

**EXHIBIT B –  
OPTIONS/PRICING**

## **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.I "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**

<b>Table 1A</b>	<b>Labor Rates</b>	
<b>Description</b>	<b>Unit Cost</b>	<b>Unit of Measure (each/month/annual, etc)</b>
<b>Account Manager</b>	\$234.84	Hourly
<b>Director of Operations and Marketing</b>	\$164.80	Hourly
<b>Director of Development</b>	\$164.80	Hourly
<b>Business Strategists Junior</b>	\$107.12	Hourly
<b>Business Strategists Mid</b>	\$143.38	Hourly
<b>Business Strategists Senior</b>	\$169.74	Hourly
<b>Transformation Lead Junior</b>	\$98.88	Hourly

Transformation Lead Mid	\$137.61	Hourly
Transformation Senior	\$151.62	Hourly
Program Manager Junior	\$107.94	Hourly
Program Manager Mid	\$123.60	Hourly
Program Manager Senior	\$164.80	Hourly
Project Manager Junior	\$78.28	Hourly
Project Manager Mid	\$123.60	Hourly
Project Manager Senior	\$156.56	Hourly
Business Systems Analyst Junior	\$78.28	Hourly
Business Systems Analyst Mid	\$111.24	Hourly
Business Systems Analyst Senior	\$135.96	Hourly
Quality Assurance Junior	\$69.22	Hourly
Quality Assurance Mid	\$103.00	Hourly
Quality Assurance Senior	\$152.44	Hourly
Org Change Management Junior	\$82.40	Hourly
Org Change Management Mid	\$123.60	Hourly
Org Change Management Senior	\$181.28	Hourly
Architect Junior	\$103.00	Hourly
Architect Mid	\$140.08	Hourly
Architect Senior	\$168.92	Hourly
Software Engineer / Programmer / Developer Junior	\$78.28	Hourly
Software Engineer / Programmer / Developer Mid	\$114.50	Hourly
Software Engineer / Programmer / Developer Senior	\$177.60	Hourly
Data Architecture Junior	\$98.88	Hourly
Data Architecture Mid	\$135.96	Hourly
Data Architecture Senior	\$164.80	Hourly
Data Analyst Junior	\$78.28	Hourly
Data Analyst Mid	\$115.36	Hourly
Data Analyst Senior	\$148.32	Hourly
Data Engineer Junior	\$86.52	Hourly
Data Engineer Mid	\$123.60	Hourly
Data Engineer Senior	\$148.32	Hourly
Data Visualization Junior	\$78.28	Hourly
Data Visualization Mid	\$131.84	Hourly
Data Visualization Senior	\$164.80	Hourly
Data Scientist Junior	\$103.00	Hourly

<b>Data Scientist Mid</b>	\$164.80	Hourly
<b>Data Scientist Senior</b>	\$206.00	Hourly
<b>Big Data Engineer Junior</b>	\$107.12	Hourly
<b>Big Data Engineer Mid</b>	\$152.44	Hourly
<b>Big Data Engineer Senior</b>	\$206.00	Hourly
<b>Experience Insight Junior</b>	\$94.76	Hourly
<b>Experience Insight Mid</b>	\$127.72	Hourly
<b>Experience Insight Senior</b>	\$173.04	Hourly
<b>Experience Design Junior</b>	\$94.76	Hourly
<b>Experience Design Mid</b>	\$144.20	Hourly
<b>Experience Design Senior</b>	\$173.04	Hourly
<b>Visual Design Junior</b>	\$90.64	Hourly
<b>Visual Design Mid</b>	\$144.20	Hourly
<b>Visual Design Senior</b>	\$206.00	Hourly
<b>Creative Director Junior</b>	\$82.40	Hourly
<b>Creative Director Mid</b>	\$173.04	Hourly
<b>Creative Director Senior</b>	\$214.24	Hourly
<b>Digital Strategist Junior</b>	\$86.52	Hourly
<b>Digital Strategist Mid</b>	\$144.20	Hourly
<b>Digital Strategist Senior</b>	\$173.04	Hourly
<b>CX Engagement Junior</b>	\$117.83	Hourly
<b>CX Engagement Mid</b>	\$146.67	Hourly
<b>CX Engagement Senior</b>	\$185.40	Hourly
<b>Customer Service / Help Desk Junior</b>	\$45.32	Hourly
<b>Customer Service / Help Desk Mid</b>	\$61.80	Hourly
<b>Customer Service / Help Desk Senior</b>	\$78.28	Hourly
<b>Trainer Junior</b>	\$57.68	Hourly
<b>Trainer Mid</b>	\$73.34	Hourly
<b>Trainer Senior</b>	\$123.60	Hourly
<b>Database Administrator Junior</b>	\$78.28	Hourly
<b>Database Administrator Mid</b>	\$133.49	Hourly
<b>Database Administrator Senior</b>	\$173.04	Hourly
<b>Security Analyst Junior</b>	\$78.28	Hourly
<b>Security Analyst Mid</b>	\$138.43	Hourly
<b>Security Analyst Senior</b>	\$212.59	Hourly
<b>Systems Administrator Junior</b>	\$78.28	Hourly

Systems Administrator Mid	\$119.48	Hourly
Systems Administrator Senior	\$156.56	Hourly

**Table 1B: Labor Rates – Web Remediation Buckets**

<b>Table 1B: Labor Rates - Web Remediation Buckets</b> (Rates are limited to customers not hosted/served under VA-190906-VIPN)	<b>Labor Rates</b>	
<b>Description</b>	<b>Unit Cost</b>	<b>UOM (Unit of Measure)</b>
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: Private Cloud (NIC Hosting)**

<b>Table 2: NIC Hosting</b>	<b>CATEGORY</b>	
<b>Description</b>	<b>Unit Cost</b>	<b>Unit of Measure (each/month/annual, etc)</b>
<b>PRIVATE CLOUD</b>		
Production - SharePoint Servers (2 vCPU's, 8GB RAM)	\$257.50	Monthly
Production - Linux Web Server - Standard Template (1 vCPU, 1GB)	\$77.25	Monthly
Production - Linux App Server - Standard Template (1 vCPU, 4GB)	\$77.25	Monthly
Production - Windows Web Server - Standard Template (1 vCPU, 4GB)	\$154.50	Monthly
Production - Windows App Server - Standard Template (1 vCPU, 4GB)	\$154.50	Monthly
Production - Linux Utility Server - Standard Template (1 vCPU, 1GB)	\$77.25	Monthly
Production - Linux Database Server - Standard Template (1 vCPU, 4GB)	\$77.25	Monthly
Production - Windows Utility Server - Standard Template (1 vCPU, 4GB)	\$154.50	Monthly

Production - Windows Database Server - Standard Template (1 vCPU, 4GB)	\$154.50	Monthly
Production - 1 vCPU	\$36.05	Monthly
Production - 1 GB RAM	\$25.75	Monthly
Production - 10 GB Vblock Storage	\$1.55	Monthly
Production - 10 GB Database Storage	\$3.09	Monthly
Production - 10 GB Backup Storage	\$1.55	Monthly
Production - Utility Services	\$1,030.00	Monthly
SPLA - SharePoint licenses	\$803.40	Monthly
SPLA - Windows Server Data Center	\$66.95	Monthly
SPLA - SQL Server	\$947.82	Monthly
Bandwidth CIR/per MB	\$51.50	Monthly
VSX License / Support	\$429.16	Monthly
Non-Production Application Server	\$154.50	Monthly
Non-Production Web Server	\$154.50	Monthly
Non-Production Database	\$51.50	Monthly
Non-Production Database Server	\$154.50	Monthly
Non-Production - SharePoint Servers (2 vCPU's, 8GB RAM)	\$257.50	Monthly
Non-Production - Linux Web Server - Standard Template (1 vCPU, 1GB)	\$77.25	Monthly
Non-Production - Linux App Server - Standard Template (1 vCPU, 1GB)	\$77.25	Monthly
Non-Production - Windows Web Server - Standard Template (1 vCPU, 4GB)	\$154.50	Monthly
Non-Production - Windows App Server - Standard Template (1 vCPU, 4GB)	\$154.50	Monthly
Non-Production - Linux Utility Server - Standard Template (1 vCPU, 1GB)	\$77.25	Monthly
Non-Production - Linux Database Server - Standard Template (1 vCPU, 1GB)	\$77.25	Monthly
Non-Production - Windows Utility Server - Standard Template (1 vCPU, 4GB)	\$154.50	Monthly
Non-Production - Windows Database Server - Standard Template (1 vCPU, 4GB)	\$154.50	Monthly
Non-Production - 1 vCPU	\$36.05	Monthly
Non-Production - 1 GB RAM	\$25.75	Monthly
Non-Production - 10 GB Vblock Storage	\$1.55	Monthly

Non-Production - 10 GB Database Storage	\$3.09	Monthly
Non-Production - 10 GB Backup Storage	\$1.55	Monthly
Non-Production - Utility Services	\$618.00	Monthly

**Table 3: Public Cloud (Microsoft Azure)**

<b>Table 3: Microsoft Azure</b>	<b>CATEGORY</b>	
<b>Description</b>	<b>Unit Cost</b>	<b>Unit of Measure (each/month/annual, etc)</b>
<b>PUBLIC CLOUD (AZURE)</b>		
<b><i>Compute</i></b>		
<b><i>Virtualized hosts - windows</i></b>		
D2 v3: 2vCPU(s), 8 GB RAM, 50 GB Storage	\$0.21	Hourly (monthly \$173.09)
F4s v2 (4 vCPU(s), 8 GB RAM), 32 GB Storage	\$0.33	Hourly (monthly \$342.00)
E2 v3 (2 vCPU(s), 16 GB RAM, 50 GB Storage	\$0.22	Hourly (monthly \$236.95)
D2 v3: 2vCPU(s), 8 GB RAM, 50 GB Storage (Utility Server)	\$0.21	Hourly (monthly \$173.09)
<b><i>Virtualized hosts - Linux</i></b>		
D2 v3: 2vCPU(s), 8 GB RAM, 50 GB Storage	\$0.18	Hourly (monthly \$146.39)
F4s v2 (4 vCPU(s), 8 GB RAM), 32 GB Storage	\$0.23	Hourly (monthly \$246.88)
E2 v3 (2 vCPU(s), 16 GB RAM, 50 GB Storage	\$0.19	Hourly (monthly \$210.49)
D2 v3: 2vCPU(s), 8 GB RAM, 50 GB Storage (Utility Server)	\$0.18	Hourly (monthly \$146.39)
<b><i>Azure App Service</i></b>		
Standard Tier; 1 S1 (1 Core(s), 1.75 GB RAM, 50 GB Storage	\$0.10	Hourly (monthly \$82.71)
<b><i>Azure Batch (Cloud Services)</i></b>		
Cloud Services: 1 A1 (1 Cores, 1.75 GB RAM)	\$95.61	Monthly
<b><i>Azure Functions</i></b>	\$13.10	Monthly
<b><i>Virtual Machine Scale Sets (HA)</i></b>		
D1 (1 vCPU(s), 3.5 GB RAM)	\$0.13	Hourly (monthly \$115.79)
<b><i>Storage</i></b>		
Database Storage (DS V2, GRS) - Blob Storage 50 GB	\$0.32	Per GB +Read/Write/Retrieval fees (monthly \$39.40)
StorSimple- (SAN) Virtual Appliance Model 8010 devices - 10 job run, 25 data transformations	\$111.54	Monthly \$161.49 (per virtual appliance + job run +data transformation fees)
Backup Storage (DS V2, LRS) - Blob Storage - 50 GB	\$0.01	Per GB +Read/Write/Retrieval fees (monthly \$14.00)
<b><i>Networking</i></b>		
Virtual Networks (VNETS) - Data Transfer	\$13.48	20 GB inbound and outbound data transfer
Application Gateway - with Web App Firewall	\$88.58	Monthly
VPN Gateway - Basic VPN tier	\$25.31	Monthly
Azure DDoS Protection -Protection for 100 resources, 10 GB Data	\$2,835.26	Monthly

Azure Traffic Manager- 10 million DNS queries/mo, 50 Azure endp	\$48.53	Monthly
Azure Load Balancer - Standard Tier: 5 Rules, 1,000 GB Data Proce	\$22.39	Monthly
Azure firewall, 500 GB Inbound/500 outbound data transfer	\$907.68	Monthly
Azure Express Route - Metered/50 mbps	\$52.97	Monthly
<b>Databases</b>		
Azure SQL Database - PaaS /8 core	\$1,418.33	Monthly
Azure Database Migration Service	\$2.97	Monthly
Azure Database MySQL	\$143.54	Monthly
<b>Security</b>		
Azure Active Directory	\$48.15	\$1.03 per user
Azure Security Center - Standard tier, 50 nodes	\$703.03	Monthly
Azure Key Vault- 1M operation/month, 5 sec cert renewal	\$17.33	Monthly
<b>Analytics</b>		
Azure Machine Learning = Model learning & deployment	\$273.48	Monthly
Azure PowerBI Embedded	\$708.71	Monthly
Azure Data Factory	\$28.55	hourly per entity/execution hours
Azure Bot Service - per 10,000 messages	\$0.48	per thousand message
<b>Web</b>		
Azure Search - Standard	\$0.32	Hourly
API Management - Basic tier	\$0.20	Hourly (Monthly \$166.75)
<b>Mobile</b>		
Azure Notification Hub - Basic	\$9.63	Monthly
<b>Cognitive Services</b>		
Azure QnA service - standard	\$9.63	Monthly
<b>DevOps</b>		
Azure DevOps	\$28.89	Monthly
<b>Monitoring</b>		
Azure Monitor - Metrics & Alerts	\$81.38	Per VM and # of notifications
Azure Network Watcher	\$112.20	Monthly
Azure Application Insights	\$55.38	Monthly
<b>Logging</b>		
Azure Log Analytics	\$99.68	Monthly
<b>Business Continuity</b>		
Azure Site Recovery	\$78.97	Monthly
Azure Backup	\$245.16	Monthly
<b>Governance</b>		
Azure Policy	\$0.00	
Azure Automation - Update Management	\$15.03	Monthly

Azure Blueprint	\$0.00	
Azure Advisor	\$0.00	
<b>Integration</b>		
Azure Service Bus - Standard	\$56.61	Monthly per 1000 connections
Azure Logic Apps	\$292.89	Monthly
<b>Virtualized hosts - windows</b>		
web server VM	\$169.95	Monthly
App Server VM	\$169.95	Monthly
Database VM	\$169.95	Monthly
<b>Virtualized hosts - Linux</b>		
web server VM	\$84.98	Monthly
App Server VM	\$84.98	Monthly
Database VM	\$84.98	Monthly
<b>Storage</b>		
Database Storage	\$3.40	Monthly/per 10 GB
Block Storage (For Web tier & App tier)	\$3.40	Monthly/per 10 GB
Backup Storage	\$1.70	Monthly/per 10 GB
<b>Networking</b>		
Env. Setup services	\$1,133.00	Each

**Table 4: Operations and Maintenance (Excluding SaaS Services)**

Table 4: Operations and Maintenance (Excluding SaaS and Subscription Services)	Fees	
Description	Unit Cost	Unit of Measure (each/month/annual, etc)
O&M Support	Up to 11.5% of the site/application build cost (i.e. Discovery, Design, Development, Implementation, etc.) defined in the SOW.  Note: “Up to 11.5%” pricing shall apply only to existing SOWs (Executed prior to 12/1/2024). All new (executed after 12/1/2024) SOWs shall be priced with an O&M rate of “up to 10%” of final build cost.	Annual
General Site Maintenance	Included	
Production Bug Fixes	Included	
Deployment Oversight	Included	
Software Releases	Included	
Patch Management	Included	
Backup and Restore Technology Process	Included	

Escrow Process and Support	Included	
Configuration Management	Included	
Archiving Data	Included	
Security Vulnerability Testing / Scanning and Results / Review	Included	

**Table 5: Software-as-a-Service (SaaS) Services, Subscription Services**

Operations and Maintenance are included in the line items of this table. This support includes General Site Maintenance, Production Bug Fixes, Deployment Oversight, Software Releases, Patching, Backup and Restore Technology Process, Escrow Process and Support, Configuration Management, Archiving Data, Security Vulnerability Testing / Scanning and Results / Review.

Table 5: SaaS Services, Subscription Services	License Fees	
Description	Unit Cost	Unit of Measure (each/month/annual, etc)
Enterprise SaaS Solutions		
Digital Identity Platform	\$1,000,000.00	Annual
My Civic powered by Gov2Go (previously Gov2Go)		
Citizen-paid transaction fee (Includes O&M)	Up to \$3	Each (per transaction)
AppEngine Solution		
Citizen-paid transaction fee (Includes O&M)	Up to \$3	Each (per transaction)
Event and Community Sports Registrations		
Citizen-paid transaction fee (Includes O&M)	Up to \$3	Each (per transaction)
OneOutdoor Platform for Retail and Online Hunting and Fishing Licenses, Permits, Privileges, Passes and Reservations		
Citizen-paid transaction fee (Includes O&M)	Up to \$3	Each (per transaction)
Subscription Services		
Citizen-paid transaction fees (Includes O&M)		
Annual Fee	up to \$125.00	Annual
Download 1st Record Fee	up to \$125.00	Each (per transaction)
Download Each additional 1000 records	\$25.00	Each (per transaction)
Notifications Level 1	\$200.00	Annual
Notifications Level 2	\$595.00	Annual

**Table 6: Payment Processing (Citizen-Paid/Agency-Absorbed Fee)**

Operations and Maintenance are included in the Payment Processing Gateway Fee of this table. This support includes Customer Service, General Site Maintenance, Production Bug Fixes, Deployment Oversight, Software Releases, Patching, Backup and Restore Technology Process, Escrow Process and Support, Configuration Management, Archiving Data, Security Vulnerability Testing / Scanning and Results / Review.

<b>Table 6: Payment Processing Services</b>		<b>Fees</b>
<b>Description</b>	<b>Unit Cost</b>	<b>Unit of Measure (each/month/annual, etc)</b>
<b>Payment Processing - COV listed as Merchant of Record</b>		
Payment Processing Gateway Fee (Includes O&M) for all card brands (Visa, Discover, Mastercard, American Express)	\$1.00	Each (per transaction)
Merchant Processing and ACH /eCheck Processing Fee for all card brands (Visa, Discover, Mastercard, American Express)	Fees are defined by Commonwealth of Virginia's Department of the Treasury Electronic Payment Processing Services contract(s).	of transaction amount processed
<b>Payment Processing - VI listed as Merchant of Record</b>		
Payment Processing Gateway Fee (Includes O&M) for all card brands (Visa, Discover, Mastercard, American Express)	\$1.00	Each (per transaction)
Merchant Processing Fee for all card brands (Visa, Discover, Mastercard, American Express)	2.214%	of transaction amount processed
ACH /eCheck Processing Fee	\$1.00	Each (per transaction)

**Table 7: 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 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.)

<b>Table 7: Convenience Funding/Fees</b>		
<b>Description</b>	<b>Unit Cost</b>	<b>Unit of Measure (each/month/annual, etc)</b>
<b>Citizen-paid Convenience Fee</b>	up to \$3.00	Each (per transaction)

**Table 8: Third Party Escrow Services**

<b>Table 8: Third Party Escrow Services</b>		
<b>Description</b>	<b>Fees</b>	<b>Unit of Measure (each/month/annual, etc)</b>
<b>Initiation Fee</b>	\$2250.00	Annual (per Authorized User)
<b>Renewal Fee</b>	\$1750.00	Annual (per Authorized User)
<b>Standard Beneficiary Fee</b>	\$250.00	Annual (per Authorized User)
<b>Registered Beneficiary Fee</b>	\$750.00	Annual (per Authorized User)
<b>Additional Deposit Accounts</b>	\$750.00	Annual (per Authorized User)
<b>Full Verification and Validation</b>	\$30,000.00 (or as negotiated)	Annual (per Authorized User)

**Table 9: Assumptions**

Pricing assumptions made by the Supplier are listed below.

<b>Table 9: Assumptions</b>	
<b>Pricing Proposal Global</b>	All proposed fees across all categories are considered the maximum fees to be charged under this contract for the first two (2) years of the Contract. Discounts may apply in individual Statements of Work.
<b>Pricing Proposal Global</b>	As VI adds new innovative solutions and professional services expertise, VI will coordinate with the Commonwealth to add those solutions and pricing to our Category Pricing Menu via the contract modification process.
<b>Pricing Proposal Global</b>	All final fees and total price will be based on the <u>Exhibit B - Options Pricing Menu</u> and Citizen-paid Fees and ultimately approved by the Commonwealth within individual Statements of Work.
<b>Exhibit B - Options/Pricing</b>	The proposed labor rates in Table 1 are considered the maximum hourly rates for the first two (2) years of the contract. Rates may be discounted on a case-by-case basis through the Statement of Work process.
<b>Exhibit B - Options/Pricing</b>	The SaaS and Subscription fees included in Table 5 are quoted on an annual basis and are considered maximum fees for the first two (2) years of the contract. For certain SaaS and Subscription services, a transaction-fee model covers the fee for the service. Individual fees in Table 5 will be negotiated on a case-by-case basis through the SOW process. Depending upon the level of configuration, set-up and customization for each individual project, there may be a separate implementation fee outlined in the SOW for some SaaS or Subscription solution based on the labor categories in VI's pricing menu.
<b>Exhibit B - Options/Pricing</b>	VI offers private-cloud via our Class IV data center (Table 2) and public-cloud pricing offered by Microsoft Azure (Table 3) for future Statements of Work. All final project fees will be finalized during the SOW process, but will correlate with fees listed in Exhibit B Options/Pricing.

<b>Payment Processing</b>	The Citizen-paid/Agency-absorbed fees described in Table 6 outline the per-transaction fees exclusively for payment processing for credit cards and ACH. The first option provides the proposed fee when the Commonwealth is the Merchant of Record and the Commonwealth is responsible for third-party fees to process transactions charged by credit card companies. The second option outlines the payment processing fees when VI is the Merchant of Record. The last item is the proposed fee to process ACH/eChecks.
<b>SaaS and Subscription Services</b>	In some cases, VI may provide complex transaction-based digital government services that have requirements beyond basic payment processing. For example, VI has proposed several SaaS solutions (Table 5) that may be funded by citizen-paid fees – Gov2Go digital government assistant, event registration, hunting and fishing licenses, park passes, and campground reservations – that have requirements that extend beyond payment processing and can be funded by citizen-paid fees. VI is confident that in the majority of future SOWs, the citizen paid convenience fee will be the fee listed in Exhibit B or less as negotiated in the SOW based on our experience in setting fees for similar citizen-facing services. For some solutions, there may be special requirements or complex specifications that require a higher fee. In those instances, VI will use the SOW process to reach agreement on final citizen paid convenience fees. Convenience funding arrangements, paid through citizen convenience fees, will 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.
<b>SaaS and Subscription Services</b>	VI priced several SaaS solutions – Gov2Go digital government assistant, AppEngine, event registration, hunting and fishing licenses, park passes, and campground reservations – to be funded using citizen-paid fees. Some agencies may want to fund these services via monthly or annual subscription fees. At the option of the Authorized User, VI will use the SOW process to reach agreement on final SaaS fees.
<b>SaaS and Subscription Services</b>	As described in Exhibit B Table 5, VI offers several subscription-based premium services for authorized business users who conduct business across multiple agencies. The Annual Fee, which is charged to the business user, covers administrative tasks to manage their accounts and ensure that they have signed and maintained proper documentation to authorize access to government records. In some cases, business users are charged a monthly transaction fee on total transactions, which would be charged in accordance with the listed citizen-paid fee. In other cases, the business user may be eligible to download certain government records in accordance with commonwealth law. Download fees are charged to the business user to download eligible databases. For example, a marine repair business may want to download a database of registered boaters.

**Pricing and Funding Models**

VI has proposed a variety of flexible funding models to address all of the business model needs for an enterprise digital government program across the commonwealth for all public bodies as defined in the Contract. Based on our vast experience funding similar enterprise digital government programs, the commonwealth will likely use all of the cost models proposed for individual SOWs or a combination of these proposed models (hybrid funding) to fund enterprise services. In some cases, for example, citizen- paid convenience funding/fees may cover ongoing support, hosting and maintenance costs. Convenience funding arrangements, paid through citizen convenience fees, will 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.