

<div>Business Area / Contract Admin</div> <div>Contract Admin Only</div>		<b>Hosting Services</b>  <b>VERSION CONTROL FORM</b>	<div>Proposal Request <input type="checkbox"/></div> <div>Draft Change Request <input type="checkbox"/></div> <div>Final Change Order <input checked="" type="checkbox"/></div>
<input type="checkbox"/> <b>Proposal Request Number:</b> YYYYMMDD-0#		<b>Initiative Proposal Name:</b>	
<input checked="" type="checkbox"/> <b>Change Order Number:</b> WTS-CO-0200		<b>Change Order Name:</b> Managed Services Renewal	

### Modification -Tracking History:

PROPOSAL REQUEST			
Document Version#	Modification Date	Modified By	Modification Details

CHANGE ORDER			
Document Version#	Modification Date	Modified By	Modification Details
FINAL	2020-03-10	Province	Move to final for signatures

## STRATEGIC TRANSFORMATION AND MAINFRAME SERVICES CHANGE ORDER (CO) FORM

Reference is made to the Amended and Restated Master Services Agreement between Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Technology, Innovation and Citizens' Services (now Minister of Citizens' Services) and HP Advanced Solutions Inc. (now ESIT Advanced Solutions Inc.), dated September 29, 2016, as may be amended by the parties from time to time (the "Agreement"). Words in this Change Order Form with an initial capital letter shall have the meaning given to such words as in the Agreement, unless otherwise defined below.

### A. CHANGE ORDER (CO) # 0200 INFORMATION

A.1 VERSION ID: FINAL	A.2 <input type="checkbox"/> CHANGE ORDER NAME: Managed Services Renewal
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A.3 SOURCE IDENTIFICATION: [The section(s) of the Agreement to be changed or that identify a Change Order is required for the initiative]

Agreement Source	Section(s)	Section(s) Amendments
Renewal Option (Managed Services)	Section 2.5(b)	[TBC]

A.4 PARENT CO NUMBER (If Applicable):

CO #	Initiative Name Managed Services Renewal Agreement

### A.5 Business Sponsorship Confirmation

Province Business Sponsor: B. Sadler Title: ES-ADMO-OCIO Enterprise Services Service Provider Business Sponsor: S. Bourdage Title: Vice-President, Hosting Account Executive	Business Sponsor approval attached YES <input type="checkbox"/> NO <input type="checkbox"/> (Draft Change Order completed – proceed to Final): <input type="checkbox"/>
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A.6 PROPOSED INITIATIVE START: (If Applicable) April 1, 2021	A.7 PROPOSED INITIATIVE COMPLETION: (If Applicable) N/A
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A.8 FINAL CHANGE ORDER AUTHOR:	A.9 PHONE:	A.10 EMAIL:
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A.12 ☒ CHANGE ORDER    ☐ MANDATORY CHANGE ORDER    ☐ COMPLEX CHANGE ORDER

A.13 Change Order affects other Buyers of Services under a BPS Services Agreement:    ☒ Yes    ☐ No  
 Subject to any BPS specific provisions separately negotiated between the BPS and ESIT.

A.14 DATE FINAL CO SUBMITTED TO PROVINCE:

A.15

☐ Change Order with no financial implications – complete all but the light green shaded areas  
☒ Change Order with financial implications – complete all areas

### B. CHANGE ORDER FINANCIAL DETAILS

B.1 COMPENSATION TYPE:

☐ Exclusively Time & Materials ☐ Time & Materials with discrete Fixed Price items ☒ Exclusively Fixed Price (See Attachment 1 to this CO)

**B.2 CHANGE ORDER AMOUNTS (FOR APPROVAL)**

	INCREASE	DECREASE
Capital Amount – This Change Order:	\$	\$
Operating Funds – This Change Order:	\$	\$
<b>Total Approved Change Order:</b>	\$	\$

**B.3 FUNDING STATUS INFORMATION (FOR REFERENCE ONLY):**

Does adequate capital exist for this change? ☐ Yes ☐ No ☒ N/A (CO not funded from Capital)

**C. DESCRIPTION OF CHANGE**

**C.1 BACKGROUND OF CHANGE (If Applicable):**

The Initial Term Managed Services expires on the earlier of: (i) the date upon which the Agreement is terminated in accordance with the terms of the Agreement; or (ii) March 31, 2021. The Province wishes to exercise the first of its two (2) rights to renew the Initial Term Managed Services for a period of three (3) years, expiring on March 31, 2024.

**C.2 DESCRIPTION OF CHANGE (If Applicable):**

The Province and the Service Provider enter into this Change Order to renew the Initial Term Managed Services, effective as of April 1, 2021, for a period of three (3) years, expiring on March 31, 2024.

As part of the renewal of the Initial Term Managed Services, the Parties have agreed to certain amendments to the Agreement, as set forth in Attachment 1 to this CO.

**C.3 Effective Date:** April 1, 2021

**C.4 Does this Change Order have Service Level implications:** ☐ Yes ☒ No

**C.5 Attachments:**

- (i) Attachment 1 – Amendments to the Agreement for the Renewal of the Initial Term Managed Services
- (ii) Exhibit 1 – Appendix C (*Managed Services Price Table*) to Schedule 23 (*Fees*)

**D. Province Dependencies:** (If not included in Section C- Description of Change Order) N/A

D.1

**E. THREAT, RISK AND PRIVACY ASSESSMENTS**

**E.1 Results of Threat and Risk Assessment:** ☒ No Risk ☐ Risk Details:

**E.2 Results of Privacy Assessment:** N/A

**F. AGREEMENT OF THE PARTIES**

In consideration of the mutual covenants and agreements contained in this Change Order and the Agreement, the Parties covenant and agree that:

**1. Renewal of Initial Term Managed Services:** Pursuant to Section 2.5(b) of the Agreement, effective as of April 1, 2021, the Initial Term Managed Services is renewed for a period of three (3) years expiring on March 31, 2024, subject to earlier termination in accordance with the terms of the Agreement.

**2. Consequential Amendments:** The Parties hereby agree to the amendments to the Agreement, as set forth in Attachment 1 to this Change Order.


Upon the signing of this Change Order by both Parties, the amendments set forth in this Section F shall form part of the Agreement, effective as of April 1, 2021. Except as set forth in this Section F, the Agreement (as amended) and all terms and conditions thereof as previously amended shall remain in full force and effect.

The Parties acknowledge and agree that only this Section F of this Change Order (and any attachments to the Change Order that are expressly referred to in this Section F) shall be binding on the Parties. All other sections of this Change Order are for information purposes only and are not binding on the Parties.

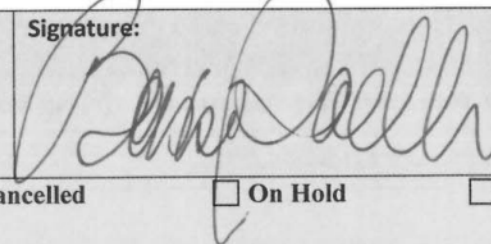
#### G. APPROVALS

Service Provider will not reject a Change Request initiated by the Province unless the Service Provider is unable to make the changes contemplated in the Change Request as a result of technical impediments that are commercially unreasonable to overcome, or the Change Request will result in a material adverse effect on the Service Provider's ability to meet Service Levels, comply with Privacy Obligations or comply with other material terms or conditions of this Agreement (each an "Adverse Impact").

#### ESIT Advanced Solutions Inc. Approval:

<b>Signature Name:</b> Serge Bourdage Vice President, Account Executive and STMS Lead Hosting Services ESIT Advanced Solutions Inc.	<b>Date:</b> MAR 18, 2020	<b>Signature:</b> 
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#### Province Approval:

<b>Signature Name:</b> Bobbi Sadler Assistant Deputy Minister OCIO Enterprise Services Ministry of Citizens' Services	<b>Date:</b> MAR 18, 2020	<b>Signature:</b> 
<input checked="" type="checkbox"/> Accepted Proposal <input type="checkbox"/> Rejected <input type="checkbox"/> Cancelled <input type="checkbox"/> On Hold <input type="checkbox"/> Counter		
<b>Disposition Reason / Instructions:</b>		

**Attachment 1 to Change Order WTS-CO-0200**  
**Amendments to the Agreement for the Renewal of the Initial Term Managed Services**

- 1.1 **Incorporation of Provisions.** The provisions of the Agreement shall apply to the amendments set forth in this Attachment 1 to Change Order WTS-CO-0200 ("**MS Renewal Amendments**"), *mutatis mutandis*, and accordingly, any reference in the Agreement shall be read to include the MS Renewal Amendments. To the extent that there is any inconsistency between the MS Renewal Amendments and provisions of the Agreement, then MS Renewal Amendments shall have priority
- 1.2 **Attachments.** The following are attached to this Attachment 1 to Change Order WTS-CO-0200, which are incorporated by reference:
- Exhibit 1                      –    Appendix C to Schedule 23 (*Fees*)
- 1.3 **No Other Changes.** Save as supplemented and amended as a result of this Attachment 1 to Change Order WTS-CO-0200, all of the terms, covenants, agreements, obligations and conditions in the Agreement shall remain in full force and effect and shall continue to bind the Parties in accordance with their terms as supplemented and amended hereby, but subject to any other written agreements between the Parties.
- 1.4 **Amendments.** The Parties hereby agree to amend the Agreement as follows:

***Schedule 12 (Service Level Failures) - Amendments***

- (a) Section 9 (*Global Credits*) of Schedule 11 (*Service Levels*) of the Agreement shall be deleted in its entirety and replaced with the following:

**"9. Global Credits.** Effective as of April 1, 2021, the Service Provider shall have three (3) banked Earnback Credit for the Renewal Term ("**Renewal Term Global Credits**"), which Renewal Term Global Credits may be applied by the Service Provider to offset Service Level Credits in favour of the Province for the failure of any Managed Services SLA or Data Centre SLA."

***Schedule 23 (Fees) - Amendments***

- (b) Section 2.2.1 (*Midrange Server Management Services*) of Schedule 23 (*Fees*) of the Agreement shall be deleted in its entirety and replaced with the following:

**"Section 2.2.1 Midrange Server Management Services**

The Unit Price for the Server Management Services of a physical Server under the Managed Server Services is based upon the different types of Operating Systems."

- (c) The first two paragraphs of Section 2.2.4 (*Midrange Virtual Hosting Services*) of Schedule 23 (*Fees*) of the Agreement shall be deleted in their entirety and replaced with the following:

"The Unit Price for the Virtual Hosting Services of a Virtual Server is based upon the type of Operating System. The Service Provider will support the Province's existing Virtual



Servers and physical Host Servers (e.g. VMware, Solaris Containers, Solaris Logical Domains (LDOM), AIX WPARs, and AIX Logical Partitions (LPAR)) (see approved configuration tables in part 2 of Section 2.2.3 (*Midrange Physical Hardware and Software*) above).”

- (d) Section 2.3.1.3 of Schedule 23 (*Fees*) of the Agreement shall be deleted in its entirety.
- (e) Section 2.3.4 (*Initial Server Installations*) of Schedule 23 (*Fees*) of the Agreement shall be deleted in its entirety and replaced with the following:

**“Section 2.3.4 Initial Server Installations**

The one-time Unit Price for the installation and setup of a Server (including a physical Host Server) or a Virtual Server applies; (i) for the replacement of Province Owned Equipment with Service Provider Owned Equipment, (ii) new Service Provider Owned Equipment that is purchased for a net new purpose other than a Server refresh referred to in Section 2.3.5 (Refresh Server Installations) below; and (iii) a Virtual Server that is hosted on a Host Server under (i) or (ii). The one-time Unit Prices are as set forth in the Managed Services Price Table and are based upon the following types of Servers, Host Servers and Virtual Servers:

Servers and Host Servers

- Wintel and Linux
- Solaris and AIX
- Open VMS

Virtual Server

- VMWare (Window and Linux)
- Solaris (Solaris and AIX)

- (f) Section 2.7.10 (*HPE Hardware*) of Schedule 23 (*Fees*) of the Agreement shall be deleted in its entirety.
- (g) Reference is made to the table in Section 3.2 (*Baseline Volumes & Volume Banding Table*) of Schedule 23 (*Fees*) of the Agreement where:
  - (i) the 8<sup>th</sup> of the table in Section 3.2, entitled Web Hosting Services, shall be deleted in its entirety and replaced with the following:

“

Shared Services	Web	TBD if maximum is exceeded	TBD if maximum is exceeded	TBD if maximum is exceeded	TBD if maximum is exceeded	50
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”; and

- (ii) all notes below the table in Section 3.2 to the up to Section 3.3, shall be deleted in their entirety and replaced with the following:

“\* Note: Shared Web Services - In the event that the number of instances exceeds 50, the Parties will establish new unit pricing.”

- (h) Section 5.9 (*Managed Services Years 8 to 12 credit*) of Schedule 23 (*Fees*) of the Agreement shall be deleted in its entirety.
- (i) Section 5.12 (*Managed Services Discount for Converged Infrastructure*) of Schedule 23 (*Fees*) of the Agreement shall be deleted in its entirety.
- (j) Section 6.3 (*Managed Services Inflation*) of the Agreement shall be deleted in its entirety and replaced with the following:

“The Unit Prices for the Managed Services in Appendix C (*Managed Services Price Table*) are valid until March 31, 2024. The first application of inflation will take place on April 1, 2021. This section describes how inflation will be applied to the Unit Prices for the Managed Services in Appendix C (*Managed Services Price Table*).”

- (k) Section 8.1(a), (d) and (e) (*Service Provider Margin Calculation*) of Schedule 23 (*Fees*) of the Agreement shall be deleted in their entirety and replaced with “[Intentionally deleted.]”.
- (l) Section 8.2 (*Annual Growth*) of Schedule 23 (*Fees*) of the Agreement shall be amended as follows:

- (i) to delete reference to “(from Appendix C)” in the second paragraph;
- (ii) to add the following to the end of the second paragraph:

“The Parties acknowledge and agree that the Baseline Fees for each Contract Year during the first Renewal Term Managed Services shall be \$55,242,000.00. For the purposes of calculating the Annual Growth, BC CPI applies to the Baseline Fees on April 1, 2021.”; and

- (iii) the last paragraph shall be deleted in its entirety.

- (m) The table at Section 8.3 (*Margin Cap Based on Annual Growth*) of Schedule 23 (*Fees*) of the Agreement shall be deleted in its entirety and replaced with the following:

“

	Annual Growth	Margin Cap
Step 1	0% to up to 25%	24%
Step 2	>25% up to 50%	24% down to 23%
Step 3	>50% up to 100%	23% down to 22%
Step 4	Greater than 100%	22%

”

- (n) Section 9 (*Province Benefit Amount*) of Schedule 23 (*Fees*) of the Agreement shall be deleted in its entirety.

- (o) Appendix C (*Managed Services Price Table*) shall be deleted in its entirety and replaced with a new Appendix C (Managed Services Price Table) attached as Exhibit 1 *Appendix C (Managed Services Price Table)* to this Attachment 1.
- (p) Appendix Q (*HPE Branded Hardware*) shall be deleted in its entirety and replaced with "INTENITONALLY LEFT BLANK".



**Exhibit 1 to the Managed Services Renewal Change Order  
Appendix C to Schedule 23 (*Fees*)**

(See attached)

## APPENDIX C - Renewal Term

Category	Code	Description	Renewal Term		
			FY21/22 Rate	FY22/23 Rate	FY23/24 Rate
<b>MIDRANGE SERVICES</b>	<b>1</b>	<b>MIDRANGE SERVICES</b>			
MIDRANGE SERVICES	1.1	<b>PHYSICAL SERVERS</b>			
MIDRANGE SERVICES	1.1.1	<b>WINDOWS</b>			
MIDRANGE SERVICES	1.1.1.1	<b>Server Management Services - Tier 1</b>	<b>\$ 713.19</b>	<b>\$ 713.19</b>	<b>\$ 713.19</b>
MIDRANGE SERVICES		Management Services	224.91	224.91	224.91
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES		Pager Support	46.22	46.22	46.22
MIDRANGE SERVICES		Cluster Management	173.78	173.78	173.78
MIDRANGE SERVICES		Remote field services	-	-	-
MIDRANGE SERVICES	1.1.1.2	<b>Server Management Services - Tier 2</b>	<b>\$ 493.20</b>	<b>\$ 493.20</b>	<b>\$ 493.20</b>
MIDRANGE SERVICES		Management Services	224.91	224.91	224.91
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES		Pager Support	-	-	-
MIDRANGE SERVICES		Cluster Management	-	-	-
MIDRANGE SERVICES		Remote field services	-	-	-
MIDRANGE SERVICES	1.1.1.3	<b>Server Management Services - Tier 3</b>	<b>\$ 520.48</b>	<b>\$ 520.48</b>	<b>\$ 520.48</b>
MIDRANGE SERVICES		Management Services	224.91	224.91	224.91
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES		Pager Support	-	-	-
MIDRANGE SERVICES		Cluster Management	-	-	-
MIDRANGE SERVICES		Remote field services	27.29	27.29	27.29
MIDRANGE SERVICES	1.1.2	<b>UNIX (SOLARIS / AIX / LINUX)</b>			
MIDRANGE SERVICES	1.1.2.1	<b>Server Management Services - Tier 1</b>	<b>\$ 750.92</b>	<b>\$ 750.92</b>	<b>\$ 750.92</b>
MIDRANGE SERVICES		Management Services	224.54	224.54	224.54
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES		Pager Support	46.22	46.22	46.22
MIDRANGE SERVICES		Cluster Management	211.87	211.87	211.87
MIDRANGE SERVICES		Remote field services	-	-	-
MIDRANGE SERVICES	1.1.2.2	<b>Server Management Services - Tier 2</b>	<b>\$ 492.83</b>	<b>\$ 492.83</b>	<b>\$ 492.83</b>
MIDRANGE SERVICES		Management Services	224.54	224.54	224.54
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES		Pager Support	-	-	-
MIDRANGE SERVICES		Cluster Management	-	-	-
MIDRANGE SERVICES		Remote field services	-	-	-
MIDRANGE SERVICES	1.1.2.3	<b>Server Management Services - Tier 3</b>	<b>\$ 520.12</b>	<b>\$ 520.12</b>	<b>\$ 520.12</b>
MIDRANGE SERVICES		Management Services	224.54	224.54	224.54
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES		Pager Support	-	-	-
MIDRANGE SERVICES		Cluster Management	-	-	-
MIDRANGE SERVICES		Remote field services	27.29	27.29	27.29

## APPENDIX C - Renewal Term

Category	Code	Description	Renewal Term		
			FY21/22 Rate	FY22/23 Rate	FY23/24 Rate
MIDRANGE SERVICES	1.1.3	<b>OPEN VMS SERVER MANAGEMENT SERVICES</b>			
MIDRANGE SERVICES		Server Management Services - Tier 2	\$ 552.91	\$ 552.91	\$ 552.91
MIDRANGE SERVICES		Management Services	284.62	284.62	284.62
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES		Pager Support	-	-	-
MIDRANGE SERVICES		Cluster Management	-	-	-
MIDRANGE SERVICES		Remote field services	-	-	-
MIDRANGE SERVICES	1.2	<b>PHYSICAL SERVER HARDWARE</b>			
MIDRANGE SERVICES		<b>SERVER SW &amp; SW MAINTENANCE</b>			
MIDRANGE SERVICES		<b>WINDOWS / LINUX</b>	11.46	11.46	11.46
MIDRANGE SERVICES		<b>Solaris/AIX/Open VMS</b>	17.67	17.67	17.67
MIDRANGE SERVICES	1.3	<b>VIRTUAL SERVERS</b>			
MIDRANGE SERVICES	1.3.1	<b>WINDOWS</b>	\$ 486.28	\$ 486.28	\$ 486.28
MIDRANGE SERVICES		Management Services	217.99	217.99	217.99
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES	1.3.2	<b>LINUX</b>	\$ 486.56	\$ 486.56	\$ 486.56
MIDRANGE SERVICES		Management Services	218.27	218.27	218.27
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES	1.3.3	<b>SOLARIS</b>	\$ 470.95	\$ 470.95	\$ 470.95
MIDRANGE SERVICES		Management Services	202.66	202.66	202.66
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES	1.3.4	<b>AIX</b>	\$ 478.88	\$ 478.88	\$ 478.88
MIDRANGE SERVICES		Management Services	210.59	210.59	210.59
MIDRANGE SERVICES		Service Delivery Operations & Governance	268.29	268.29	268.29
MIDRANGE SERVICES	1.4	<b>HOST SERVER HARDWARE &amp; HARDWARE SUPPORT</b>			
MIDRANGE SERVICES		<b>PORTION OF HOST SERVER HARDWARE SUPPORT</b>			
MIDRANGE SERVICES		Windows/Linux Host Server Support	10.94	10.94	10.94
MIDRANGE SERVICES		Solaris Host Server Support	13.67	13.67	13.67
MIDRANGE SERVICES		AIX Host Server Support	13.67	13.67	13.67
MIDRANGE SERVICES	1.5	<b>OTHER MIDRANGE SERVICES</b>			
CITRIX UPLIFT	1.5.1	<b>CITRIX SERVER SUPPORT</b>	470.67	470.67	470.67
SHARED FILE PRINT	1.5.2	<b>SHARED FILE AND PRINT SERVICES - Base unit</b>	7.27	7.27	7.27
SHARED FILE PRINT	1.5.3	<b>SHARED FILE AND PRINT SERVICES - Incremental 1.0 GB</b>	0.53	0.53	0.53
SHARED DATABASE	1.5.4	<b>SHARED DATABASE SERVICES</b>	421.20	421.20	421.20
SHARED DATABASE	1.5.5	<b>SHARED DATABASE SERVICES = Incremental 1.0 GB</b>	1.42	1.42	1.42
SHARED WEB	1.5.6	<b>SHARED WEB SERVICES</b>	-	-	-
SHARED WEB	1.5.7	<b>SHARED WEB SERVICES - Incremental 0.5 GB</b>	-	-	-
MIDRANGE SERVICES	1.5.8	<b>DEDICATED WEB SERVICES (optional)</b>	-	-	-
MIDRANGE SERVICES	1.5.8.1	<b>Apache - per Instance</b>	83.37	83.37	83.37
MIDRANGE SERVICES	1.5.8.2	<b>Tomcat - per Instance</b>	63.55	63.55	63.55
MIDRANGE SERVICES	1.5.8.3	<b>IIS - per Instance</b>	117.17	117.17	117.17

## APPENDIX C - Renewal Term

Category	Code	Description	Renewal Term		
			FY21/22 Rate	FY22/23 Rate	FY23/24 Rate
SERVER INSTALL	1.5.9	<b>INITIAL INSTALL</b>			
SERVER INSTALL	1.5.9.1	Wintel (physical Server or Host Server)	1,638.11	1,638.11	1,638.11
SERVER INSTALL	1.5.9.2	Solaris/AIX (physical Server or Host Server)	2,127.39	2,127.39	2,127.39
SERVER INSTALL	1.5.9.3	VMWare (Virtual Server)	576.53	576.53	576.53
SERVER INSTALL	1.5.9.4	Solaris (Virtual Server)	1,600.45	1,600.45	1,600.45
SERVER INSTALL	1.5.10	<b>REFRESH INSTALL</b>			
SERVER INSTALL	1.5.10.1	Wintel (physical Server or Host Server)	1,131.78	1,131.78	1,131.78
SERVER INSTALL	1.5.10.2	Solaris/AIX (physical Server or Host Server)	1,210.20	1,210.20	1,210.20
SERVER INSTALL	1.5.10.3	VMWare (Virtual Server)	424.14	424.14	424.14
SERVER INSTALL	1.5.10.4	Solaris (Virtual Server)	1,177.41	1,177.41	1,177.41
OPTIONAL SERVICES	1.6	<b>OPTIONAL MIDRANGE SERVICES</b>			
OPTIONAL SERVICES	1.6.1	<b>WINDOWS / LINUX</b>			
OPTIONAL SERVICES	1.6.1.1	Applications Monitoring Services	79.01	79.01	79.01
OPTIONAL SERVICES	1.6.1.2	Batch Monitoring Services	102.23	102.23	102.23
OPTIONAL SERVICES	1.6.1.3	Batch Scheduling	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.1.4	Database Management Services	324.54	324.54	324.54
OPTIONAL SERVICES	1.6.1.5	Cluster Management	173.78	173.78	173.78
OPTIONAL SERVICES	1.6.1.6	Image Performance Management	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.1.7	Server Capacity (planning)	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.1.8	DR Recovery Plan/Test	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.1.9	Extended Support Hour - 5 x 12	46.22	46.22	46.22
OPTIONAL SERVICES	1.6.1.10	Extended Support Hour - 7 x 24	46.22	46.22	46.22
OPTIONAL SERVICES	1.6.1.11	Extended Support Hour - remote field services - 7 x 24	27.29	27.29	27.29
OPTIONAL SERVICES	1.6.2	<b>SOLARIX / AIX</b>			
OPTIONAL SERVICES	1.6.2.1	Applications Monitoring Services	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.2.2	Batch Monitoring Services	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.2.3	Batch Scheduling	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.2.4	Database Management Services	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.2.5	Cluster Management	211.87	211.87	211.87
OPTIONAL SERVICES	1.6.2.6	Image Performance Management	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.2.7	Server Capacity (planning)	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.2.8	DR Recovery Plan/Test	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.2.9	Extended Support Hour - 5 x 12	TBD	TBD	TBD
OPTIONAL SERVICES	1.6.2.10	Extended Support Hour - 7 x 24	46.22	46.22	46.22
OPTIONAL SERVICES	1.6.2.11	Extended Support Hour - remote field services - 7 x 24	-	-	-
<b>MAINFRAME SERVICES</b>	<b>2</b>	<b>MANAGED MAINFRAME SERVICES</b>			
MAINFRAME SERVICES	2.1	<b>MAINFRAME PROCESSING</b>	\$ 896.32	\$ 896.32	\$ 896.32
MAINFRAME SERVICES		Processing	744.89	744.89	744.89
MAINFRAME SERVICES		Service Delivery Operations & Governance	151.43	151.43	151.43
MAINFRAME SERVICES	2.2	<b>DASD Services</b>	0.16	0.16	0.16
MAINFRAME TAPES	2.3	<b>TAPE Services</b>	1.34	1.34	1.34

## APPENDIX C - Renewal Term

Category	Code	Description	Renewal Term		
			FY21/22 Rate	FY22/23 Rate	FY23/24 Rate
<b>STORAGE SERVICES</b>	<b>3</b>	<b>MANAGED STORAGE AND MANAGED BACKUP SERVICES</b>			
STORAGE SERVICES	3.1	<b>STORAGE MANAGEMENT SERVICES</b>			
STORAGE SERVICES	3.1.1	<b>STORAGE - TIER 1</b>	<b>\$ 0.6410</b>	<b>\$ 0.6410</b>	<b>\$ 0.6410</b>
STORAGE SERVICES		Support	0.0514	0.0514	0.0514
STORAGE SERVICES		HW/SW maintenance	0.4517	0.4517	0.4517
STORAGE SERVICES		Storage Service Delivery Operations & Governance	0.1379	0.1379	0.1379
STORAGE SERVICES	3.1.2	<b>STORAGE - TIER 2</b>	<b>\$ 0.2640</b>	<b>\$ 0.2640</b>	<b>\$ 0.2640</b>
STORAGE SERVICES		Support	0.0460	0.0460	0.0460
STORAGE SERVICES		HW/SW maintenance	0.0801	0.0801	0.0801
STORAGE SERVICES		Storage Service Delivery Operations & Governance	0.1379	0.1379	0.1379
STORAGE SERVICES	3.1.3	<b>STORAGE - TIER 3</b>	<b>\$ 0.2231</b>	<b>\$ 0.2231</b>	<b>\$ 0.2231</b>
STORAGE SERVICES		Support	0.0449	0.0449	0.0449
STORAGE SERVICES		HW/SW maintenance	0.0403	0.0403	0.0403
STORAGE SERVICES		Storage Service Delivery Operations & Governance	0.1379	0.1379	0.1379
STORAGE SERVICES	3.1.4	<b>STORAGE - NAS</b>	<b>\$ 0.2502</b>	<b>\$ 0.2502</b>	<b>\$ 0.2502</b>
STORAGE SERVICES		Support	0.0434	0.0434	0.0434
STORAGE SERVICES		HW/SW maintenance	0.0690	0.0690	0.0690
STORAGE SERVICES		Storage Service Delivery Operations & Governance	0.1379	0.1379	0.1379
BACKUP/RETENTION	3.2	<b>BACKUP AND EXTENDED RETENTION</b>			
BACKUP/RETENTION	3.2.1	<b>Backup</b>	<b>\$ 0.1133</b>	<b>\$ 0.1133</b>	<b>\$ 0.1133</b>
BACKUP/RETENTION		Support	0.0788	0.0788	0.0788
BACKUP/RETENTION		HW/SW maintenance	0.0126	0.0126	0.0126
BACKUP/RETENTION		Storage Service Delivery Operations & Governance	0.0219	0.0219	0.0219
BACKUP/RETENTION	3.2.2	<b>Extended Retention</b>	<b>\$ 0.0243</b>	<b>\$ 0.0243</b>	<b>\$ 0.0243</b>
BACKUP/RETENTION		Support	0.0015	0.0015	0.0015
BACKUP/RETENTION		HW/SW maintenance	0.0009	0.0009	0.0009
BACKUP/RETENTION		Storage Service Delivery Operations & Governance	0.0219	0.0219	0.0219
STORAGE SERVICES	3.3	<b>OPTIONAL STORAGE SERVICES</b>			
STORAGE SERVICES	3.3.1	Tier 1, Mirrored Primary	1.02	1.02	1.02
STORAGE SERVICES	3.3.2	Tier 2, Mirrored Primary	0.20	0.20	0.20
STORAGE SERVICES	3.3.3	Data Replication Services (Per GB)	0.3880	0.3880	0.3880