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.

SOWs and Change Orders must be transparent, with pricing components that visibly correlate with the Exhibit B Options/Pricing line item fee level. If hourly labor defines a price component, the labor category, rate and unit of measure must be listed and correlate with the Exhibit B Options/Pricing line item labor description and fee level.Subscription and transaction-based services and fees must be defined and correlate with Exhibit B Options/Pricing line item description and fee level. 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.

Table 1A: Labor Rates - Full Service Customers

Table 1A	Labor Rates	
	Unit Cost	**Unit of Measure (each/month/annual, etc)**
Description		
PROJECT MANAGEMENT LABOR RATES		
Program Manager	$175.10	Hourly
Project Manager	$144.20	Hourly
Project Lead	$92.70	Hourly
O+M/APPLICATION DEVELOPMENT LABOR RATES		
SR. Payment Process Engineer	$169.65	Hourly
Payment Process Engineer	$87.55	Hourly
Application Project Manager	$149.35	Hourly
Application Project Coordinator	$77.25	Hourly
Application Developer III	$175.10	Hourly
Application Developer II	$118.45	Hourly
Application Developer I	$87.55	Hourly
Web Developer	$82.40	Hourly
Sr. DB Admin/Architect	$169.65	Hourly
DB Admin/Architect	$123.60	Hourly
Graphical User Interface Designer	$108.15	Hourly
Graphics Designer	$108.15	Hourly
Application Tester	$72.10	Hourly
Documentation Specialist	$72.10	Hourly
Application O&M Support	$118.45	Hourly
Application Help Desk	$92.70	Hourly
SECURITY RELATED LABOR RATES		
Security Admin/Engineer III	$231.75	Hourly
Security Admin/Engineer II	$180.25	Hourly
Security Admin/Engineer I	$118.45	Hourly
NETWORK/HOSTING SUPPORT LABOR RATES		
Network Admin/Engineer III	$169.95	Hourly
Network Admin/Engineer II	$133.90	Hourly
Network Admin/Engineer I	$92.70	Hourly
Telecommunications Engineer	$149.35	Hourly
MISC LABOR RATES		

Help Desk Technician	$92.70	Hourly
Webmaster	$92.70	Hourly

Table 1B: Labor Rates - Web Remediation Buckets
(Rates are limited to customers not hosted/serviced under VA-190906-AISN)

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

Table 2	Training	
Description	Unit Cost	Unit of Measure (each/month/annual, etc)
Instructor - On Site	$1,545.00	Day
Instructor - Remote	$1,287.50	Day
Course Development	$154.50	Hourly

Table 3: License Fees

Table 3	License Fees	
Description	Unit Cost	Unit of Measure (each/month/annual, etc)
Licensing costs for Microsoft Products		
Windows Remote Desktop Services	$7.98	per user per month (Requires separate RDS server)
Windows Server 2012	$25.75	per VM per month
Windows Server 2016	$25.75	per VM per month
SQL Server Standard 2012	$159.65	per 2 cores, 4 core minimum per month
SQL Server STD 2014	$159.65	**per 2 cores, 4 core minimum per month**
SQL Server STD 2016	$159.65	per 2 cores, 4 core minimum per month
SQL Server STD 2017	$159.65	**per 2 cores, 4 core minimum per month**
SQL Server ENT 2012	$607.70	per 2 cores, 4 core minimum per month
SQL Server ENT 2014	$607.70	per 2 cores, 4 core **minimum per month**
SQL Server ENT 2016	$607.70	per 2 cores, 4 core minimum per month
SQL Server ENT 2017	$607.70	**per 2 cores, 4 core minimum per month**
CentOS	$25.75	per server per month
Ubuntu	$25.75	per server per month
RHEL 7.0	$103.00	per server per month
MySQL	$25.75	per server per month
Multi Factor Authentication (MFA)	$15.45	per user per month/quantity discount

Table 4: Hosting

Table 4:	Hosting	
Description	Unit Cost	Unit of Measure (each/month/annual, etc}
Hosting/Compute resources for Virtual Servers and Virtual Private Clouds		

CPU	$25.75	per CPU per month
RAM	$15.45	per GB RAM per month
Storage	$0.12	per GB per month
Server Provisioning	$515.00	each
Data Protection		
Bronze Data Protection	$0.08	per GB per month
Silver Data Protection (Geo Dispersed - Minimum level for COV customers)	$0.12	per GB per month
Azure		
Azure Cloud Hosting	Retail price	agency charged monthly for usage at MSFT retail price
Azure Government Cloud Hosting	Retail price	agency charged monthly for usage at MSFT retail price
Shared Website Hosting		
Starter Plan (CentOS with 60 GB storage)	$16.43	per domain per month
Value Plan (CentOS with 80 GB storage)	$30.85	per domain per month
Value-Plus Plan (CentOS or Windows with 100 GB storage)	$72.05	per domain per month
Shared Hosting Storage	$0.12	per GB per month
Microsoft SQL Server Database Addon	$51.50	per server per month
MySQL Server Database AddOn	$15.45	per month
Control Panel (cPanel Solo or Plesk Web Admin)	$25.75	per domain per month
Shared Hosting Setup	$283.25	each
Shared Hosting Disaster Recovery Service	$128.75	**per occurrence**

Table 5: Operations and Maintenance

Table 5:	Operations and Maintenance	
Description	**Unit Cost**	**Unit of Measure (each/month/annual, etc)**
Web Site and Application Operations & Maintenance (monthly rates)		
Fixed Rate O&M (includes items listed below)		
Fixed Rate O&M -All Tiers (Tiers 1-S)	$268.65	monthly
- Log Management and Reporting	included	ongoing
- IDS/IPS	included	ongoing
- SSL Certificate Maintenance (Quick SSL)	included	ongoing
- OS patching/updates/remediation	included	ongoing
- Site Control Panel	included	ongoing
- Vulnerability scanning	included	performed quarterly
- Environment third-party independent assessment, audit or attestation.	included	annual
Variable Rate O&M (estimated -for items listed below)		
Varable Rate O&M* - Tier 1 ($50,000 project build, 3 hours O&M labor)	$370.80	monthly
Varable Rate O&M* - Tier 2 ($100,000 project build, 6 hours O&M labor)	$741.60	monthly
Varable Rate O&M* - Tier 3 ($250,000 project build, 12 hours O&M labor)	$1,483.20	monthly
Varable Rate O&M* - Tier 4 ($500,000 project build, 24 hours O&M labor)	$2,966.40	monthly
Varable Rate O&M* - Tier 5 ($1,000,000 project build, 48 hours O&M labor)	$5,932.80	monthly
- Application Remediation	included	ongoing
- Application Framework point release updates (i.e. Word Press Core)	included	ongoing
- Database service point release updates	included	ongoing
- Language library point release updates	included	ongoing
- Application Break-Fix Support	included	ongoing
- Application Help Desk	included	ongoing
- CMS module point release updates	included	ongoing
* See Notes and Assumptions below		

NOTES for Variable Rate O&M:

- Tiers are estimated and based on build size and complexity of individual project/SOW.
- The pricing in this table should fit most use cases.
- Monthly O+M for extraordinarily large or complex development projects, or involving tasks not listed in this table could be negotiated on an individual SOW basis.
- The number of O&M labor hours included in the Variable O&M rate will be negotiated between the Authorized User and Supplier and documented in the project SOW.
- Labor rate for Variable Rate O&M will not exceed $120 per hour.

Managed Services		
Backup Restore	$154.50	**per restore**
Individual Application/Server Monitors	$15.45	per monitor per month
Penetration Testing	$8,755.00	starting at $8,500, firm quote after discovery and confirmation of scope of work

PCI Scanning	$25.75	per server per month for quarterly scanning
SMTP relay service	$25.75	per application per month
Customer Portal (Authorized User may obtain information about their services, account and administrative information via a Customer Portal.)	$25.75	per server per month
Domain and SSL Services		
SSL Certificate and support	$257.50	per domain per year
Domain Name Registration Assistance	$97.85	per registration
Virtual Private Networking		
Site to Site VPN license	$154.50	per month
Site to Site VPN One Time Setup (excluding VITA fees)	$309.00	each
Client VPN license	$12.88	per credential per month

Table 6: Third Party Escrow

Table 6:	Third Party Escrow	
Description	**Unit Cost**	**Unit of Measure (each/month/annual, etc)**
Escrow Services		
Escrow Set Up Fee	$489.25	**one time set up cost**
Escrow Annual Fee	$386.25	annual fee to escrow agent
Escrow additional deposit fee	$77.25	per additional deposit after initial upload

Table 7: Payment Processing

Table 7:	Payment Processing	
Description	**Unit Cost**	**Unit of Measure (each/month/annual, etc)**
Payment Processing		
Payment Processing Page Setup	$1,545.00	per basic checkout page
Payment Processing Custom Development	Defined in the SOW based on rates in Table 1.	
Transaction fees	Fees are defined by Commonwealth of Virginia's Department of the Treasury Electronic Payment **Processing Services** contract(s).	
Card association interchange fees		
Absorption Model		
-Authorized User absorbs cost of transaction/card company/processor fees		
- No additional fees charged to end user/citizen		
- Transaction fees reconciled between processor and Authorized User		
- Covers simple setup and integration with card processor		
- Covers ongoing support of technology connection		
Low Volume (under 250 transactions/month)		
- Setup/Integration	$1,545.00	one time setup charge
- Payment Processing O+M Support	$128.75	monthly
High Volume (over 250 transactions/month)		
- Setup/Integration (one-time fee)	$1,545.00	one time setup charge
- Payment Processing O+M Support	$0.77	**per transaction**
Managed Fee Program (Service/Convenience Fee)		
- This is a managed fee program with AISN absorbing the cost of credit card processing fees.		
- Transaction Fee Only *Qi* Transaction Fee+ Convenience Fee (charged to end user)		
- Covers simple setup and integration with card processor		
- Covers ongoing support of technology connection		
- Ensures Authorized User receives 100% of transaction amount proceeds		
Low Volume (under 250 transactions/month)	N/A	
High Volume (over 250 transactions/month)		
- Setup/Integration	$1,545.00	one time setup charge
- Payment Processing O+M Support	$0.77	**per transaction**
- Card processing fee (charge to end user)		
(VISA, DSC, MC only)	2.58%	**per transaction**
(VISA, DSC, MC and AMX)	2.83%	**per transaction**

Table 8: Convenience Funding/Fees

Table 8:	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.)

Description	Unit Cost	Unit of Measure (each/month/annual, etc)
Convenience Funding/Fees•		
Citizen-paid Convenience Fee	up to $3.09	per transaction

* Authorized Users who accept credit card payments from members of the public may wish to charge convenience fees to citizens as a means of fully or partially funding development projects and/or ongoing O+M.
• The convenience fee shall be determined on a per project basis, but not to exceed $3.00.
* Factors determining the amount of the convenience fee will include project size, expected number of transactions, and expected recovery period, agreed to by the Supplier and Authorized User, and documented in the SOW.
* In exchange for accepting increased risk and deferred payment for services via collection of convenience fees rather than direct billing of the Authorized User, Supplier would be entitled to increased compensation based on project size, number of transactions, and repayment period.
* The convenience fee shall be collected by Supplier, reported to VITA and the Authorized User on a monthly basis, and applied to the fixed cost defined in the SOW.
* 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.)

Table 9: Assumptions

Table 9:	Assumptions
Payment Processing	The contractual relationship for payment processing services will be between the website owner (agency) and the payment processing company.
Operations and Maintenance	Variable rate O&M pricing is based on Supplier's best estimate of the complexity of the application. It is estimated that Variable rate O&M will not exceed the number of hours noted in Table 5 and could be less or, for extraordinarily large or complex development projects, or projects involving tasks not listed in Table 5 (such as content updates, etc.), could be higher and would be negotiated on an individual SOW basis. Monthly O&M variable rates for an SOW will be based on the O&M labor rate. The number of O&M labor hours included in the Variable O&M rate will be negotiated between the Authorized User and Supplier and documented in the project SOW.
Operations and Maintenance	Application Help Desk includes Principal Period of Support (PPS) Mon - Fri/8AM to 5PM Eastern.
Operations and Maintenance	Operations and Maintenance (O&M) package prices apply to new web applications/sites developed by the Supplier under this Contract. Any pre-existing web applications/sites that were not created by the Supplier must be fully transitioned and remediated through a Statement of Work (SOW) under this Contract which will detail the work/price to remediate issues, upgrade the OS and application, and provide operations/maintenance during transition. The SOW will reflect Contract O&M package prices for O&M services after transition has been completed.