development, and security configuration compliance. When more than 20 IMACs are requested at once, however, a separate Solution Request may be considered.

VITA and other Customers will elect a level of performance (Service Level) and the associated RU shall be applied to their devices. A change to an End User Computing Service RU for an individual device may be requested in writing once per quarter. The new Service Level will go into effect and the change to the applicable RU Charge will start the next billing month following such request.

 • **Costs recovered:**

   • All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

   • All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

   • All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

   • All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution (Excluding the end-user hardware (e.g. the devices type) which is included in the Hardware Service Charge RUs).

   • All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution (Excluding OEM hardware warranty, which is included in the Hardware Service Charge RUs).

2.1 VIP EUC Service

Unit of measurement: *1 per Device*

- **Resource Unit Definition:** *The VIP EUCEUC Service includes all base services provided 24 x7 x365 and VIP SLA Response Time per geographic office location, independent of device type.*

  This support includes hands-on, white glove desk-side support. The VIP support includes the resolution of issues and problems from end to end. This includes coordination of multiple teams and support personnel as needed to resolve the incident as quickly as possible. The VIP service supports VIP work and home environments for hardware, software, network and other technology needs.

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

2.2   Gold EUC Service

- **Unit of measurement:** *1 per Device*

- **Resource Unit Definition:** *The Gold EUC Service RU includes all base services provided 7am-7pm / w/ 24 x 7 service capability and Gold SLA Response Time, independent of device type.*

  Services are provided during Normal Business Hours (7am – 7pm ET, Monday – Friday, Excluding Holidays). Furthermore 24 x 7 service capability is also included in the price of the Gold EUC Service and phone support will be provided utilizing a rotational, on-call methodology managed internally by Iron Bow with the option for the Customer to purchase on-site service for afterhours support using the rate card.

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

2.3   Silver EUC Service

- **Unit of measurement:** *1 per Device*

- **Resource Unit Definition:** *The Silver EUC Service Resource Unit (RU) includes all base services provided 7am-7pm / w/ 24 x 7 service capability and Silver SLA Response Time independent of device type.*

  Services are provided during Normal Business Hours (7am – 7pm ET, Monday – Friday, Excluding Holidays). Furthermore, 24 x7 service capability is also included in the price of the Silver EUC Service and phone support will be provided utilizing a rotational, on-call methodology managed internally by Iron Bow with the option for the Customer to purchase on-site service for afterhours support using the rate card .

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

2.4 Bronze EUC Service

- **Unit of measurement:** *1 per Device*

- **Resource Unit Definition:** *The Bronze Service Resource Unit (RU) includes all base services provided remotely between the hours of 8am-5pm, independent of device type.*

  Remote services are provided 8am – 5pm ET, Monday – Friday, Excluding Holidays.   If a solution cannot be provided remotely, End Users have the option to purchase onsite service via the rate card or to bring their Device for repair to an Agency site location where Iron Bow has field service technicians or the Iron Bow PMO office at no additional charge.

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

3   Hardware Service Charge (HSC)

Resource Unit Definition: Each Hardware Service Charge RU corresponds to a type of End User Device acquired or leased by Supplier after the Effective Date for dedicated use by Customer(s). These RUs represent the charge for use of the device with its included peripherals, the OEM hardware warranty covering the applicable refresh cycle, and shipping costs.

By October 15, 2018 and annually thereafter, Supplier will submit a list of devices and their associated HSC for approval by VITA. The list shall include at least one device for each RU. The HSC for each RU must fall within the range shown in Exhibit 4.1. The initial list of devices is attached hereto as Appendix A.

The HSC for each RU will be calculated as follows:

$$HSC = P*(i/12)/(1-(1+(i/12))^{(-1*N)})$$

Where:

- P = the Device Price

- N = number of months in the End User Device's payment period. The payment period shall equal the refresh cycle for the End User Device.

- i = the U.S. Prime Rate as reported on October 1 of each year in the Wall Street Journal, plus 3.01%

For purposes of the calculation, the **"Device Price"** will consist of the cost of the device as approved by VITA, along with included peripheral Equipment, freight and OEM warranty. Supplier will use commercially reasonable efforts to obtain the lowest possible discounted prices, but in no event will the cost exceed 80% of the Dell or Hewlett Packard published list price and 95% of the Apple and Microsoft published list price.

The HSC RU charges shall begin the Billing Month following the date on which the End User Device was installed and marked "deployed" in the CMDB. The HSC RU shall not be charged for any End User Device (a) that is not installed in a Customer's environment (e.g. the applicable order for the End User Device is cancelled), or (b) that is not dedicated to use by VITA or Customer.

Supplier will provide an invoice credit to VITA for the HSC for any device remaining in production after its refresh date, unless VITA elects, in writing, to delay the refresh for the device.

At any time, VITA may elect to prepay the remaining HSC payments for any device. Such prepayment shall be a one-time amount equal to the present value of the remaining HSC payments for the device.

If VITA notifies Supplier to remove an End User Device from Customer's business processing environment prior to the end of the refresh cycle (which includes where VITA terminates the Agreement, in whole or in part), Supplier shall use commercially reasonable efforts to re-deploy the device in any environment, including in Supplier's environment (internally or in support of other customers), and VITA and Supplier shall jointly exercise commercially reasonable efforts to redeploy the device for use by VITA Customers. Any remaining HSC for that device shall continue until the earlier of (a) such time as Supplier is able to re-deploy, (b) end of the payment period, or (c) VITA opts to prepay the remaining HSC provided that Supplier continues to use commercially reasonable efforts to re-deploy the device as set forth above.

If VITA cancels an order, and the device cannot be returned to the vendor, Supplier shall assist VITA with redeployment, as appropriate, within either VITA or within Supplier (internally or for its other customers), as set forth above. In the event the device cannot either be returned to the vendor or redeployed, VITA shall be responsible for any commercially reasonable restocking fees or other charges resulting from the cancellation request (i.e. freight) and such fees or charges shall be invoiced separately from the HSC. The designated VITA representative must approve all requests for the cancellation of approved purchases in writing.

If a device is lost, stolen, or accidentally damaged, the Customer may request that Supplier deliver a new device. The Customer will be required to pre-pay the remaining payments on the lost or damaged device based on the date the device is replaced.

Costs recovered:

- This resource unit includes the cost of the device itself shipping and administrative expenses, as well as 2, 3 or 4 Years of OEM hardware warranty (aligning with the devices refresh cycle).

- All services and project activities (including installation and discontinuance) are included in the Services Resource Unit.

The following are the Role Based categories for the HSC RUs:

(1) **Desk Centric**: The Desk Centric role is recommended for End Users who are categorized as performing Administrative, Finance, Contracts, and Human Resources functions. These End Users primarily utilize e-mail, a limited number of applications outside of the

normal MS Office suite, perform some web-browsing, and spend 80% or more time at the office.

(2) **Travelling Professional**: The Travelling Professional role is recommended for End Users that need the ability to work remotely. They include Managers or Supervisors in addition to resources who also primarily utilize e-mail, a limited number of applications (primarily the MS Office suite), and perform some web-browsing. These End Users must have the ability to work through a VPN connection and do not always have access to a reliable wireless network.

(3) **Field Worker**: The Field Worker role is recommended for End Users that are 100% mobile. This includes, but is not limited to Field Service Technicians, Law Enforcement, Health Care or Environmental Agency End Users.

(4) **Engineer**: The Engineer role is recommended for End Users who include, but are not limited to: Developers, Programmers, Database Administrators, Computer Aided Design (CAD) Engineers, or Geospatial Engineers. These End Users need a performance driven device that supports heavy application driven use cases.

3.1   Desk Centric – Standard Laptop

For all Desk Centric – Standard Laptop RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the laptop device and 3 years of OEM hardware warranty. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.2   Desk Centric – Standard Desktop

For all Desk Centric – Standard Desktop RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the desktop device, 4 years of OEM hardware warranty in addition to one (1) keyboard, (1) mouse and one (1) monitor. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.3   Desk Centric – Performance Desktop

For all Desk Centric – Performance Desktop RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the desktop device, 4 years of OEM hardware warranty in addition to one (1) keyboard, (1) mouse and one (1) monitor. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.4   Engineer - Premium Laptop

For all Engineer - Premium Laptop RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the laptop device and 3 years of OEM hardware warranty. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.5   Engineer – Premium Desktop

For all Engineer – Premium Desktop RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the desktop device, 4 years of OEM hardware warranty in addition to one (1) keyboard, (1) mouse and one (1) monitor. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.6   Field Worker – Ruggedized Device (2 year refresh)

For all Field Worker – Ruggedized Tablet RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the tablet device and 2 years of OEM hardware warranty. This RU also includes the OEM standard power supply and a*

six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.7   Field Worker – Ruggedized Device (3 year refresh)

For all Field Worker – Ruggedized Tablet RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the tablet device and 3 years of OEM hardware warranty. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.8   Traveling Professional – Premium Laptop Plus

For all Traveling Professional – Premium Laptop Plus RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the laptop device and 3 years of OEM hardware warranty. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.9   Traveling Professional – Performance Laptop

For all Traveling Professional – Performance Laptop RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the laptop device and 3 years of OEM hardware warranty. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.10 Traveling Professional – Standard Laptop Plus

For all Traveling Professional – Standard Laptop Plus RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the laptop device and 3 years of OEM hardware warranty. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.11 Traveling Professional – Tablet/convertible/detachable (2 year refresh)

For all Traveling Professional – Tablet/convertible/detachable RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the tablet device and 2 years of OEM hardware warranty. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

3.12 Traveling Professional – Tablet/convertible/detachable (3 year refresh)

For all Traveling Professional – Tablet/convertible/detachable RUs, the following information applies.

- **Resource Unit Definition:** *This Resource Unit will include the tablet device and 3 years of OEM hardware warranty. This RU also includes the OEM standard power supply and a six (6) foot patch cable (as requested by VITA). Peripherals and a Services Resource Unit (options available) can be added separately, but are not required.*

- **Source of measurement:** *CMDB*

- **Measurement Type:** *Monthly measurement*

- **Unit of measurement:** *Per Device*

4 Optional Services

4.1 Enhanced Services

4.1.1 Offline Service Status

Offline Service Status (Suspended Device) will be a Resource Unit.

Resource Unit Definition: *This RU replaces the End User Support Services charge when a device is placed in offline storage. The Offline Service Status RU will apply the month following request. This RU also covers updating/patching, as necessary, prior to bringing a suspended device back online.*

Source of measurement: *CMDB*

Measurement Type: *Monthly measurement*

Unit of measurement: *Per Device*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

4.1.2 End User Device/ Mobile Device Backup (On Premise) Solution

Resource Unit Definition: *This RU includes managing and maintaining the delivery of a data backup and recovery solution for all devices (laptops, tablets and mobile phone) regardless of the underlying operating system.*

Source of measurement: *CMDB*

Measurement Type: *Monthly measurement*

Unit of measurement: *Per Device*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

4.1.3   Uninterruptible Power Supply (UPS) Maintenance

Resource Unit Definition: *This RU includes battery and equipment replacement if needed while equipment is under warranty (equipment prices include 3 year warranty; battery warranty is 3 years or 2 years, depending on model) Removal and disposal of battery and equipment at the end of the warranty period.*

Quarterly maintenance visits: one (1) on-site maintenance visit per quarter for each UPS unit. Service is provided during Normal Business Hours (7am – 7pm ET, Monday – Friday, Excluding Holidays). Furthermore, 24 x7 service capability is also included in the price of the UPS Maintenance Service and phone support will be provided utilizing a rotational, on-call methodology managed internally by Iron Bow.

The UPS Maintenance Resource Unit (RU) includes UPS maintenance and Incidents resolution, provided 7am-7pm with Silver SLA Response Time independent of UPS model type.

Source of measurement: *CMDB*

Measurement Type: *Monthly measurement*

Unit of measurement: *Per Device*

Costs recovered:

All labor and Supplier Maintenance necessary to manage, maintain, and dispose of the UPS devices at the end of the warranty period.

4.1.4   Agency Retained Device

Resource Unit Definition: *This RU covers the continued use of the device, including peripherals beyond the original HSC refresh cycle. It does not cover OEM hardware warranty, hardware repair costs, or economic change adjustments after the Refresh Eligible Date. This charge will be retroactively applicable to all Retained Devices in the environment from May 1, 2024 or 90 days prior to the fully executed contract. Billing will*

start the month after the applicable original Refresh Cycle (defined for purposes of the Retained Device RU as the "HSC End Date" listed in the CMDB) and will cease when the agency returns the device. There are no term commitments, and the return of the device will be effective the next month after the date requested in the initiating party's ticket for the device to be picked up.

 VITA will not pay the Supplier any additional payments, interest, or late fees for Agency Retained devices. The Supplier and VITA have the right to terminate individual Agency Retained devices month to month. In the event of termination, the initiating party must provide a written notice of at least 30 days.

Source of measurement: *CMDB*

Measurement Type: *Monthly measurement*

Unit of measurement: *Per Device*

Costs recovered: *Costs to retain the Devices past the Refresh Eligible Date.*

4.2   Evolved Services

4.2.1   End User Device/ Mobile Device Backup (Cloud) Solution

Resource Unit Definition: *This RU includes cloud based data backup and recovery activities for all devices (laptops, tablets and mobile phones) regardless of the underlying operating system.*

Source of measurement: *CMDB*

Measurement Type: *Monthly measurement*

Unit of Measurement: *Per Device*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

4.2.2   VDI Services

The VDI Services RU represents end user support services for Virtual Desktop Infrastructure (VDI) sessions. The VDI Services RU is used in conjunction with VDI sessions hosted in a cloud environment by the Server Storage and Data Center (SSDC) services supplier. Charges associated with the VDI sessions are not included in this RU. Furthermore, charges associated with the VDI sessions are billed separately by SSDC to VITA.

Resource Unit Definition: *This RU includes Session Maintenance and Incidents and Service Request resolution, provided 7am-7pm and Silver SLA Response Time independent of VDI session type.*

Services are provided during Normal Business Hours (7am – 7pm ET, Monday – Friday, Excluding Holidays). Due to the nature of this service, which relies on virtual desktop sessions hosted in a cloud environment, desk-side support is not included.

The following services are provided:

- Golden image maintenance
- Session maintenance – adding or removing sessions; refresh sessions (deleting and recreating sessions); update user profile storage settings
- Incidents and Service Request such as:
    - Troubleshooting session availability (network/service connectivity check, reboot VM if needed)
    - Troubleshooting access to COV resources from VDI
    - Troubleshooting access to user profile (profile mapping support)
    - Add/remove software (personal desktops only; not applicable for pooled/multi-session desktops)

Source of measurement: *Microsoft Azure (primary) and Active Directory Access Groups (secondary)*

Measurement Type: *Monthly measurement.*

Unit of measurement: *Per VDI Session*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

4.2.3   Managed Disk Encryption (MDE)

Resource Unit Definition: *This RU is for the provision of encryption services identified devices requiring this service. All laptops and tablets will receive encryption services unless noted as 'not to receive'. Desktops will only be encrypted on request. This service will be installed and managed by the supplier (Iron Bow).*

Source of measurement: *CMDB*

Measurement Type: *Monthly measurement*

Unit of measurement: *Per Device*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

5   One Time Charges

5.1   End User Device Refresh

Resource Unit Definition: This Resource Unit is for the replacement of an existing Device with a new Device selected by the Customer.

Source of measurement: CMDB

Measurement Type: One-time

Unit of measurement: Per device Refreshed

Costs recovered:

- All costs associated with the decommissioning of an existing device and the installation of a replacement device including labor, scheduling and coordination, travel, software imaging, asset management/CMDB system updates, wiping, shipping, and disposal.

5.2   Bring Your Own Device (BYOD) Assessment & Initial Image Load Services

Resource Unit Definition: *This RU is a one-time charge to provide assessment and initial image load services for devices not currently included in the service catalog to determine if the device type is a viable candidate to be added to the enterprise. If all test and acceptance criteria are met, this RU also includes the services to create and load the initial image. To ensure devices are compliant with the requirements within EUC, Supplier will perform the following tasks:*

> a.   *Review the Device for compliant architecture*
> b.   *Review drivers*
> c.   *Test drivers*
> d.   *Update/customize image*
> e.   *Pilot test to ensure the device will be stable in the environment*

For the sake of clarity, this RU does not apply to devices that are added to the service catalog through the normal Technology Currency process.

Source of measurement: *CMDB*

Measurement Type: *One time, Per new device type introduced to the environment*

Unit of Measurement: *Per device type*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution

5.3   Keep Your Hard Drive

Resource Unit Definition: *The Keep Your Hard Drive RU allows Customers the option of removing their Hard Drive prior to disposal of the End User Device. This RU would be purchased if and when the end user determines that there is a need to keep the hard drive rather than return it with the device.*

Source of measurement: *CMDB*

Measurement Type: *One time*

Unit of Measurement: *Per Device*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

5.4 Windows 7 Remediation Project

Resource Unit Definition: *The Windows 7 Remediation Project RU is for successful migration of the Windows 7 Devices according to Ex. 2.3.1.*

Source of measurement: *Acceptance of the project*

Measurement Type: *One time*

Unit of measurement: *Per Project*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

5.5 VDI Initial Solution Build Out

Resource Unit Definition: *The Initial Solution Build Out RU corresponds to a one-time not to exceed charge to VITA for the build out of the infrastructure and to establish the base*

environment into which agency subscriptions will be added. There is a separate charge not included in this RU that corresponds to the SSDC Initial Solution Build Out. Charges associated with the SSDC effort are billed separately by SSDC to VITA.

Source of measurement: *Acceptance of the project*

Measurement Type: *One time*

Unit of measurement: *Per Project*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

5.6   Existing SRAW Environment Migration to VDI Service

Resource Unit Definition: *The Existing SRAW Environment Migration to VDI Service RU corresponds to a one-time not to exceed charge for migrating an agency's Secure Remote Access Workspace (SRAW) environment to the VDI service.*

This RU includes one (1) golden image per agency with no additional software packages over what is currently included in the agency's existing SRAW load set.

There is a separate charge not included in this RU that corresponds to the SSDC effort to migrate an agency from the SRAW environment to the VDI service. Charges associated with the SSDC effort are billed separately by SSDC to VITA.

Source of measurement: *Acceptance of the project*

Measurement Type: *One time*

Unit of measurement: *Per Project*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

5.7   New Agency VDI Request Build Out

Resource Unit Definition: *The New Agency VDI Request Build Out RU corresponds to a one-time not to exceed charge for creating the VDI environment for an agency that does not have an existing SRAW environment.*

This RU includes one (1) golden image per agency and up to two (2) additional software packages over what is currently included in the agency's existing loadset for physical devices.

There is a separate charge not included in this RU that corresponds to the SSDC effort to create a new VDI environment for an agency. Charges associated with the SSDC effort are billed separately by SSDC to VITA.

Source of measurement: *Acceptance of the project*

Measurement Type: *One time*

Unit of measurement: *Per Project*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

5.8   Additional VDI Golden Image

Resource Unit Definition: *The Additional VDI Request Build Out RU corresponds to a one-time not to exceed charge for creating an additional golden image for an agency, to be used in the agency's existing VDI environment. The golden image includes up to two (2) additional software packages over what is currently included in the agency's existing loadset.*

Source of measurement: *Acceptance of the project*

Measurement Type: *One time*

Unit of measurement: *Per Project*

Costs recovered:

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

5.9   Accidental Damage Protection

Resource Unit Definition: *The Accidental Damage Protection RU allows Customers the option of covering a device under OEM's accidental damage offering for the term of the device refresh period (e.g. 2, 3, or 4 years). The Customer must opt to include the RU when the device(s) is initially ordered. The RU includes research and diagnosis of the damage and allows for repair of the device or replacement if the device is beyond repair per the OEM's terms and conditions.*

The price associated with the RU will be included in the annual pricing increase for devices and hardware, as submitted to VITA for review and approval in approximately October of each year.

Source of measurement: *CMDB*

Measurement Type: *One time*

Unit of Measurement: *Per Device at the time of initial order*

Costs recovered:

- All labor and Supplier maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All software licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All software maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

- All hardware/equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution.

All Hardware maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution.

5.10 Uninterruptible Power Supply (UPS) Site Survey

Resource Unit Definition: *Site survey at each agency site that requires UPS. Based on the results of the site survey, Iron Bow will determine the number of UPS units and power rating of each UPS unit required for the site for requested coverage, as well as additional items that the agency needs to provide for the installation (power outlets, racks, space). This RU includes labor and travel. Service is provided during Normal Business Hours (7am – 7pm ET, Monday – Friday, Excluding Holidays).*

The UPS Site Survey Resource Unit (RU) includes UPS labor, travel, and survey analysis, provided 7am-7pm with Silver SLA Response Time independent of UPS model type.

Source of measurement: *CMDB*

Measurement Type: *One time*

Unit of measurement: *Per Site*

Costs recovered:

- All labor, survey analysis, and site coordination necessary to prepare for installation of the UPS devices.

5.11 Uninterruptible Power Supply (UPS) Site Setup (1st UPS)

Resource Unit Definition: *This RU includes labor, travel, and installation coordination. Service is provided during Normal Business Hours (7am – 7pm ET, Monday – Friday, Excluding Holidays).*

The UPS Site Set-up (1st UPS) Resource Unit (RU) includes UPS labor, travel, and installation of UPS device, provided 7am-7pm with Silver SLA Response Time independent of UPS model type.

Source of measurement: *CMDB*

Measurement Type: *One time*

Unit of measurement: *Per Device*

Costs recovered:

- All labor and travel for installation of the first UPS device at a site

5.12 Uninterruptible Power Supply (UPS) Site Setup (Additional UPS)

Resource Unit Definition: *This RU includes labor and installation coordination. Service is provided during Normal Business Hours (7am – 7pm ET, Monday – Friday, Excluding Holidays).*

The UPS Site Setup (Additional UPS) Resource Unit (RU) includes labor, and installation of UPS device, provided 7am-7pm with Silver SLA Response Time independent of UPS model type.

Source of measurement: *CMDB*

Measurement Type: *One time*

Unit of measurement: *Per Device*

Costs recovered:

- All labor for installation of an additional UPS device at a site