EXHIBIT B- OPTIONS/PRICING
(Updated December 2023)

Exhibit B - Options List and Pricing

Instructions:

Suppliers have provided pricing as a menu of services according to category. Options/Pricing includes all associated offerings and all line item prices/fees/costs necessary for the Authorized User to build a Statement of Work (SOW) for services.

A SOW, in a format similar to that provided for in Exhibit D attached to this Contract, is required for any orders placed by an Authorized User. sows, in accordance with Contract section 17.F "Ordering" and 17.G "Statement of Work", will be of a fixed price type, with payment tied to defined deliverables, unless VITA issues a written authorization for a time and materials type SOW. The SOW shall include (a) a detailed description of each product or service proposed, including any applicable components, at the Exhibit B line item fee level; (b) the quantity of each line item; (c) the total contract price; (d) any additional percentage discount offered; (e) an extended price; (f) any optional or alternate pricing; (g) any pricing assumptions; and (h) this Contract number. The fixed price SOWs may, with the written approval of VITA, contain a cost-reimbursable line item(s) for pre-approved travel expenses pursuant to the provisions of Contract section 17.1 "Reimbursement of Expenses". If a time and materials type SOW is authorized, Supplier Personnel shall maintain daily time records of hours and tasks performed that must be submitted or made available for inspection by the Authorized User upon 48 hours advance written notice.

Any change to an SOW must be described in a written change request, in the format provided in Exhibit E. Either Party to an SOW may issue a change request that will be subject to written approval of the other Party before it becomes part of this Contract. In no event will any SOW or any modification require the Supplier to provide any Products or Services that are beyond the scope of this Contract as such scope is defined in Exhibit A, which is attached to this Contract and incorporated by reference.

Table 1A: Management, Development, Hosting, and Supporting Services, Hourly Labor Rates – Full Service Customers		
Description	**Unit Cost**	**UOM** (unit of measure\
Website/Application Development and Support		
Accessibility Specialist	$170.00	Hourly
Analytics Specialist/SEO/AdWords	$149.50	Hourly
Business Analyst	$149.50	Hourly
Content Strategist	$170.00	Hourly
Copywriter/Content Population	$139.50	Hourly
COTS - Management, implementation	$170.00	Hourly
Designer	$149.50	Hourly
Developer	$170.00	Hourly
DevOps Engineer/Manager	$191.00	Hourly
Digital Marketing Specialist	$170.00	Hourly
Digital Agency - Photography, Video, Illustration, Marketing & Graphic Design	$191.00	Hourly
GIS - Geospatial Analyst	$149.50	Hourly
GIS - Geospatial Software/ Systems Engineer	$170.00	Hourly
GIS - Program Manager/Consultant	$191.00	Hourly
GIS - Subject Matter Expert	$129.00	Hourly
GIS - System Architect	$170.00	Hourly
GIS Specialist/Technician8	$98.00	Hourly
Program Manager	$201.00	Hourly
Project Manager	$180.50	Hourly
Quality Assurance Specialist	$129.00	Hourly
Remote CMS Training	$149.50	Hourly
Software/Systems Engineer	$191.00	Hourly
Subject Matter Expert (CMS)	$170.00	Hourly
System Architect	$191.00	Hourly
Technical Solutions Architect	$191.00	Hourly
User Experience Architect	$191.00	Hourly
Security Analyst, Auditing/Remediation	$201.00	Hourly
Security Analyst, Auditing/Remediation (SR)	$232.00	Hourly
Content Migrator	$129.00	Hourly
IT/Network	$170.00	Hourly
Technical Trainer	$170.00	Hourly
Back-End Developer	$180.50	Hourly
Hosting		
Help Desk/Support/Emaii/Notification/Administrative Services	$129.00	Hourly
Importing/Transition Services	$129.00	Hourly
Network/System/Security Administration, Cloud Managed Hosting Services	$180.50	Hourly
On-site Subject Matter Expert Consulting Day/Week Rates		
Consultation Services (Daily) - 7 hours (includes per diem)	$1,545.00	Daily
Consultation Services (Weekly) - 35 hours (includes per diem)	$6,025.00	Weekly
Table 1B: Labor Rates - Web Remediation Buckets **(Rates are limited to customers not hosted/serviced under VA-190906-STVN)**		
Description	**Unit Cost**	**UOM** (unit of measure
UX Designer	$3,555.50	20-hour block

Web Developer	$3,349.50	20-hour block
QA Testing	$2,737.50	20-hour block
Content Audit Specialist	$3,549.50	20-hour block
Focus Group Specialist	$3,755.50	20-hour block
Accessibility Specialist	$3,349.50	20-hour block
Sec Analyst / Audit and Remediation	$3,658.50	20-hour block

Table 2: Training

Description	Unit Cost	UOM (unit of measure)
On-site Training		
Group instruction, includes leave behind documentation - (max 25 users per session, includes per diem)	$1,545.00	Daily
Train-the-trainer, includes leave behind documentation (5 users)	$1,287.50	Daily
Remote Training/Webinar		
One-on-one, includes leave behind documentation	$149.50	Hourly
Train-the-trainer, includes leave behind documentation (5 users - 2 two-hour sessions)	$1,030.00	Block/Hrs

Table 3: Mass Notification - SMS Text/Phone Alerting and Email

Description	Unit Cost	UOM (unit of measure)
SMS/Voice Aggregator		
SMS Text Message	$0.02	Per/message
Voice/Voice Message	$0.10	Per/voice
SMS Dedicated Short Code Leasing Fee	$1,545.00	Monthly
SMS Dedicated Short Code Set-up and Provisioning	$3,090.00	One Time
SMS Aggregator Taxes and Carrier Fees - (TBD based on usage (minimal,< 10%)	--	Monthly
Email SMTP Relay		
0 to 10,000	$10.50	Monthly
10,000 to 50,000	$21.00	Monthly
50,001 to 75,000	$33.00	Monthly
75,001 to 100,000	$81.50	Monthly
100,001 to 500,000	$335.00	Monthly

Table 4: Authorized User and/or Citizen User Customer Services and Support

Description	Unit Cost	UOM (unit of measure)
Dedicated Customer Service Ticket System - 5 Owner Users/Unlimited Citizens	$463.50	Yearly
Shared Customer Service Portal and Ticket system Per Agent - (Per agent, per month)	$26.00	Monthly
Dedicated Customer Service Ticket Support Setup and Configuration (One time set-up fee)	$180.50	Each

Table 5: Software Escrow and Technology Escrow Fees

Description	Unit Cost	UOM (unit of measure\
Single Beneficiary (Licensee)		
Per Account (one Beneficiary, one Product)	$1,540.00	Yearly
Additional Beneficiary	$350.00	Yearly
Additional Product	$706.00	Yearly
One time Setup Fee	$1,025.00	Each
Multiple Beneficiary - Separated Escrows		
Per Beneficiary	$1,772.00	Yearly

Table 6: Hosting Application/ Managed Services

Description	Unit Cost	UOM (unit of measure)
Website/Application Operations & Maintenance (OS updates, application scanning/auditing, reporting)	$129.00	Monthly/Site
CMS Managed Services, Core and Plugin Updates/Patches - (Per Site)	$77.50	Monthly
cPanel Hosting Application - (Per Domain)	$31.00	Monthly
Database and Web Fail-Over-Replication Services *Requires additional hosting services	$98.00	Monthly
DNS Only Hosting - (Per Domain)	$26.00	Monthly
Fail-Over DNS *May Require Additional Web Servers - (Per Domain)	$77.50	Monthly
Domain Registration - (5-year registration)	$103.00	Each
Domain Transfer	$51.50	One time
Email Only Hosting 20 Email Accounts - (Per Domain)	$51.50	Monthly
NGINX Pro	$4,789.50	Annual
Plesk Panel Hosting	$62.00	Monthly
Shared FTP Hosting 5GB Space	$26.00	Monthly
Shared Moodie LMS Hosting	$67.00	Monthly
Vimeo Video Prem- Unlimited Streaming /7TB Storage 10 Users	$1,236.00	Yearly
Vimeo Video Pro - 20Gb/Week Stream ITB/Year 3 Users	$340.00	Yearly
SSL Registration and Configuration	$113.50	Annual

Table 7: Hosting Services - Cloud

All Server instances are Managed Servers and come with Cloud Provider's Support Services

Description	Unit Cost	UOM (unit of measure)
Memory; CPU; Storage; Transfer		
8 GB; 2 Core CPU; 160 GB SSD Disk; 5 TB Transfer*	$139.50	Monthly
16 GB; 4 Core CPU; 320 GB SSD Disk; 6 TB Transfer*	$196.00	Monthly
32 GB; 8 Core CPU; 640 GB SSD Disk; 7 TB Transfer*	$304.00	Monthly
Transfer Overages (same for all server instances)	$0.15	Per GB
Snapshots (same for all server instances below)	$0.15	Per GB
* Only outbound data transfer in excess of your plan's data transfer allowance is subject to overage charges		
Cloud VS (Windows)		
Memory; CPU; Storage; Transfer		
8 GB· 2 Core CPU· 160 GB SSD Disk· 5 TB Transfer*	$185.50	Monthly
16 GB; 4 Core CPU; 320 GB SSD Disk; 6 TB Transfer*	$252.50	Monthly
32 GB; 8 Core CPU; 640 GB SSD Disk; 7 TB Transfer*	$412.00	Monthly
* Only outbound data transfer in excess of your plan's data transfer allowance is subject to overage charges		
Managed Database-Standard (Double the cost for High Availability Services)		
Memory; CPU; Storage; Transfer		
1 GB; 1 Core CPU; 40 GB SSD Disk; 100 GB Transfer	$26.00	Monthly
2 GB; 1 Core CPU; 80 GB SSD Disk; 100 GB Transfer	$51.50	Monthly
4 GB; 2 Core CPU; 120 GB SSD Disk; 100 GB Transfer	$93.00	Monthly
8 GB; 2 Core CPU; 240 GB SSD Disk; 200 GB Transfer	$170.00	Monthly
VPC Services		
***S00GB of outgoing, 100GB intra-region, 100GB inter-region traffic per month, 1 NAT Gateway required for each Availability Zone in the VPC, 100% NAT		
VPC with 1 NAT Gateway	$139.50	Monthly
VPC with 2 NAT Gateways	$185.50	Monthly
VPC with 3 NAT Gateways	$232.00	Monthly
VPN Connection	$51.50	Monthly
Elastic Load Balancing		
Priced at 50068/Month for EC2 instances and IP addresses as targets		
100 connections/sec		
Classic Load Balancer	$31.00	Monthly
Application Load Balancer	$57.00	Monthly
Network Load Balancer	$26.00	Monthly
CON/Edge Caching		
CDN/Edge Caching - per distribution 00GB Bandwidth, 100% US, 5KB Avg. Object Size)	$170.00	Monthly
Elastic Cloud Instances (EC2)		
Single instances at 100% Utilization		
120GB of base storage. Additional storage available in EBS pricing.		
10%/month of changed data for 2 daily snapshots		
500GB of outgoing, 100GB intro-region, 100GB inter-region traffic per month		
Windows pricing includes license. Linux pricing is for free distributions (e.g. CentOS, Ubuntu)		

OS	Instance Type	vCPUs/Ram(GB)		UOM (unit of measure)
Linux	t3.medium	2/4	$242.50	Monthly
Linux	t3.large	2/8	$283.50	Monthly
Linux	t3.xlarge	4/16	$367.00	Monthly
Linux	t3.2xlarge	8/32	$531.50	Monthly
Linux	m5.4xlarge	16/64	$963.50	Monthly
Linux	m5.12xlarge	48/192	$2,487.50	Monthly
Windows	t3.medium	2/4	$262.00	Monthly
Windows	t3.large	2/8	$312.50	Monthly
Windows	t3.xlarge	4/16	$440.00	Monthly
Windows	t3.2xlarge	8/32	$678.00	Monthly
Windows	m5.4xlarge	16/64	$1,694.50	Monthly
Windows	m5.12xlarge	48/192	$4,120.00	Monthly
Elastic Cloud EBS Volumes				
General Purpose 550				
Prices calculated at 10% changes daily for snapshots				

Size	IOPS	Throughput (MB/s) Unit Price		UOM (unit of measure)
100GB	300	128	$26.00	Monthly
200GB	600	150	$57.00	Monthly
300GB	900	225	$93.00	Monthly
400GB	1200	250	$124.00	Monthly

500GB	1500	250	$149.50	Monthly
1000GB	3000	250	$309.00	Monthly

RDS Database
Single instances at 100% Utilization
All are Multi-AZ for redundancy
Pricing is On-Demand and includes licensing costs where applicable
Not required for a database, DB server software can be installed an EC2 instance instead

Engine	Storage	vCPUs/Ram (GB)		UOM (unit of measure)
Aurora (MySQL) db.r4.large	100GB	2/16	$304.00	Monthly
Aurora (MySQL) db.r4.xlarge	100GB	4/30	$592.50	Monthly
Aurora (MySQL) db.r4.xlarge	100GB	8/64	$1,184.50	Monthly
Aurora (PgSQL) db.r4.large	100GB	2/16	$304.00	Monthly
Aurora (PgSQL) db.r4.xlarge	100GB	4/32	$592.50	Monthly
Aurora (PgSQL) db.r4.2xlarge	100GB	8/64	$1,375.50	Monthly
MySQL db.t2.large	100GB	2/8	$304.00	Monthly
MySQL db.t2.xlarge	100GB	4/16	$572.00	Monthly
MySQL db.t2.2xlarge	100GB	8/32	$1,133.00	Monthly
PgSQL db.t2.large	100GB	2/8	$319.50	Monthly
PgSQL db.t2.xlarge	100GB	4/16	$608.00	Monthly
PgSQL db.t2.2xlarge	100GB	8/32	$1,1484.50	Monthly
MSSQL Std. db.m5.2xlarge	200GB	8/32	$5,665.00	Monthly
MSSQL Ent. db.m5.xlarge	200GB	4/16	$5,150.00	Monthly
Oracle (SEI) db.ms.large	200GB	2/8	$927.00	Monthly
Oracle (SEI) db.m5.xlarge	200GB	4/16	$1,854.00	Monthly
Oracle (SEI) db.m5.2xlarge	200GB	8/32	$3,605.00	Monthly
Trend Micro Deep Security IDS/IPS				
AWS Micro, Small, or Medium EC2 Instance (Per instance)			$10.50	Monthly
AWS Large EC2 Instance (Per instance)			$31.00	Monthly
AWS Xlarge or Larger EC2 Instance (Per instance)			$62.00	Monthly
Non-Cloud Servers - (Per host)			$62.00	Monthly
Other Cloud Instance - 1 Core (Per instance)			$10.50	Monthly
Other Cloud Instance - 2 Cores (Per instance)			$31.00	Monthly
Other Cloud Instance - 4+ Cores (Per instance			$62.00	Monthly

Table 8: Hosting Service Solutions - Managed Dedicated Server		
Description	**Unit Cost**	**UOM** (unit of measure)
Dedicated Managed Server Hosting		
Linux-Basic - 4 cores@ 3.9 GHz Max, 32 GB RAM, 2 x 240 GB SSD Primary Storage, 1 x 1 TB SATA Backup Storage, 1 x 1 TB SATA Additional File Storage, 8 TB Bandwidth, 500 GB Guardian Backups, Server Protection & Security Services	$489.50	Monthly
Linux-Silver - 8 cores@ 3.0 GHz Max, 32 GB RAM, 4 x 240 GB SSD Primary Storage, 1 x 1 TB SATA Backup Storage 1 x 1 TB SATA Additional File Storage, 10 TB Bandwidth, 1000 GB Guardian Backups, Server Protection & Security Services	$463.50	Monthly
Linux-Gold - 16 cores@ 3.7 GHz Max, 64 GB RAM, 4 x 480 GB SSD Primary Storage Raid 10, 1 x 1 TB SATA Backup Storage, 1 x 1.2 TB SSD, Additional File Storage, 15 TB Bandwidth, 1500 GB Guardian Backups, Server Protection & Security Services	$798.50	Monthly
Basic -Windows 2016 STD- 4 cores@ 3.9 GHz Max, 32 GB RAM, 2 x 240 GB SSD Primary Storage, 1 x 1 TB SATA Backup Storage, 1 x 1 TB SATA, Additional File Storage, 8 TB Bandwidth, 500 GB Guardian Backups, Server Protection & Security	$463.50	Monthly
Silver -Windows 2016 STD - 8 cores@ 3.0 GHz Max, 32 GB RAM, 4 x 240 GB SSD Primary Storage, 1 x 1 TB SATA Backup Storage, 1 x 1 TB SATA Additional File Storage, 10 TB Bandwidth, 1000 GB Guardian Backups, Server Protection & Security	$618.00	Monthly
Gold -Windows 2016 STD - 16 cores@ 3.7 GHz Max, 64 GB RAM, 4 x 480 GB SSD Primary Storage Raid 10, 1 x 1 TB SATA Backup Storage	$1,030.00	Monthly
Additional Dedicated Server Add Ons		
Load Balancer License Edition IO0Mbps	$191.00	Monthly
Load Balancer License Edition IO00Mbps	$697.50	Monthly
ASA 5512-x 1.0 Gps Firewall/ VPN	$443.50	Monthly
ASA 5515-x 1.2 Gbps Firewall/VPN	$571.00	Monthly
Shared ArcGis Map Service Hosting (10 map services, 10GB Data)	$463.50	Monthly
Shared Web Hosting Per Site and DB (Billed Quarterly)	$103.00	Monthly

Table 9: Software/License Fees		
Description	**Unit Cost**	**UOM** (unit of measure)
Advanced Threat Analytics		
Advanced Threat Analytics	$3.50	Subscriber
Citrix Hypervisorrn		
Citrix Hypervisor Standard	$8.00	Per CPU
Citrix Hypervisor Premium	$28.50	Per CPU
Citrix Sharefile111		
ShareFile Enterprise 0GB	$7.00	Per User
ShareFile Unlimited Cloud Storage	$12.50	Per User
Cloud Platform (CPS)		

CloudPlatform Guest All Language L/SA license PerOSE	$27.50	Per OSE
CloudPlatform Suite All Language L/SA license IProc	$4.00	Per CPU
Core Infrastructure Server (CIS) 2016		
Core Infrastructure Svr Ste Std	$8.00	Core
Core Infrastructure Svr Ste Datactr	$38.50	Core
SharePoint 2016		
SharePoint Hosting	$958.00	CPU
SharePoint Server Standard SAL	$4.00	Subscriber

SQL Server 2016		
SQL Svr Enterprise Core	$628.50	Core
SQL Server SAL	$19.00	Subscriber
SQL Svr Standard Core	$165.00	Core
SQL Server Web Edition	$15.00	Core
Linux/ Open Source		
CentOS 7 Server	$0.00	Per Server
LAMP Stack	$0.00	Per Server
MySql / Maria DB	$0.00	Per Server
Red Hat Server Ent	$438.00	Per Server
Red Hat JBOSS ENT Application Server	$9,888.00	Per Server
Ubuntu Server 18.04	$0.00	Per Server
Windows Server 2012 R2		
Windows Server Datacenter	$139.50	1 Processor
Windows Server Essentials	$21.00	1 Processor
Windows Server Standard	$21.00	1 Processor
Windows Server 2016		
Windows Server Datacenter	$36.50	Core License
Windows Server Standard	$5.50	Core License

Table 10: Payment Processing Transaction Fees		
Description	**Unit Cost**	**UOM** (unit of measure)
Monthly Payment Processing Administrative Fee (Includes Converge Gateway Access Fee)	$98.00	Monthly
Elavon (Commonwealth Treasury Contract) Per amount charged+ per transaction fee from two lines down.	2%*	% of Spend
Transaction Fee (Includes Converge Gateway Transaction Feel	$0.20*	Transaction
NOTE: Starred items(*) indicates agency or public entity customer enters into contract with Elavon utilizing the COV's Treasury's state contract vehicle with Elavon. The amounts/fees shown are only estimates, actual COV Treasury contract pricing will be in effect. SiteVision will help manage the account set-up process and on-going processes, as required.		
Elavon (SiteVision) Processing Service Fees	2.25%	% of Spend
Elavon (SiteVision) Processing Transaction Fees	$0.50	Transaction
ACH Direct/eCheck	$1.00	Transaction

Table 11: Vision CMS govAccess (SaaS and Supporting Services)		
Description	**Unit Cost**	**UOM** (unit of measure\
Training & Consulting		
Accessibility (Web-only) Training and Consultation-Premium	$15,450.00	Per instance
Accessibility (Web-only) Training and Consultation-Standard	$5,150.00	Per instance
Accessibility Training and Consultation - Plus	$10,300.00	Per instance
Onsite CMS User Training - Additional Day	$1,287.50	Per instance
Onsite CMS User Training - Two Days	$4,676.50	Per instance
Onsite CMS User Training - Two Days Local	$3,131.50	Per instance
Onsite Project Consulting - One Day	$5,006.00	Per instance
Onsite Project Consulting - One Day Local	$3,476.50	Per instance
Technical Training	$4,625.00	Per instance
Web-based Training - Additional Day	$1,030.00	Per instance
Services		
Active Directory Federation Service integration	$4,120.00	Per instance
Active Directory Integration	$4,120.00	Per instance
Advanced Design Package	$6,695.00	Per instance
Advanced UX Analysis Package	$3,090.00	Per instance
Content Migrations		
Content Migration - Up to 1,000 Pages of Migration Total	$10,145.50	Per instance
Content Migration - Up to 1,500 Pages of Migration Total	$14,791.00	Per instance
Content Migration - Up to 200 Pages of Migration Total	$4,635.00	Per instance
Content Migration - Up to 500 Pages of Migration Total	$4,120.00	Per instance
Content Migration (Scripted)	$4,635.00	Per instance
Content Migration of Accessible Pages - Up to 1,000 Pages	$18,540.00	Per instance
Content Migration of Accessible Pages - Up to 1,500 Pages	$24,282.50	Per instance

Content Migration of Accessible Pages - Up to 200 Pages	$5,794.00	Per instance
Content Migration of Accessible Pages - Up to 50 Pages	$1,880.00	Per instance
Content Migration of Accessible Pages - Up to 500 Pages	$10,944.00	Per instance
Content Strategy and Website Accessibility Training-Clients	$5,150.00	Per instance
Intranet - Content Sharing Package	$2,060.00	Per instance
Content Strategy		
Content Strategy Package - Plus - Clients	$12,875.00	Per instance
Content Strategy Package - Premium - Clients	$18,025.00	Per instance
Content Strategy Package - Standard - Clients	$5,150.00	Per instance

Departmental Website Usability Workshop	$3,090.00	Per instance
Dept Branding: Interior Page Customization Tier 1	$10,300.00	Per instance
Dept Branding: Interior Page Customization Tier 2	$5,150.00	Per instance
Dept Branding: Interior Page Customization Tier 3	$2,575.00	Per instance
Maintenance Fees		
govAccess - Maint/Hosting/License Fee - Independent Sub	$3,090.00	Annual
govAccess - Maint/Hosting/License Fee - Specialty Sub	$7,725.00	Annual
govAccess - Maintenance, Hosting, & Licensing Fee - Core	$24,411.00	Annual
govAccess - Maintenance, Hosting, & Licensing Fee - Pulse	$7,004.00	Annual
Design & Implementation		
govAccess - Web Design and Implementation - Branded Sub	$2,884.00	Per instance
govAccess - Web Design and Implementation - Branded w/Domain	$4,841.00	Per instance
govAccess - Web Design and Implementation - Independent Sub	$14,317.00	Per instance
govAccess - Web Design and Implementation - Specialty Sub	$25,235.00	Per instance
govAccess Website Design and Implementation - Trailblazer	$56,341.00	Per instance
govAccess Website Design and Implementation - Innovator	$35,741.00	Per instance
govAccess Website Design and Implementation - Pioneer	$9,579.00	Per instance
Premium Design Package	$9,785.00	Per instance
Miscellaneous Add-Ons		
govAccess Add-on - Anchor Scrolling	$5,665.00	Per instance
govAccess Add-on - Data Visualization	$2,575.00	Per instance
govAccess Add-on - Geo Finder (no integration)	$7,725.00	Per instance
govAccess Add-on - Live Chat Integration	$1,545.00	Per instance
govAccess Add-on - Parallax Scrolling	$5,665.00	Per instance
govAccess Add-on - Service Finder	$3,090.00	Per instance
govAccess Add-on - Video Gallery	$1,545.00	Per instance
Search Access		
govAccess Site Search	$1,030.00	One-time Fee
Developer ToolKit		
govAccess Developer Toolkit	$16,330.00	Annual
govAccess Developer Toolkit Set-up & Config	$2,760.00	Per Instance (one-time fee)
govAccess Developer Toolkit Technical Training	$1,150.00	Per Instance (one-time fee)

Table 12: Convenience Funding/Fees

Convenience Funding/Fees (Citizen/User-funded) - In some instances, convenience fees are approved by the government to fund delivery of services. Convenience funding/fee arrangements are agreed to by the Authorized User and Supplier, defined in the SOW, collected directly from citizens during payment processing; and then are applied by the supplier to the total cost of an Authorized User's SOW, a line item of the SOW (such as monthly O&M), or to a specific transaction service.

Convenience-funded models (also described as a self-funded, transaction-funded, service-fee-funded or hybrid-funded model) are usually reliant on services that include a high-volume of citizen transactions but may alleviate the need for government-appropriated funding to fund part or all of the costs associated with an SOW. Under this Contract, convenience funding arrangements (paid through citizen convenience fees) must be defined in the SOW and describe the manner in which convenience fees will sunset once the fixed price of the SOW or applicable line item price is reached unless the fee is for a transaction based service (i.e. event registration fee, etc.)

Service fee Model and Hybrid Model: In instances where an agency does not have the full resources to fund a standard fixed rate SOW model and/or ongoing O&M for a solution, a service fee funding model or a hybrid of service and SOW models may be proposed if the customer has sufficient credit card transaction volumes to fund a SOW in a reasonable time-frame. If a SOW uses this model for funding, the service fee will cease once the SOW estimated amount is reached and or be reduced to cover ongoing O&M for a solution. We will utilize Elavon back-end administration portal to report all service fee transaction "sales" for the prior month, when utilizing citizen
paid service fee model in whole or in part. Service fees will adhere to state and federal laws, and card providers rules and regulations.

Description	Unit Cost	UOM (unit of measure)
Service Fee* for funding Processing Fees Only	2.25%	Per transaction spend amount.
Service Fee for funding Processing Transaction Fee*	$0.50	Per transaction
Service Fee** for funding SOWs and/or ongoing O&M (This is in addition to the fee above)	1.50%	Per transaction spend amount. This service fee is in addition to Processing Fee funded service fee above. Actual fee and any cap on single transaction dollar amount can be determined by agency or public body based on the SOW and/or on-going O&M funding amount desired.

NOTES:

(*) Item

IF an agency or public body chooses to fund processing fees, they can choose citizen paid options above. Service fees will adhere to state, federal, and card providers rules and regulations. The Service fee in rows 1 and 2 above covers the payment card processor's fees and card company's interchange rates and fees.

(**) Item

IF an agency or public body chooses to fund any portion of SOWs or ongoing O&M, they can choose citizen paid option in row 2 above. Service fees will adhere to state, federal, and card providers rules and regulations. Service fee Model and Hybrid Model: In instances where an agency does not have the full resources to cover the typical agency/public body funded fixed price SOW and/or ongoing O&M costs, a service fee funding model or a hybrid of service fee and self funded SOW models may be offered if the customer has sufficient credit card transaction volumes to fund a SOW in a reasonable time-frame. If a SOW uses this model, the service fee will cease once the SOW estimated amount is funded. We will utilize this account and the Elavon back-end administration portal to report all service fee transactions and "sales" for the prior month. This service fees is collected above and beyond the card processing service fee. Agencies and public bodies wishing to utilize the service fee will go through the Sitevision-Elavon, agencies that wish to pay for processing fees and have no service fees paid by citizens may go choose either the COV Treasury-Elavon option or SiteVision-Elavon option.

Table 13: Assumptions

Assumptions	
Description	
Pricing	All listed prices represent not-to-exceed pricing good through the first twelve (12) month period following the execution date of a contract resulting from this RFP. In some cases, pricing may be less than listed in this pricing catalog, based on approved sub-supplier costs.
COV Treasury Payment Processing Rates and Fees	All listed prices are dependent upon actual rates and fees covered by COV Treasury contract with Elavon payment processor and/or Interchange Rates and fees charged by card association(s).
Daily Rate	Daily rates are based off of seven (7) hours with an hour for lunch
Weekly Rate	Weekly rates are based off of five (5) days, Monday-Friday, at seven (7) hours with an hour for lunch.
Monthly Costs	Monthly costs are defined as items that are billed on a monthly basis
Annual Costs	Annual costs are defined as items that are billed on an annual basis