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Office of Administration
Office for Information Technology
Data Center Computing Services

SCHEDULE C.2
SERVICES CATALOG
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Introduction

The Unisys Enterprise Services Catalog represents entries that have been explicitly called out by the Commonwealth's Compute Services Request for Proposal (RFP) Schedule I. Many additional suggestions came from other RFP documents including Schedule F and the associated Exhibits. Unisys' experience with the Commonwealth augmented these entries, enriching the choices contained in the Unisys Enterprise Services Catalog as suggested by the RFP.

The Enterprise Services Catalog provides descriptions for the specific entries shown including descriptions of related Enterprise Services Catalog items that will be needed to place a selection into its proper context. For example, the selection of a Gold Windows physical server will require the inclusion of an additional, identical server to provide the infrastructure capable of meeting the SLA. Similar instances exist, and are described, throughout the Enterprise Services Catalog. These dependencies are noted within the definition of each item.

The Commonwealth's Enterprise Services Catalog will be accessible from Unisys' Service Portal and supports user-based authentication and privilege along with support for agency and project level accounting association with each requested item. Where the Commonwealth has advised Unisys that a request may move directly to ordering or provisioning, the Enterprise Services Catalog tool may trigger automated ordering and deployment of the request. Where change management must include approvals and scheduling, the Enterprise Services Catalog tool interfaces with the ITSM environment to participate in the process to gain the approvals and privilege necessary. This will then trigger automated or staff processes to put the requests into motion.

The Enterprise Services Catalog that follows includes a rich selection of logical IT resources from servers and storage to networking. There is also a set of physical components such as racks, cages, and technical staff services available. Ultimately, the Enterprise Services Catalog is a dynamic tool that is expandable to the Commonwealth's requirements. Unisys anticipates that transition will uncover other Information Technology (IT) services and resources that may be needed by the Commonwealth. The Enterprise Services Catalog is laid out with the following sections.

- 1) Catalog of Services
- 2) Enterprise Services Catalog Template
- 3) Compute Services - Fully Managed Services
- 4) Compute Services - Managed Only Services
- 5) Fully Managed – Storage and Backup
- 6) Compute Services - Co-location Services
- 7) Compute Services - Mainframe Services
- 8) Compute Services – Infrastructure as a Service

9) Third-Party Software Management Service

10) Additional Technical Resources

Catalog of Services (Schedule C.1)

The Catalog of Services is available in Schedule C.1

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Enterprise Services Catalog Template

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	<i>Title of Service</i>
Provider Part Number	<i>Provider Part Number</i>
Orderable Unit	<i>Orderable Unit (e.g. Per Server, Per Request)</i>
Description	<i>Short description of the service</i>
Service Customers / Users	<i>Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted</i>
Service Prerequisites	<i>The identified technical prerequisite or related additional services or activities required when this service is ordered. This does not include contractual terms or conditions.</i>
Fulfillment Timeframe	<i>This attribute describes the timeframe required to fulfill the request. This applies only to Services which are available to process as a Standard Service Request. Otherwise, this is marked as Not Applicable.</i>

Revised per PACS_CCR_002

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Compute Services - Fully Managed Services

Fully Managed - X86 (Windows and Linux)

X86 (Windows) Physical Configuration - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – Mirrored 146 GB 15K Hard Drives
Provider Part Number	CCSU13310005-A
Orderable Unit	Per Primary + Mirrored
Description	Two internal 146 GB 15K Hard Drives, Mirrored
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Not Applicable
Fulfillment Timeframe	10 Business Days

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – SAN Attached Storage
Provider Part Number	Per GB
Orderable Unit	CCSU13310006-A
Description	Storage area network attached storage using RAID 5 storage (Part Number CCSZ13310172-A). This is the initial SAN storage for the server image. Additional storage is available through the Enterprise Storage services CCSZ13310172-A, CCSZ11310173-A, and CCSZ1130174A.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Not Applicable
Fulfillment Timeframe	10 Business Days

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – Windows Server Operating System
Provider Part Number	CCSU14310502-A
Orderable Unit	Per License
Description	This catalog item provides the Right to Use prior versions of the Operating System. The installed version must be supported by the manufacturer and not documented as end of life. The available versions are listed as part of the server build.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Cannot be ordered separately.</p> <p>For a 2 CPU server, order one RU</p> <p>For a 4 CPU server, must order two RU's</p> <p>The following components can be selected for the supported operating system versions:</p> <ul style="list-style-type: none"> • IIS, SMTP , FTP <p>2 hours will be added to the order for installation and initial configuration of IIS, FTP and SMTP.</p>
Fulfillment Timeframe	10 Business Days

Revised per PACS_CCR_002

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – Local Storage Only Server - Big Data Server Configuration - 2 way 10-Core E5-2600 Series 2.5 GHz
Provider Part Number	CCSU1431506-A
Orderable Unit	Per Physical Server
Description	<p>Two socket, 10 cores per socket / CPU running at 2.5 GHz</p> <p>This server is a 2U Rack mount server with local disk storage and a pair of 10 Gbps Ethernet ports and, optionally, a pair of 1 Gbps Ethernet ports.</p> <p>The maximum disk capacity for this server is 14 local disks and 12 disks in an expansion frame. The local disks must be 3.5 inch drives. As drive capacity exceeds the 14 disks for the physical server, the expansion frame is included.</p> <p>This server does not support SAN connectivity for additional capacity.</p>
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	<p>For a fully operational server; Memory, Local Disk, and Operating System must be ordered as part of the configuration. Backup Services are an optional capability and can be selected depending on the application requirements.</p> <p>Quantity of Memory– Required</p> <p>Windows Server - Required</p> <p>A pair of 1 Terabyte local drives for OS and application functionality is automatically allocated</p> <p>Quantity of local drives to provide storage necessary to support an application</p> <p>Service Tier</p>

SCHEDULE C.2 SERVICES CATALOG

	Backup and Restore Service – Optional depending on application capabilities.
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_084

Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – Local Storage Only Server - 2 way 4-Core E5-2600 Series 2.5 GHz
Provider Part Number	CCSU1431507-A
Orderable Unit	Per Physical Server
Description	<p>Two socket, 4 cores per socket / CPU running at 2.5 GHz</p> <p>This server is a 2U Rack mount server with local disk storage and a pair of 10 Gbps Ethernet ports and, optionally, a pair of 1 Gbps Ethernet ports.</p> <p>The maximum disk capacity for this server is 12 local disks. The local disks must be 2.5 in. or 3.5 in drives. The 2.5 and 3.5 inch drives can not be intermixed.</p> <p>This server does not have a SAN adapter for additional capacity.</p>
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	<p>For a fully operational server; Memory, Local Disk, and Operating System must be ordered as part of the configuration.</p> <p>Quantity of Memory– Required</p> <p>Windows Server - Required</p> <p>Quantity of 2.5 or 3.5 inch local drives to provide storage necessary to support an application. 100 GB of available local storage will be reserved for the Operating system and management tools.</p> <p>Service Tier</p> <p>Backup and Restore Service - Required</p>
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – Local Storage Only Server - Memory (GB)
Provider Part Number	CCSU1431508-A
Orderable Unit	Per GB
Description	1 GB of Physical Random Access Memory (RAM)
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	<p>For 2 CPU Servers with 4 or 6 Cores per CPU, must order memory in quantity of 16 GB.</p> <p>For 2 CPU Servers with 8 or 10 Cores per CPU, must order memory in quantity of 32 GB.</p>
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – 3.5 inch 1 TB 7200 RPM NL-SAS Hard Drive
Provider Part Number	CCSU1431509-A
Orderable Unit	Per Drive
Description	One 3.5 inch 1 TB 7200 RPM NL-SAS Hard Drive
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	<p>A server which provides local storage capacity for 3.5 inch drives</p> <p>Must select RAID Type and define drive groups with one RAID type per group.</p> <p>RAID 1 requires 2 drives of the same size and capacity</p> <p>RAID 5 requires a minimum of 3 drives of the same size and capacity</p>
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_084
 Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – 3.5 inch 4 TB 7200 RPM NL-SAS Hard Drive
Provider Part Number	CCSU1431510-A
Orderable Unit	Per Drive
Description	One 3.5 inch 4 TB 7200 RPM SAS Hard Drive; Drive Expansion Bay is included as quantity of drives exceeds capacity of Big Data physical server
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	A server which provides local storage capacity for 3.5 inch drives Must select RAID Type and define drive groups with one RAID type per group. RAID 1 requires 2 drives of the same size and capacity RAID 5 requires a minimum of 3 drives of the same size and capacity
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_084
Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – 2.5 inch 1 TB 7200 RPM NL-SAS Hard Drive
Provider Part Number	CCSU1431511-A
Orderable Unit	Per Drive
Description	One 2.5 inch 1 TB 7200 RPM SAS Hard Drive
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	<p>A server which provides local storage capacity for 2.5 inch drives.</p> <p>Must select RAID Type and define drive groups with one RAID type per group.</p> <p>RAID 1 requires 2 drives of the same size and capacity</p> <p>RAID 5 requires a minimum of 3 drives of the same size and capacity</p>
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_084
 Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Windows – Fully Managed – 3.5 inch 600GB 15K RPM NL-SAS Hard Drive
Provider Part Number	CCSU1431512-A
Orderable Unit	Per Drive
Description	One 3.5 inch 600 TB 15K RPM SAS Hard Drive
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	<p>A server which provides local storage capacity for 3.5 inch drives.</p> <p>Must select RAID Type and define drive groups with one RAID type per group.</p> <p>RAID 1 requires 2 drives of the same size and capacity</p> <p>RAID 5 requires a minimum of 3 drives of the same size and capacity</p>
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_084
 Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed (No DR) – Local Storage Only Server - Big Data Configuration - Silver Tier
Provider Part Number	CCSU1431515-A
Orderable Unit	Per Physical Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	Local Storage Only Server – Big Data Configuration – 2 way 10-Core E5-2600 Series 2.5 Ghz
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed (No DR) – Local Storage Only Server - Big Data Configuration - Bronze Tier
Provider Part Number	CCSU1431516-A
Orderable Unit	Per Physical Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	Local Storage Only Server – Big Data Configuration – 2 way 10-Core E5-2600 Series 2.5 Ghz
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed (No DR) – Local Storage Only Server - Big Data Configuration - Basic Tier
Provider Part Number	CCSU1431517-A
Orderable Unit	Per Physical Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	Local Storage Only Server – Big Data Configuration – 2 way 10-Core E5-2600 Series 2.5 Ghz
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed (No DR) – Local Storage Only Server - Silver Tier
Provider Part Number	CCSU1431520-A
Orderable Unit	Per Physical Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	Local Storage Only Server –2 way 4-Core E5-2600 Series 2.5 Ghz
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_035

Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed (No DR) – Local Storage Only Server - Bronze Tier
Provider Part Number	CCSU1431521-A
Orderable Unit	Per Physical Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	Local Storage Only Server –2 way 4-Core E5-2600 Series 2.5 Ghz
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_035

Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed (No DR) – Local Storage Only Server - Basic Tier
Provider Part Number	CCSU1431522-A
Orderable Unit	Per Physical Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	This service is limited to the OA/OIT Exchange email environment.
Service Prerequisites	Local Storage Only Server –2 way 4-Core E5-2600 Series 2.5 Ghz
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_035

Added per PACS_CCR_001

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	X86 Physical Server - Windows – Fully Managed – 2 way Quad-Core 2.5 GHz
Provider Part Number	CCSU13310001-A
Orderable Unit	Per Physical Server
Description	<p>Two socket, 4 cores per socket CPU’s running at 2.5 GHz</p> <p>This server is based on a blade server which includes a pair of 8 Gbps SAN ports and a pair of 10 Gbps Ethernet ports.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>Quantity of Memory– Required</p> <p>Windows Server - Required</p> <p>An OS drive of 100GB - automatically allocated</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_038

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	X86 Physical Server - Windows – Fully Managed – Windows Server 2008 R2
Provider Part Number	CCSU13310007-A
Orderable Unit	Per License
Description	Windows Server 2008 R2 License for One (1) physical server. License supports one pair of CPU per server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p align="center">For a 2 CPU server, order one license</p> <p align="center">For a 4 CPU server, must order two licenses</p>
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_038

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical Server - Windows - Fully Managed - Fully Managed (No DR) - Bronze Tier
Provider Part Number	CCSU13310013-A
Orderable Unit	Per Physical Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Windows Server
Fulfillment Timeframe	10 Business Days

Revised per PACS_CCR_035

Added per PACS_CCR_038

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows – Fully Managed – 2 Socket – 4 Core E5-2609 v2 2.5 GHz Server Node
Provider Part Number	CCSU15110524-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 2 Socket – 4 Core E5-2609 v2 2.5 GHz;</p> <p>16 GB RAM;</p> <p>Dual port 10 Gbps Ethernet module;</p> <p>Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 192 GB per server Node in 16 GB increments)</p> <p>Windows Server - Required</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows – Fully Managed – 2 Socket –6 Core E5-2630 v2 2.6 GHz Server Node
Provider Part Number	CCSU15110525-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 2 Socket – 6 Core E5-2630 v2 2.6 GHz;</p> <p>16 GB RAM;</p> <p>Dual port 10 Gbps Ethernet module;</p> <p>Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 192 GB per server Node in 16 GB increments)</p> <p>Windows Server - Required</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows – Fully Managed – 2 Socket –8 Core E5-2650 v2 2.6 GHz Server Node
Provider Part Number	CCSU15110526-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 2 Socket – 8 Core E5-2650 v2 2.6 GHz;</p> <p>32 GB RAM;</p> <p>Dual port 10 Gbps Ethernet module;</p> <p>Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 384 GB per server Node in 32 GB increments)</p> <p>Windows Server - Required</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows – Fully Managed – 2 Socket –10 Core E5-2680 v2 2.8 GHz Server Node
Provider Part Number	CCSU15110527-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 2 Socket – 10 Core E5-2680 v2 2.8 GHz;</p> <p>32 GB RAM;</p> <p>Dual port 10 Gbps Ethernet module;</p> <p>Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 384 GB per server Node in 32 GB increments)</p> <p>Windows Server - Required</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows – Fully Managed – 4 Socket –8 Core E5-4650 2.7 GHz Server Node
Provider Part Number	CCSU15110528-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 4 Socket – 8 Core E5-4650 2.7 GHz;</p> <p>64 GB RAM;</p> <p>Two (2) Dual port 10 Gbps Ethernet modules;</p> <p>Two (2) Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design. This node requires two blade slots.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 768 GB per server Node in 64 GB increments)</p> <p>Windows Server – Required (Qty 2 Licenses)</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 2 Socket Server Node Fully Managed (No DR) - Platinum Tier
Provider Part Number	CCSU15110534-A
Orderable Unit	Per Physical Server
Description	Management of 2 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Platinum Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 2 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 2 Socket Server Node Fully Managed (No DR) - Gold Tier
Provider Part Number	CCSU15110535-A
Orderable Unit	Per Physical Server
Description	Management of 2 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Gold Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 2 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 2 Socket Server Node Fully Managed (No DR) - Silver Tier
Provider Part Number	CCSU15110536-A
Orderable Unit	Per Physical Server
Description	Management of 2 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Silver Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 2 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 2 Socket Server Node Fully Managed (No DR) - Bronze Tier
Provider Part Number	CCSU15110537-A
Orderable Unit	Per Physical Server
Description	Management of 2 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Bronze Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 2 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 2 Socket Server Node Fully Managed (No DR) - Basic Tier
Provider Part Number	CCSU15110538-A
Orderable Unit	Per Physical Server
Description	Management of 2 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Basic Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 2 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket Server Node Fully Managed (No DR) - Platinum Tier
Provider Part Number	CCSU15110539-A
Orderable Unit	Per Physical Server
Description	Management of 4 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Platinum Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 4 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket Server Node Fully Managed (No DR) - Gold Tier
Provider Part Number	CCSU15110540-A
Orderable Unit	Per Physical Server
Description	Management of 4 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Gold Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 4 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket Server Node Fully Managed (No DR) - Silver Tier
Provider Part Number	CCSU15110541-A
Orderable Unit	Per Physical Server
Description	Management of 4 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Silver Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 4 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket Server Node Fully Managed (No DR) - Bronze Tier
Provider Part Number	CCSU15110542-A
Orderable Unit	Per Physical Server
Description	Management of 4 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Bronze Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 4 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket Server Node Fully Managed (No DR) - Basic Tier
Provider Part Number	CCSU15110543-A
Orderable Unit	Per Physical Server
Description	Management of 4 Socket Server Node running Windows Server, in alignment to the requirements in Schedule F, section 3.3.3.1. Service aligns with Basic Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 4 Socket Windows Server
Fulfillment Timeframe	20 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – Memory Upgrade for 2 socket/4 core physical server E5-2609 (CCSU15110524-A)
Provider Part Number	CCSU15210634-A
Orderable Unit	Per 16GB
Description	16GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110524-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110524-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – Memory Upgrade for 2 socket/6 core physical server E5-2630 (CCSU15110525-A)
Provider Part Number	CCSU15210635-A
Orderable Unit	Per 16GB
Description	16GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110525-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110525-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – Memory Upgrade for 2 socket/8 core physical server E5-2650 (CCSU15110526-A)
Provider Part Number	CCSU15210636-A
Orderable Unit	Per 32GB
Description	32GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110526-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110526-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – Memory Upgrade for 2 socket/10 core physical server E5-2680 (CCSU15110527-A)
Provider Part Number	CCSU15210637-A
Orderable Unit	Per 32GB
Description	32GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110527-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110527-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – Memory Upgrade for 4 socket/8 core physical server E5-4650 (CCSU15110528-A)
Provider Part Number	CCSU15210638-A
Orderable Unit	Per 64GB
Description	64GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110528-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110528-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket 10 Core E7-4830 2.2 GHz Rack Server
Provider Part Number	CCSU15210674-A
Orderable Unit	Per Server
Description	<p>4 Socket Rack Server with Intel E7-4830 2.2 GHz 10 core processors per socket. Includes:</p> <ul style="list-style-type: none"> • 400GB SSD for application cache • a pair of dual port 16 Gbps HBA adaptors for SAN connectivity • a pair of dual port 10 Gbps Ethernet adaptors for network connectivity • 256 GB of memory (RAM).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Memory – Additional memory must be ordered in increments of 256 GB (quantity of 2 x 128 GB RAM – 4 socket)*</p> <p>Windows OS – Must order quantity of 2 to support 4 sockets</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p> <p>*The 256GB memory upgrade is based on Lenovo best practices for 4 CPU servers. The maximum capacity using 256GB (based on 8 GB DIMM) increments fills the server at 768GB RAM.</p>
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket 12 Core E7-4860 2.6 GHz Rack Server
Provider Part Number	CCSU15210675-A
Orderable Unit	Per Server
Description	<p>4 Socket Rack Server with Intel E7-4860 2.6 GHz 12 core processors per socket. Includes:</p> <ul style="list-style-type: none"> • 400GB SSD for application cache • a pair of dual port 16 Gbps HBA adaptors for SAN connectivity • a pair of dual port 10 Gbps Ethernet adaptors for network connectivity • 256 GB of memory (RAM).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Memory – Additional memory must be ordered in increments of 256 GB (quantity of 2 x 128 GB RAM – 4 socket)*</p> <p>Windows OS – Must order quantity of 2 to support 4 sockets</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p> <p>*The 256GB memory upgrade is based on Lenovo best practices for 4 CPU servers. The maximum capacity using 256GB (based on 8 GB DIMM) increments fills the server at 768GB RAM.</p>
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 128 GB RAM - 4 socket
Provider Part Number	CCSU15210676-A
Orderable Unit	Per 128 GB
Description	Physical Random Access Memory (RAM)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	For 4 socket servers, must order memory in quantity of two (2) 128 GB RAM (32 x 8 GB DIMMs)
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket Rack Server (No DR) - Silver Tier
Provider Part Number	CCSU15210679-A
Orderable Unit	Per Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Windows Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket Rack Server (No DR) - Bronze Tier
Provider Part Number	CCSU15210680-A
Orderable Unit	Per Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Windows Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 4 Socket Rack Server (No DR) - Basic Tier
Provider Part Number	CCSU15210681-A
Orderable Unit	Per Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Windows Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 8 Socket 10 Core E7-8891 3.2 GHz Rack Server
Provider Part Number	CCSU15210682-A
Orderable Unit	Per Server
Description	<p>8 Socket Rack Server with Intel E7-8891 3.2 GHz 10 core processors per socket. Includes:</p> <ul style="list-style-type: none"> • 400GB SSD for application cache • a pair of dual port 16 Gbps HBA adaptors for SAN connectivity • a pair of dual port 10 Gbps Ethernet adaptors for network connectivity • 512 GB of memory (RAM).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Memory – Additional memory must be ordered in increments of 512 GB (quantity of 2 x 256 GB RAM – 8 socket)*</p> <p>Windows OS – Must order quantity of 4 to support 8 sockets</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p> <p>*The 512 GB memory upgrade is based on Lenovo best practices for 4 CPU servers.</p>
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 256 GB RAM - 8 socket
Provider Part Number	CCSU15210683-A
Orderable Unit	Per 256 GB
Description	Physical Random Access Memory (RAM)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	For 8 socket servers, must order memory in quantity of two (2) 256 GB RAM (64 x 8GB DIMMs)
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 8 Socket 10 Core Rack Server (No DR) - Silver Tier
Provider Part Number	CCSU15210686-A
Orderable Unit	Per Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Windows Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 8 Socket 10 Core Rack Server (No DR) - Bronze Tier
Provider Part Number	CCSU15210687-A
Orderable Unit	Per Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Windows Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Windows - Fully Managed – 8 Socket 10 Core Rack Server (No DR) - Basic Tier
Provider Part Number	CSU15210688-A
Orderable Unit	Per Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Windows Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Oracle Exadata Infrastructure - Fully Managed – Fully Managed Oracle Exadata Infrastructure including Exalytics
Provider Part Number	CCSU14410524-A
Orderable Unit	Per Instance (60 months of service)
Description	<p>Oracle Exadata Infrastructure provided by Contractor for a 60-month period, cost to be allocated monthly, to include the following services:</p> <p>Hardware Configurations</p> <p>Following are the hardware configurations of this item for Department of Human Services (DHS) :</p> <p>Production OLTP & Data Warehouse:</p> <p>Config 1: Supports the Department’s Production Enterprise Data Warehouse (DW). This system requires the performance and storage of 4 DB Nodes and & 7 Storage Nodes on an Exadata X5-2. This hardware configuration is not to share Exadata compute/storage resources with other Exadata(s).</p> <p>Config 2: Supports the Department’s Production OLTP called eCIS & Human Services (eCIS/HS). eCIS requires the performance and storage of 3 DB Nodes and & 5 Storage Nodes on an Exadata X5-2. DHS requires the performance and storage of 3 DB Nodes and & 5 Storage Nodes on an Exadata X5-2. This hardware configuration exists on a single Exadata rack.</p> <p>Config 3: An instance of Exalytics for Endeca Production. DHS Endeca Exalytics requires Endeca Studio, Endeca Server, and Endeca Integrator.</p> <p>Endeca Studio requires 8 vCPU, 128GB of RAM, 500GB of 16Gb SAN Storage.</p>

	<p>Endeca Server requires 24 vCPU, 800GB RAM, 2TB of 16Gb Tier 1 Storage with 16Gb Fibre Channel SAN connectivity, and 200GB internal flash storage</p> <p>Endeca Integrator requires 8 vCPU, 256GB RAM, 1TB of Tier 1 Storage with 16Gb Fibre Channel SAN connectivity.</p> <p>Exalytics requires a 10Gb network connection to Exadata Production systems.</p> <p>OLTP non-Production, R&D, and Disaster Recovery:</p> <p>Config 1: Supports the Department’s environments TFP, & SAT (TFP/SAT). TFP requires the performance and storage of 2 DB Nodes and & 4 Storage Nodes on an Exadata X5-2. SAT requires the performance and storage of 2 DB Nodes and & 3 Storage Nodes on an Exadata X5-2. This hardware configuration exists on a single Exadata rack.</p> <p>Config 2: Supports the Department’s environment called DEV & INT (DEV/INT). DEV requires the performance and storage of 2 DB Nodes and & 4 Storage Nodes on an Exadata X5-2. INT requires the performance and storage of 2 DB Nodes and & 3 Storage Nodes on an Exadata X5-2. This hardware configuration exists on a single Exadata rack.</p> <p>Config 3: Supports the Department’s environment called Research and Development (RnD). RnD requires the performance and storage of 2 DB Nodes and & 3 Storage Nodes on an Exadata X5-2. This hardware configuration is not to share resources with any other systems by existing in its own Exadata rack as it will be used solely for Research & Development.</p> <p>All Oracle Database configurations should be created with High Capacity Oracle Exadata disk. Configurations such as standard or triple mirrored disks will be decided by the customer during deployment.</p> <p>All hardware installation and setup will be performed by Unisys, as well as ongoing OS patching, and hardware management in the PACS Data centers. These services will be in compliance with PACS Fully Managed services.</p> <p>All systems are for the sole use of DHS and are not to be shared with other agencies unless explicitly specified by DHS. DHS will retain ownership of the non-Unisys software (Oracle, Endeca, etc.) & databases/applications running on the systems.</p>
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Software Configurations

Oracle software will be purchased by the Agency.

Exadata platforms will come deployed with Oracle installed, and the current versions will be specified by the Agency.

NOTE: DHS will provide plans for Oracle database upgrades and if there are any roles and responsibilities required for Unisys.

Unisys is responsible for initial Oracle software installations on the Exadata platform. DHS will be consulted during the installation process for any pre-requisites such as usernames, security options, required for the initial deployment.

Network Configurations

All production or front end network traffic are 10Gb.

Backup & Recovery Configurations

Exadata systems will be backed up via Unisys standard backup methods for Operating Systems with exclusions on Oracle Databases. This consists of approximately 20 Nodes with 100-150GB of OS data each node.

Endeca systems will be backed up via Unisys standard backup methods for Operating Systems with exclusions on Oracle Databases. This consists of approximately 3 Nodes with 150GB of OS data each node.

Oracle Database backups will be performed by and are the responsibility of the DHS. The Oracle backups will use RMAN and go directly to their local Data Center's EMC DataDomain. The DataDomain will then replicate data to the DataDomain at the other PACS Data Center for DR purposes.

DataDomain systems will continue to be managed and maintained by Unisys, while DHS manages backup to the system.

DataDomain requires 10Gb connectivity to the DHS systems it will be backing up.

The Unisys Backup Service, DataDomain infrastructure and DataDomain replication across sites will be acquired using the separate RU and is not included within the scope of this service.

Disaster Recovery Configurations

Disaster Recovery is required for all Production systems but will be maintained by DHS and is not included in scope of this service.

Service Level Agreement

All current Service Levels defined within PACS must be supported on the new platforms. This service will be provided at the Silver service level tier.

Due to DHS application level multi-tenancy, Databases on these systems will need to comply currently with IRS PUB 1075, HIPPA, CJIS, and FTI regulatory requirements. DHS is responsible for these controls and will implement these using Oracle Advanced security option, and Role Based Access Controls with defined roles and responsibilities between DHS and Unisys. These items are not included within the scope of this service.

Joint Responsibility Matrix

Below joint responsibility matrix will serve as a base for work performed by both DHS and Unisys.

DHS Exadata:

Task	DHS DBA	Unisys Sys Admin	Unisys Backup	Unisys Network	Unisys Storage	Unisys	DHS
Initial Exadata Deployment	C	R	R	R	R	A	C
Day-to-day Operation Databases	R						A
Day-to-day Operation Infrastructure		R		R		A	I
Testing	R					I	A
Monitoring Infrastructure		R		R		A	I
Monitoring Databases	R						A
Tuning	R	R		R			A
Patching - Storage Cells	I	R					A
Patching - Infiniband				R		A	I
Patching - Cisco Public Network				R		A	I

SCHEDULE C.2 SERVICES CATALOG

Patching - DB Compute Node OS		R				A	I
Patching - Database	R					I	A
Backing up OS			R			A	
Backing up Oracle Databases	R						A
Upgrading Oracle SW	R					I	A
Upgrading Hardware		R		R		A	I
DHS Exalytics:							
Task	DHS EKMS	Unisys Sys	Unisys Backup	Unisys Network	Unisys Storage	Unisys Admin	DHS
Initial Exalytics Deployment	C	R	R	R	R	A	C
Day-to-day Operation Endeca	R						A
Day-to-day Operation Infrastructure		R		R		A	I
Testing	R					I	A
Monitoring Infrastructure		R		R		A	I
Tuning	R	R		R			A
Patching - Exalytics VMs' OS	C	R				A	I
Backing up Endeca Systems	C		R			A	
Upgrading Endeca SW	R					I	A
Upgrading Hardware	C	R		R	R	A	I

SCHEDULE C.2 SERVICES CATALOG

	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Hypervisor Management/updating</td> <td style="width: 10%;">C</td> <td style="width: 10%;">R</td> <td style="width: 10%;"></td> <td style="width: 10%;">R</td> <td style="width: 10%;">R</td> <td style="width: 10%;">A</td> <td style="width: 10%;">I</td> </tr> </table> <p style="text-align: center;">Legend: R=Responsible, A=Accountable, C=Consulted, I=Informed</p>	Hypervisor Management/updating	C	R		R	R	A	I
Hypervisor Management/updating	C	R		R	R	A	I		
Service Customers / Users	This service is provided for DHS only.								
Service Prerequisites	<p>The Unisys Backup Service, DataDomain infrastructure and DataDomain replication across sites will be acquired using separate RU's and are not included within the scope of this service.</p> <p>Disaster Recovery is provided by DHS and is not included in scope of this service.</p> <p>DHS is responsible for regulatory controls within the database and is not included in scope of this service.</p>								
Fulfillment Timeframe	As agreed upon with DHS and documented in the Change Request.								

Revised per PACS_CCR_002
 Added per PACS_CCR_007

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical Server - Oracle Exadata Infrastructure - Fully Managed – DEV/INT Exadata Relocation DHS Specific
Provider Part Number	CCSU16310908-A
Orderable Unit	Per Relocation Event (Onetime)
Description	<p>This RU will provide an onetime relocation of the DHS DEV/INT Exadata from PACS Ashburn Data Center (ADC) to PACS Harrisburg Data Center (HDC)</p> <p>Services are limited to the following:</p> <ul style="list-style-type: none"> • De-Installation at ADC and Installation at HDC • Transport • Basic diagnostic testing • Onetime re-IP configuration on the system • Project Management <p>This RU also includes one Oracle Advanced Support Gateway Server for Exadata in HDC:</p> <ul style="list-style-type: none"> • Server Hardware and Software (Physical Appliance) • First year maintenance • Onetime Oracle standard installation and configuration <p>Post relocation, Unisys will resume existing services ordered by DHS under RU Fully Managed Oracle Exadata Infrastructure Service (CCSU14410524-A).</p> <p>For this hardware to be used for Disaster Recovery (DR) services, the DR services must be ordered separately through PACS.</p>
Service Customers / Users	Department of Human Services only
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_086

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical Server - Oracle Exadata Infrastructure - Fully Managed – Oracle Advanced Support Gateway Server for Exadata Maintenance (After First Year)
Provider Part Number	CCSU16310909-A
Orderable Unit	Per Server
Description	<p>This service is for ongoing maintenance support of the Gateway Server and is required in order to continue Fully Managed Oracle Exadata Infrastructure including Exalytics services beyond the first year.</p> <p>Order for month 13 and after, up to the termination of Fully Managed Oracle Exadata Infrastructure Service (CCSU14410524-A).</p>
Service Customers / Users	Department of Human Services only
Service Prerequisites	<p>DEV/INT Exadata Relocation DHS Specific (RU CCSU16310908-A)</p> <p>Service termination must coincide with termination of Fully Managed Oracle Exadata Infrastructure Service (CCSU14410524-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_086

X86 (Linux) Physical Configuration - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Linux – Fully Managed – Mirrored 146 GB 15K Hard Drives
Provider Part Number	CCSU13310039-A
Orderable Unit	Per Primary + Mirrored
Description	Two internal 146 GB 15K Hard Drives, Mirrored
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Not Applicable
Fulfillment Timeframe	10 Business Days

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Physical Server - Linux – Fully Managed – SAN Attached Storage
Provider Part Number	Per GB
Orderable Unit	CCSU13310040-A
Description	Storage area network attached storage using RAID 5 storage (Part Number CCSZ13310172-A). This is the initial SAN storage for the server image. Additional storage is available through the Enterprise Storage services CCSZ13310172-A, CCSZ11310173-A, and CCSZ1130174A.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Not Applicable
Fulfillment Timeframe	10 Business Days

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	Service Attribute Description
Service Name	x86 Physical Server - Linux - Fully Managed – Red Hat Enterprise Linux Operating System
Provider Part Number	CCSU13310041-A
Orderable Unit	Per Pair of CPU Socket License
Description	Red Hat Enterprise Linux operating system license for One (1) physical server. License supports one pair of CPU per server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Cannot Be Ordered Separately For a 2 CPU server, order one license For a 4 CPU server, must order two licenses
Fulfillment Timeframe	10 Business Days

Revised per PACS_CCR_014

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical Server - Linux - Fully Managed – Oracle Enterprise Linux Operating System
Provider Part Number	CCSU15110598-A
Orderable Unit	Per Pair of CPU Socket License
Description	Oracle Enterprise Linux operating system license for One (1) physical server. License supports one pair of CPU per server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Cannot Be Ordered Separately For a 2 CPU server, order one license For a 4 CPU server, must order two licenses
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_014

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical Server - Linux - Fully Managed – SUSE Enterprise Linux Operating System
Provider Part Number	CCSU15110599-A
Orderable Unit	Per Pair of CPU Socket License
Description	SUSE Enterprise Linux operating system license for One (1) physical server. License supports one pair of CPU per server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Cannot Be Ordered Separately For a 2 CPU server, order one license For a 4 CPU server, must order two licenses
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_014

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux – Fully Managed – 2 Socket – 4 Core E5-2609 v2 2.5 GHz Server Node
Provider Part Number	CCSU15110529-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 2 Socket – 4 Core E5-2609 v2 2.5 GHz;</p> <p>16 GB RAM;</p> <p>Dual port 10 Gbps Ethernet module;</p> <p>Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 192 GB per server Node in 16 GB increments)</p> <p>Linux Server - Required</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux – Fully Managed – 2 Socket –6 Core E5-2630 v2 2.6 GHz Server Node
Provider Part Number	CCSU15110530-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 2 Socket – 6 Core E5-2630 v2 2.6 GHz;</p> <p>16 GB RAM;</p> <p>Dual port 10 Gbps Ethernet module;</p> <p>Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 192 GB per server Node in 16 GB increments)</p> <p>Linux Server - Required</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux – Fully Managed – 2 Socket –8 Core E5-2650 v2 2.6 GHz Server Node
Provider Part Number	CCSU15110531-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 2 Socket – 8 Core E5-2650 v2 2.6 GHz;</p> <p>32 GB RAM;</p> <p>Dual port 10 Gbps Ethernet module;</p> <p>Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 384 GB per server Node in 32 GB increments)</p> <p>Linux Server - Required</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux – Fully Managed – 2 Socket –10 Core E5-2680 v2 2.8 GHz Server Node
Provider Part Number	CCSU15110532-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 2 Socket – 10 Core E5-2680 v2 2.8 GHz;</p> <p>32 GB RAM;</p> <p>Dual port 10 Gbps Ethernet module;</p> <p>Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 384 GB per server Node in 32 GB increments)</p> <p>Linux Server - Required</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux – Fully Managed – 4 Socket –8 Core E5-4650 2.7 GHz Server Node
Provider Part Number	CCSU15110533-A
Orderable Unit	Per Physical Server
Description	<p>Server Node with 4 Socket – 8 Core E5-4650 2.7 GHz;</p> <p>64 GB RAM;</p> <p>Two (2) Dual port 10 Gbps Ethernet modules;</p> <p>Two (2) Dual port 8 Gbps SAN module</p> <p>This Server Node is based on a blade server design. This node requires two blade slots.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, the following services must be ordered as part of the configuration:</p> <p>Memory Upgrades– Optional (Up to 768 GB per server Node in 64 GB increments)</p> <p>Linux Server – Required (Qty 2 Licenses)</p> <p>Boot from SAN OS drive of 100GB plus whatever additional memory is ordered will be automatically allocated.</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 2 Socket Server Node Fully Managed (No DR) - Silver Tier
Provider Part Number	CCSU15110546-A
Orderable Unit	Per Physical Server
Description	Management of 2 Socket Server Node running Linux Server, in alignment to Schedule F, section 3.2.4.4. Service aligns with Silver Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 2 Socket Linux Server
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 2 Socket Server Node Fully Managed (No DR) - Bronze Tier
Provider Part Number	CCSU15110547-A
Orderable Unit	Per Physical Server
Description	Management of 2 Socket Server Node running Linux Server, in alignment to Schedule F, section 3.2.4.4. Service aligns with Bronze Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 2 Socket Linux Server
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 2 Socket Server Node Fully Managed (No DR) - Basic Tier
Provider Part Number	CCSU15110548-A
Orderable Unit	Per Physical Server
Description	Management of 2 Socket Server Node running Linux Server, in alignment to Schedule F, section 3.2.4.4. Service aligns with Basic Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 2 Socket Linux Server
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 4 Socket Server Node Fully Managed (No DR) - Silver Tier
Provider Part Number	CCSU15110551-A
Orderable Unit	Per Physical Server
Description	Management of 4 Socket Server Node running Linux Server, in alignment to Schedule F, section 3.2.4.4. Service aligns with Silver Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 4 Socket Linux Server
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 4 Socket Server Node Fully Managed (No DR) - Bronze Tier
Provider Part Number	CCSU15110552-A
Orderable Unit	Per Physical Server
Description	Management of 4 Socket Server Node running Linux Server, in alignment to Schedule F, section 3.2.4.4. Service aligns with Bronze Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 4 Socket Linux Server
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 4 Socket Server Node Fully Managed (No DR) - Basic Tier
Provider Part Number	CCSU15110553-A
Orderable Unit	Per Physical Server
Description	Management of 4 Socket Server Node running Linux Server, in alignment to Schedule F, section 3.2.4.4. Service aligns with Basic Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 4 Socket Linux Server
Fulfillment Timeframe	20 Business Days

Added per PACS_CCR_009

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – Memory Upgrade for 2 socket/4 core physical server E5-2609 (CCSU15110529-A)
Provider Part Number	CCSU15210639-A
Orderable Unit	Per 16GB
Description	16GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110529-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110529-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – Memory Upgrade for 2 socket/6 core physical server E5-2630 (CCSU15110530-A)
Provider Part Number	CCSU15210640-A
Orderable Unit	Per 16GB
Description	16GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110530-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110530-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – Memory Upgrade for 2 socket/8 core physical server E5-2650 (CCSU15110531-A)
Provider Part Number	CCSU15210641-A
Orderable Unit	Per 32GB
Description	32GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110531-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110531-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – Memory Upgrade for 2 socket/10 core physical server E5-2680 (CCSU15110532-A)
Provider Part Number	CCSU15210642-A
Orderable Unit	Per 32GB
Description	32GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110532-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110532-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – Memory Upgrade for 4 socket/8 core physical server E5-4650 (CCSU15110533-A)
Provider Part Number	CCSU15210643-A
Orderable Unit	Per 64GB
Description	64GB increment of Physical Random Access Memory (RAM) to be installed on a Physical Server Provider Part Number CCSU15110533-A. Additional memory increments will be added up to the maximum memory capacity of the physical server.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Physical Server Provider Part Number CCSU15110533-A must have been ordered or installed.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_029

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 4 Socket 10 Core E7-4830 2.2GHz Rack Server
Provider Part Number	CCSU15210690-A
Orderable Unit	Per Server
Description	<p>4 Socket Rack Server with an Intel E7-4830 2.2 GHz 10 core processors per socket. Includes:</p> <ul style="list-style-type: none"> • 400GB SSD for application cache • a pair of dual port 16 Gbps HBA adaptors for SAN connectivity • a pair of dual port 10 Gbps Ethernet adaptors for network connectivity • 256 GB of memory (RAM).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Memory – Additional memory must be ordered in increments of 256 GB (quantity of 2 x 128 GB RAM – 4 socket)*</p> <p>Linux OS – Must order quantity of 2 to support 4 sockets</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p> <p>*The 256GB memory upgrade is based on Lenovo best practices for 4 CPU servers. The maximum capacity using 256GB (based on 8 GB DIMM) increments fills the server at 768GB RAM.</p>
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 4 Socket 12 Core E7-4860 2.6 GHz Rack Server
Provider Part Number	CCSU15210691-A
Orderable Unit	Per Server
Description	<p>4 Socket Rack Server with Intel E7-4860 2.6 GHz 12 core processors per socket. Includes:</p> <ul style="list-style-type: none"> • 400GB SSD for application cache • a pair of dual port 16 Gbps HBA adaptors for SAN connectivity • a pair of dual port 10 Gbps Ethernet adaptors for network connectivity • 256 GB of memory (RAM).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Memory – Additional memory must be ordered in increments of 256 GB (quantity of 2 x 128 GB RAM – 4 socket)*</p> <p>Linux OS – Must order quantity of 2 to support 4 sockets</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p> <p>*The 256GB memory upgrade is based on Lenovo best practices for 4 CPU servers. The maximum capacity using 256GB (based on 8 GB DIMM) increments fills the server at 768GB RAM.</p>
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 128 GB RAM – 4 socket
Provider Part Number	CCSU15210692-A
Orderable Unit	Per 128 GB
Description	Physical Random Access Memory (RAM)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	For 4 socket servers, must order memory in quantity of two (2) 128 GB RAM (32 x 8GB DIMMs)
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 4 Socket Rack Server (No DR) - Silver Tier
Provider Part Number	CCSU15210695-A
Orderable Unit	Per Server
Description	Management of Linux servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Linux Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 4 Socket Rack Server (No DR) - Bronze Tier
Provider Part Number	CCSU15210696-A
Orderable Unit	Per Server
Description	Management of Linux servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Linux Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 4 Socket Rack Server (No DR) - Basic Tier
Provider Part Number	CCSU15210697-A
Orderable Unit	Per Server
Description	Management of Linux servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Linux Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 8 Socket 10 Core E7-8891 3.2 GHz Rack Server
Provider Part Number	CCSU15210698-A
Orderable Unit	Per Server
Description	<p>8 Socket Rack Server with with Intel E7-8891 3.2 GHz 10 core processors per socket. Includes:</p> <ul style="list-style-type: none"> • 400GB SSD for application cache. • a pair of dual port 16 Gbps HBA adaptors for SAN connectivity • a pair of dual port 10 Gbps Ethernet adaptors for network connectivity • 512 GB of memory (RAM).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Memory – Additional memory must be ordered in increments of 512 GB (quantity of 2 x 256 GB RAM – 8 socket)*</p> <p>Linux OS – Must order quantity of 4 to support 8 sockets</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p> <p>*The 512 GB memory upgrade is based on Lenovo best practices for 4 CPU servers.</p>
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 256 GB RAM – 8 socket
Provider Part Number	CCSU15210699-A
Orderable Unit	Per 256 GB
Description	Physical Random Access Memory (RAM)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	For 8 socket servers, must order memory in quantity of two (2) 256 GB RAM (32 x 8GB DIMMs)
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 8 Socket 10 Core Rack Server (No DR) - Silver Tier
Provider Part Number	CCSU15210702-A
Orderable Unit	Per Server
Description	Management of Linux servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Linux Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 8 Socket 10 Core Rack Server (No DR) - Bronze Tier
Provider Part Number	CCSU15210703-A
Orderable Unit	Per Server
Description	Management of Linux servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Linux Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Physical Server - Linux - Fully Managed – 8 Socket 10 Core Rack Server (No DR) - Basic Tier
Provider Part Number	CCSU15210704-A
Orderable Unit	Per Server
Description	Management of Linux servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Physical x86 Linux Server
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_035

X86 (Windows) Virtual Configuration - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Windows – Fully Managed – 1-8 vCPU
Provider Part Number	CCSU14310504-A
Orderable Unit	Per Virtual CPU per Server
Description	A virtual Windows server which may be ordered with 1-8 CPUs, one order needed per server. vCPU configuration may be changed by ordering a change in the quantity up to 8.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Maximum of 8 vCPUs per Virtual Server</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Windows Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_114
 Revised per PACS_CCR_002
 Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Windows – Fully Managed – 2 vCPU
Provider Part Number	CCSU13310069-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 2
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Windows Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Windows – 4 vCPU
Provider Part Number	CCSU13310070-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 4
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Windows Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Windows – 8 vCPU
Provider Part Number	CCSU13310071-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 8
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Windows Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Windows – Fully Managed – 3vCPU
Provider Part Number	CCSU1511575-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 3
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Windows Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114
 Added per PACS_CCR_010

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Windows – Fully Managed – 5vCPU
Provider Part Number	CCSU1511582-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 5
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Windows Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114
 Added per PACS_CCR_010

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Windows – Fully Managed – 6vCPU
Provider Part Number	CCSU1511583-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 6
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Windows Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114
 Added per PACS_CCR_010

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Windows – Fully Managed – 7vCPU
Provider Part Number	CCSU1511584-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 7
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Windows Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114
 Added per PACS_CCR_010

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Windows - GB RAM
Provider Part Number	CCSU13310072-A
Orderable Unit	Per GB
Description	1 GB of virtual Random Access Memory
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Must order a minimum quantity of 2 GB
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 12 vCPU
Provider Part Number	CCSU15210644-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 12
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Windows Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count:</p> <p style="padding-left: 40px;">Minimum - 12GB Maximum - 96GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 16 vCPU
Provider Part Number	CCSU15210645-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 16
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Windows Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count:</p> <p style="padding-left: 40px;">Minimum - 16GB Maximum - 128GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 18 vCPU
Provider Part Number	CCSU15210646-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 18
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Windows Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count:</p> <p style="padding-left: 40px;">Minimum – 18GB Maximum - 144GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 20 vCPU
Provider Part Number	CCSU15210647-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 20
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Windows Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count:</p> <p style="padding-left: 40px;">Minimum - 20GB Maximum - 192GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 24 vCPU
Provider Part Number	CCSU15210648-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 24
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Windows Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count:</p> <p style="padding-left: 40px;">Minimum - 24GB Maximum - 192GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server – Windows – Fully Managed - GB RAM
Provider Part Number	CCSU15210649-A
Orderable Unit	Per GB
Description	Single GB of virtual Random Access Memory
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>Must order quantity to match vCPU count with initial High vCPU order as indicated in each RU description.</p> <p>Additional RAM may be ordered in 1GB increments.</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	Service Attribute Description
Service Product Name	X86 Virtual Server - Windows - Fully Managed - Windows Server Operating System (12-24 vCPU)
Provider Part Number	CCSU15210650-A
Orderable Unit	Per vCPU
Description	<p>A Windows Server operating system license for a virtual machine of 12 to 24 vCPUs. For example, a 12vCPU requires 12 OS licenses.</p> <p>This catalog item provides the Right to Use prior versions of the Operating System. The installed version must be supported by the manufacturer and not documented as end of life. The available versions are listed as part of the server build.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>Cannot be ordered separately without from a High vCPU server.</p> <p>Following components can be selected for the supported operating system versions:</p> <ul style="list-style-type: none"> • IIS, SMTP , FTP <p>2 hours will be added to the order for installation and initial configuration of IIS, FTP and SMTP.</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 12-24 vCPU (No DR) - Silver Tier
Provider Part Number	CCSU15210653-A
Orderable Unit	Per Virtual Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Windows Virtual Server
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_035

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 12-24 vCPU (No DR) - Bronze Tier
Provider Part Number	CCSU15210654-A
Orderable Unit	Per Virtual Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Windows Virtual Server
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_035

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 12-24 vCPU (No DR) - Basic Tier
Provider Part Number	CCSU15210655-A
Orderable Unit	Per Virtual Server
Description	Windows pConfig-1 Fully Managed – Basic Tier Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Windows Virtual Server
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_035
 Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	Service Attribute Description
Service Product Name	X86 Virtual Server - Windows – Windows Server Operating System
Provider Part Number	CCSU14310503-A
Orderable Unit	Per License
Description	<p>A Windows Server operating system license for a virtual machine.</p> <p>This catalog item provides the Right to Use prior versions of the Operating System. The installed version must be supported by the manufacturer and not documented as end of life. The available versions are listed as part of the server build.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>Cannot be ordered separately.</p> <p>Following components can be selected for the supported operating system versions:</p> <ul style="list-style-type: none"> • IIS, SMTP , FTP <p>2 hours will be added to the order for installation and initial configuration of IIS, FTP and SMTP.</p>
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_002
 Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 1-8 vCPU (No DR) - Silver Tier
Provider Part Number	CCSU13310082-A
Orderable Unit	Per Virtual Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Windows Virtual Server
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_102
 Revised per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 1-8 vCPU (No DR) - Bronze Tier
Provider Part Number	CCSU13310083-A
Orderable Unit	Per Virtual Server
Description	Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Windows Virtual Server
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_102

Revised per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Fully Managed - 1-8 vCPU (No DR) - Basic Tier
Provider Part Number	CCSU13310084-A
Orderable Unit	Per Virtual Server
Description	Windows pConfig-1 Fully Managed – Basic Tier Management of Windows servers, in alignment to the requirements in Schedule F, section 3.3.3.1.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Windows Virtual Server
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_102
 Revised per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Windows - Fully Managed – VM Server Suspension
Provider Part Number	CCSU15310728-A
Orderable Unit	Per Virtual Server
Description	<p>A Suspended virtual server (VM) is a VM that is saved to its current state.</p> <p>Suspending a virtual machine frees memory and vCPU from use. Disk storage is still used to maintain the virtual machine.</p> <p>The machine will not be patched or monitored during the suspension period.</p> <p>Note: CoPA will continue to pay the applicable per GB of storage and backup rate for the respective VM in addition to the Suspend RU while the VM is suspended; however, monthly charges for associated vCPU, operating system, VM server memory, and service tier RUs will be suspended while the VM is in suspense mode.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	An active VM identified by name to be suspended.
Fulfillment Timeframe	3-5 Business Days

Added per PACS_CCR_064

X86 (Linux) Virtual Configuration - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Linux – Fully Managed – 1-8 vCPU
Provider Part Number	CCSU14310505-A
Orderable Unit	Per Virtual CPU per Server
Description	A virtual Linux server which can be ordered with 1-8 CPUs, one order needed per server. vCPU configuration may be changed by ordering a change in the quantity up to 8.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Maximum of 8 vCPUs per Virtual Server</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Redhat Linux</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_114

Revised per PACS_CCR_002

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Linux – 2 vCPU
Provider Part Number	CCSU13310105-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 2
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Linux Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Linux – 4 vCPU
Provider Part Number	CCSU13310106-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 4
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Linux Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Linux – 8 vCPU
Provider Part Number	CCSU13310107-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 8
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Linux Server</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Linux – Fully Managed – 3vCPU
Provider Part Number	CCSU1511585-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 3
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Redhat Linux</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114
 Added per PACS_CCR_010

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Linux – Fully Managed – 5vCPU
Provider Part Number	CCSU1511586-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 5
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Redhat Linux</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114
 Added per PACS_CCR_010

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Linux – Fully Managed – 6vCPU
Provider Part Number	CCSU1511587-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 6
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Redhat Linux</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114
 Added per PACS_CCR_010

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Linux – Fully Managed – 7vCPU
Provider Part Number	CCSU1511588-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 7
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Required Quantity of Memory</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Redhat Linux</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Deactivated per PACS_CCR_114
 Added per PACS_CCR_010

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	X86 Virtual Server - Linux - GB RAM
Provider Part Number	CCSU13310108-A
Orderable Unit	Per Virtual Server
Description	1 GB of virtual Random Access Memory
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Must order a minimum of 2 GB.
Fulfillment Timeframe	5 Business Days

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 12 vCPU
Provider Part Number	CCSU15210656-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 12
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Linux Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count:</p> <p style="padding-left: 40px;">Minimum - 12GB Maximum - 96GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 16 vCPU
Provider Part Number	CCSU15210657-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 16
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Linux Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count</p> <p>Minimum - 16GB Maximum - 128GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 18 vCPU
Provider Part Number	CCSU15210658-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 18
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Linux Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count:</p> <p style="padding-left: 40px;">Minimum – 18GB Maximum - 144GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 20 vCPU
Provider Part Number	CCSU15210659-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 20
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Linux Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count:</p> <p style="padding-left: 40px;">Minimum - 20GB Maximum - 192GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 24 vCPU
Provider Part Number	CCSU15210660-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU – Qty 24
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Linux Operating System must be ordered as part of the configuration.</p> <p>An OS drive of 100GB – automatically allocated</p> <p>Quantity of X86 High vCPU Count Virtual Server Memory (RAM) to match vCPU count:</p> <p style="padding-left: 40px;">Minimum - 24GB Maximum - 192GB Can be added in increments of 1GB</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p> <p>Service Tier</p>
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - GB RAM
Provider Part Number	CCSU15210661-A
Orderable Unit	Per GB
Description	Single GB of virtual Random Access Memory
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Must order quantity to match vCPU count with initial vCPU order. Additional RAM may be ordered in 1GB increments.
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 12-24 vCPU (No DR) - Silver Tier
Provider Part Number	CCSU15210664-A
Orderable Unit	Per Virtual Server
Description	Management of Linux servers, in alignment to Schedule F, section 3.2.4.4.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Virtual x86 Linux Server
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 12-24 vCPU (No DR) - Bronze Tier
Provider Part Number	CCSU15210665-A
Orderable Unit	Per Virtual Server
Description	Management of Linux servers, in alignment to Schedule F, section 3.2.4.4.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Virtual x86 Linux Server
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 12-24 vCPU (No DR) - Basic Tier
Provider Part Number	CCSU15210666-A
Orderable Unit	Per Virtual Server
Description	Management of Linux servers, in alignment to Schedule F, section 3.2.4.4.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Virtual x86 Linux Server
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Linux - Fully Managed – Red Hat Enterprise Linux Operating System
Provider Part Number	CCSU13310109-A
Orderable Unit	Per Virtual Machine Instance
Description	A Red Hat Enterprise Linux operating system license for one (1) virtual machine instance. License supports a single virtual machine instance of any vCPU configuration.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot Be Ordered Separately
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_014

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Linux - Fully Managed - Red Hat Enterprise Linux Operating System (12-24 vCPU)
Provider Part Number	CCSU15210667-A
Orderable Unit	Per vCPU
Description	A Red Hat Enterprise Linux operating system license for one (1) virtual CPU. For example, a 12vCPU requires 12 OS licenses.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot be ordered separately without from a High vCPU server.
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Linux - Fully Managed – Red Hat Enterprise Linux 5.11 Operating System Extended Support
Provider Part Number	CCSU17410976-A
Orderable Unit	Per Support Unit (Onetime Charge)
Description	This service will provide software maintenance support for the Red Hat Enterprise Linux (RHEL) 5.11 Operating System (OS) on six (6) Nodes (x86 Servers) running 18 guests. This support is provided for a fixed term of twelve (12) months. If LCB is not approved to run on a supported version of the OS by that time, pricing will be provided for the next twelve (12) month (Year 5) period if support is still offered by the vendor.
Service Customers / Users	Pennsylvania Liquor Control Board
Service Prerequisites	Existing Order for a Red Hat Enterprise Linux Operating System on an x86 Virtual Server
Fulfillment Timeframe	N/A

Added per PACS_CCR_111

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Linux- Fully Managed – Oracle Enterprise Linux Operating System
Provider Part Number	CCSU15110600-A
Orderable Unit	Per Virtual Machine Instance
Description	An Oracle Enterprise Linux operating system license for one (1) virtual machine instance. License supports a single virtual machine instance of any vCPU configuration.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot Be Ordered Separately
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_014

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Linux- Fully Managed - Oracle Enterprise Linux Operating System (12-24 vCPU)
Provider Part Number	CCSU15210668-A
Orderable Unit	Per vCPU
Description	An Oracle Enterprise Linux operating system license for one (1) virtual CPU. For example, a 12vCPU requires 12 OS licenses.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot be ordered separately without from a High vCPU server.
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Linux - Fully Managed – SUSE Enterprise Linux Operating System
Provider Part Number	CCSU15110601-A
Orderable Unit	Per Virtual Machine Instance
Description	A SUSE Enterprise Linux operating system license for one (1) virtual machine instance. License supports a single virtual machine instance of any vCPU configuration.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot Be Ordered Separately
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_014

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Linux - Fully Managed - SUSE Enterprise Linux Operating System (12-24 vCPU)
Provider Part Number	CCSU15210669-A
Orderable Unit	Per vCPU
Description	A SUSE Enterprise Linux operating system license for one (1) virtual CPU. For example, a 12vCPU requires 12 OS licenses.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot be ordered separately without from a High vCPU server.
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_036

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 1-8 vCPU (No DR) - Silver Tier
Provider Part Number	CCSU13310118-A
Orderable Unit	Per Virtual Server
Description	Management of Linux servers, in alignment to Schedule F, section 3.2.4.4.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Virtual x86 Linux Server
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_102

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 1-8 vCPU (No DR) - Bronze Tier
Provider Part Number	CCSU13310119-A
Orderable Unit	Per Virtual Server
Description	Management of Linux servers, in alignment to Schedule F, section 3.2.4.4.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Virtual x86 Linux Server
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_102

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Fully Managed - 1-8 vCPU (No DR) - Basic Tier
Provider Part Number	CCSU13310120-A
Orderable Unit	Per Virtual Server
Description	Management of Linux servers, in alignment to Schedule F, section 3.2.4.4.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed Virtual x86 Linux Server
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_102

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Linux - Fully Managed – VM Server Suspension
Provider Part Number	CCSU15310729-A
Orderable Unit	Per Virtual Server
Description	<p>A Suspended virtual server (VM) is a VM that is saved to its current state.</p> <p>Suspending a virtual machine frees memory and vCPU from use. Disk storage is still used to maintain the virtual machine.</p> <p>The machine will not be patched or monitored during the suspension period.</p> <p>Note: CoPA will continue to pay the applicable per GB of storage and backup rate for the respective VM in addition to the Suspend RU while the VM is suspended; however, monthly charges for associated vCPU, operating system, VM server memory, and service tier RUs will be suspended while the VM is in suspense mode.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	An active VM identified by name to be suspended.
Fulfillment Timeframe	3-5 Business Days

Added per PACS_CCR_064

x86 Server Configurations (Windows/Linux) - Disaster Recovery (DR)

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical or Virtual Server - Windows or Linux - Fully Managed – DR Planning for 24 Hour RPO / 72 Hour RTO using Tape Backup and Recovery (Tier 1)
Provider Part Number	CCSU15310777-A
Orderable Unit	Per Server
Description	<p>This service provides DR planning and testing for DR Tier 1. DR Tier 1 uses backup to tape technology and includes target recovery resources in the form of server hardware, CPU, memory, disk space, tape drives, and bandwidth to meet the RTO of 72 hours.</p> <p>The DR plan is maintained via SunGard Assurance cloud based DR planning tool and DR notifications sent via SunGard Assurance cloud based notification tool. The service includes a yearly DR test recovery scenario and a table top client review of the DR plan.</p> <p>DR Events are authorized by the Commonwealth of PA CIO.</p> <p>During the DR Event, certain ordered services in the primary data center will be suspended and related credits will be applied no later than the second invoice following the return to the primary data center. Applicable credit will be defined as a percentage in the Service Catalog.</p> <p>The services which will be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Compute (CPU, Memory) Storage (storage services hosted at the primary location) Service Tier <p>The services which will not be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Operating System Backups 3rd Party Software Application management services <p>Activities to return an environment operating in a DR state to a normal production state will follow the same RTO/RPO and DR Plan which was used for the DR Event. If an agency requires an alternative method to return from DR, the request will be reviewed and additional services and technical resources will be quoted from the Time and Materials RUs in the service catalog.</p>

SCHEDULE C.2 SERVICES CATALOG

Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>The following existing or new RU's need to be ordered along with this service:</p> <p>DR Server option (Windows or Linux, physical or virtual server)</p> <p>DR Storage option</p> <ul style="list-style-type: none"> - SAN Performance (Provider Part # CCSU15210622-A) - Dedicated - General Purpose Capacity (Provider Part # CCSZ13310172-A) - Dedicated – General Purpose Standard (Provider Part # CCSZ13310173-A) <p>Tape based backups (Provider Part # CCSU13310175-A)</p> <p>DR Service Tier (Provider Part # CCSU15310782-A) – FOR DEDICATED DR SERVERS ONLY</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_058

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical or Virtual Server - Windows or Linux - Fully Managed – DR Planning for 24 Hour RPO / 36 Hour RTO using Disk Backups (Tier 2)
Provider Part Number	CCSU15310778-A
Orderable Unit	Per Server
Description	<p>This service provides DR planning and testing for DR Tier 2. DR Tier 2 uses backup to disk technologies to initiate backups to online disk-based media to maintain recoverable images online in the local data center. The online disk-based images are also replicated off site for electronic vaulting as part of the backup service. The vaulted backup images will be used in this service to deliver recoverable images to dedicated Compute, Memory, and Disk associated with the production server that has the DR Service.</p> <p>The DR plan is maintained via SunGard Assurance cloud based DR planning tool and DR notifications sent via SunGard Assurance cloud based notification tool. The service includes a yearly DR test recovery scenario and a table top client review of the DR plan.</p> <p>DR Events are authorized by the Commonwealth of PA CIO.</p> <p>During the DR Event, certain ordered services in the primary data center will be suspended and related credits will be applied no later than the second invoice following the return to the primary data center. Applicable credit will be defined as a percentage in the Service Catalog.</p> <p>The services which will be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Compute (CPU, Memory) Storage (storage services hosted at the primary location) Service Tier <p>The services which will not be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Operating System Backups 3rd Party Software Application management services <p>Activities to return an environment operating in a DR state to a normal production state will follow the same RTO/RPO and DR Plan which was used for the DR Event. If an agency requires an alternative method to return from DR, the request will be reviewed</p>

SCHEDULE C.2 SERVICES CATALOG

	and additional services and technical resources will be quoted from the Time and Materials RUs in the service catalog.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>The following existing or new RU's need to be ordered along with this service:</p> <p>DR Server option (Windows or Linux, physical or virtual server)</p> <p>DR Storage option</p> <ul style="list-style-type: none"> - SAN Performance (Provider Part # CCSU15210622-A) - Dedicated - General Purpose Capacity (Provider Part # CCSZ13310172-A) - Dedicated – General Purpose Standard (Provider Part # CCSZ13310173-A) <p>Disk based backups (Provider Part # CCSU15210689-A)</p> <p>DR Service Tier (Provider Part # CCSU15310782-A) – FOR DEDICATED DR SERVERS ONLY</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_058

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical or Virtual Server - Windows or Linux - Fully Managed – DR Planning for 1 Hour RPO / 24 Hour RTO using Disk Storage Replication (Tier 3)
Provider Part Number	CCSU15310779-A
Orderable Unit	Per Server
Description	<p>This service provides DR planning and testing for DR Tier 3. DR Tier 3 replicates data at the storage level asynchronously to the DR Data Center. The service uses the storage array’s native remote replication services to facilitate asynchronous replication. The replication service will be configured to ensure that appropriate memory, cache, and bandwidth is available to meet and maintain the recovery point objective RPO of 1 hour. The recovery time objective RTO of 24 hours is for data availability.</p> <p>The DR plan is maintained via SunGard Assurance cloud based DR planning tool and DR notifications sent via SunGard Assurance cloud based notification tool. The service includes a yearly DR test recovery scenario and a table top client review of the DR plan.</p> <p>DR Events are authorized by the Commonwealth of PA CIO.</p> <p>During the DR Event, certain ordered services in the primary data center will be suspended and related credits will be applied no later than the second invoice following the return to the primary data center. Applicable credit will be defined as a percentage in the Service Catalog.</p> <p>The services which will be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Compute (CPU, Memory) Storage (storage services hosted at the primary location) Service Tier <p>The services which will not be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Operating System Backups 3rd Party Software Application management services <p>Activities to return an environment operating in a DR state to a normal production state will follow the same RTO/RPO and DR Plan which was used for the DR Event. If an agency requires an alternative method to return from DR, the request will be reviewed</p>

SCHEDULE C.2 SERVICES CATALOG

	and additional services and technical resources will be quoted from the Time and Materials RUs in the service catalog.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>The following existing or new RU's need to be ordered along with this service.</p> <p>DR Server option (Windows or Linux, physical or virtual server)</p> <p>DR Storage option</p> <ul style="list-style-type: none"> - SAN Performance (Provider Part # CCSU15210622-A) - Dedicated - General Purpose Capacity (Provider Part # CCSZ13310172-A) - Dedicated – General Purpose Standard (Provider Part # CCSZ13310173-A) <p>Disk-based backups and restores (RU Part # CCSU15210689-A) or Tape-based backups and restores (RU Part # CCSU13310175-A)</p> <p>DR Service Tier (Provider Part # CCSU15310782-A) – FOR DEDICATED DR SERVERS ONLY</p> <p>Storage Replication for Tier3/Tier4 (Provider Part # CCSU15310781-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_058

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical or Virtual Server - Windows or Linux - Fully Managed – DR Planning for 30 Minute RPO / 4-12 Hour RTO using Disk or Application Enhanced Storage Replication (Tier 4)
Provider Part Number	CCSU15310780-A
Orderable Unit	Per Server
Description	<p>This service provides DR planning and testing for DR Tier 4. DR Tier 4 Service replicates data at the storage level asynchronously to the Disaster Recovery Data Center. The service uses replication management software to facilitate asynchronous replication. The replication manager will be configured to ensure that appropriate memory, cache, and bandwidth is available to meet and maintain the recovery point objective RPO of 30 minutes. The recovery time objective RTO of 4 hours is for data availability.</p> <p>The DR plan is maintained via SunGard Assurance cloud based DR planning tool and DR notifications sent via SunGard Assurance cloud based notification tool. The service includes a yearly DR test recovery scenario and a table top client review of the DR plan.</p> <p>DR Events are authorized by the Commonwealth of PA CIO.</p> <p>During the DR Event, certain ordered services in the primary data center will be suspended and related credits will be applied no later than the second invoice following the return to the primary data center. Applicable credit will be defined as a percentage in the Service Catalog.</p> <p>The services which will be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Compute (CPU, Memory) Storage (storage services hosted at the primary location) Service Tier <p>The services which will not be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Operating System Backups 3rd Party Software Application management services <p>Activities to return an environment operating in a DR state to a normal production state will follow the same RTO/RPO and DR Plan which was used for the DR Event. If an agency requires an alternative method to return from DR, the request will be reviewed</p>

SCHEDULE C.2 SERVICES CATALOG

	and additional services and technical resources will be quoted from the Time and Materials RUs in the service catalog.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>The following existing or new RU's need to be ordered along with this service.</p> <p>DR Server option (Windows or Linux, physical or virtual server)</p> <p>DR Storage option</p> <ul style="list-style-type: none"> - SAN Performance (Provider Part # CCSU15210622-A) - Dedicated - General Purpose Capacity (Provider Part # CCSZ13310172-A) - Dedicated – General Purpose Standard (Provider Part # CCSZ13310173-A) <p>Disk-based backups and restores (RU Part # CCSU15210689-A) or Tape-based backups and restores (RU Part # CCSU13310175-A)</p> <p>DR Service Tier (Provider Part # CCSU15310782-A) – FOR DEDICATED DR SERVERS ONLY</p> <p>Storage Replication for Tier3/Tier4 (Provider Part # CCSU15310781-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_058

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical or Virtual Server - Windows or Linux - Fully Managed – Storage Replication for Tier3/Tier4
Provider Part Number	CCSU15310781-A
Orderable Unit	Per GB
Description	This service provides storage replication for hot DR scenarios (Tier3/Tier4). The replication of data occurs as per the defined replication cycles.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	The following existing or new RU’s need to be ordered along with this service. Disaster Recovery Planning for Tier 3 or Tier 4 or AIX Adder All items listed within the chosen DR Planning RU
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_058

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Physical or Virtual Server - Windows or Linux - Fully Managed – DR Service Tier
Provider Part Number	CCSU15310782-A
Orderable Unit	Per Server
Description	This service provides labor support required to manage the DR servers for DR Tier 1 and Tier 2.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	The following existing or new RU’s need to be ordered along with this service. Disaster Recovery Planning Option All items listed within the chosen DR Planning RU
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_058

Fully Managed - P-Series Server (AIX)

P-Series (AIX) Server Configuration - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	AIX - Fully Managed - pSeries (AIX) Physical Memory - 16 GB Memory
Provider Part Number	CCSI1511589-A
Orderable Unit	Per 16GB of Memory
Description	Initial and/or additional 16GB of physical memory for pSeries (AIX) Dedicated Virtual Pool.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	Memory will be assigned to a specified agency dedicated virtual pool. Memory cannot exceed memory available on pSeries physical server.
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_011

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	AIX - Fully Managed - pSeries (AIX) Physical Processors – One (1) AIX Power Core
Provider Part Number	CCSI1511590-A
Orderable Unit	Per One (1) Core
Description	Initial and/or additional one (1) IBM POWER8 4.19 Ghz processors for pSeries (AIX) Dedicated Virtual Pool. Includes AIX Operating System and PowerVM Enterprise licenses.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	Cores will be assigned to a specified agency dedicated virtual pool. Cores cannot exceed available cores on pSeries physical server.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_011

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	AIX - Fully Managed - PowerHA System Standard Edition
Provider Part Number	CCSI1511591-A
Orderable Unit	Per One (1) Core
Description	PowerHA System Standard Edition must be ordered as a separate customizable item if required. Includes PowerHA software license.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	Two (2) or more pSeries (AIX) Images (LPARs). To Support Silver Service Level (SL3), a minimum of two (2) images (LPARs) are required in separate agency dedicated silver virtual pools.
Fulfillment Timeframe	10 Business Days – application integration is not included in the fulfillment timeframe.

Added per PACS_CCR_011

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	AIX - Fully Managed - pSeries (AIX) Image (LPAR) - Silver Tier
Provider Part Number	CCSI1511594-A
Orderable Unit	Per Image (LPAR)
Description	AIX Operating System Image. Includes associated operating system storage.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>To support Silver Service Level (SL3), a minimum of two (2) Images (LPARs) within one subsystem (e.g. 2 web servers, not 1 each for web server and application) are required, using load balancing or server clustering.</p> <p>All LPARs must be at the same service level within a Dedicated Virtual Pool.</p>
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_011

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	AIX - Fully Managed - pSeries (AIX) Image (LPAR) - Bronze Tier
Provider Part Number	CCSI1511595-A
Orderable Unit	Per Image (LPAR)
Description	AIX Operating System Image. Includes associated operating system storage.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	All LPARs must be at the same service level within a Dedicated Virtual Pool.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_011

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	AIX - Fully Managed - pSeries (AIX) Image (LPAR) - Basic Tier
Provider Part Number	CCSI1511596-A
Orderable Unit	Per Image (LPAR)
Description	AIX Operating System Image. Includes associated operating system storage.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	All LPARs must be at the same service level within a Dedicated Virtual Pool.
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_011

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	AIX - Fully Managed - Fully Managed - pSeries (AIX) LPAR from a Shared Virtual Pool - Basic Only
Provider Part Number	CCSI1511597-A
Orderable Unit	Per Image (LPAR)
Description	<p>One AIX LPAR provisioned in a Shared Virtual Pool.</p> <p>POWER8 3.5GHz .20 Core and 8 GB Memory will be assigned and dedicated to the LPAR using a virtualized network and SAN connectivity.</p> <p>Memory and CPU are a set configuration and cannot be changed.</p> <p>Basic Tier only and cannot be upgraded to a higher tier. Live Partition Mobility, Enterprise Pools, and PowerHA System Enterprise Edition is not available for this configuration.</p> <p>Intended as a sandbox for a limited number of users, not for production use.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_011

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	AIX - Fully Managed – pSeries (AIX) Disaster Recovery Image (LPAR) Adder - 72 Hour RTO
Provider Part Number	CCSI15310784-A
Orderable Unit	Per Image (LPAR) Adder
Description	<p>This service is provided by IBM to support the DR planning and testing for AIX LPAR with an RPO of 1 hour and an RTO of 72 hours. The following activities are offered as part of this resource unit:</p> <ul style="list-style-type: none"> • Creation and maintenance of AIX LPARs recovery documentation • Participation in DR planning meetings • Execution of DR AIX LPARs Test recoveries • Resolve test follow-up actions • Provide storage for AIX OS backup images • Maintain weekly AIX Operating system backups via NIM-managed replications in HDC • Maintain HDC test HW at appropriate microcode levels
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>The following RU's must exist or be ordered along with this service.</p> <p>DR Server Configuration (AIX Image LPAR) CCSU15310777-A DR Planning for 24 Hour RPO / 72 Hour RTO using Tape Backup and Recovery (Tier 1)</p> <p>DR Storage option</p> <ul style="list-style-type: none"> – SAN Performance (Provider Part # CCSU15210622-A) – Dedicated - General Purpose Capacity (Provider Part # CCSZ13310172-A) – Dedicated – General Purpose Standard (Provider Part # CCSZ13310173-A) <p>Disk-based backups and restores (RU Part # CCSU15210689-A) or Tape-based backups and restores (RU Part # CCSU13310175-A)</p> <p>Storage Replication for Tier3/Tier4 (Provider Part # CCSU15310781-A)</p>
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_092
Added per PACS_CCR_058

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	AIX - Fully Managed – pSeries (AIX) Disaster Recovery Image (LPAR) Adder - 36 Hour RTO
Provider Part Number	CCSI16110837-A
Orderable Unit	Per Image (LPAR) Adder
Description	<p>This service is provided by IBM to support the DR planning and testing for AIX LPAR with an RPO of 1 hour and an RTO of 36 hours. The following activities are offered as part of this resource unit:</p> <ul style="list-style-type: none"> • Creation and maintenance of AIX LPARs recovery documentation • Participation in DR planning meetings • Execution of DR AIX LPARs Test recoveries • Resolve test follow-up actions • Provide storage for AIX OS backup images • Maintain weekly AIX Operating system backups via NIM-managed replications in HDC • Maintain HDC test HW at appropriate microcode levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>The following RU’s must exist or be ordered with this service:</p> <p>DR Server Configuration (AIX Image LPAR)</p> <p>CCSU15310778-A DR Planning for 24 Hour RPO / 36 Hour RTO using Disk Backups (Tier 2)</p> <p>DR Storage option</p> <ul style="list-style-type: none"> – SAN Performance (Provider Part # CCSU15210622-A) – Dedicated - General Purpose Capacity (Provider Part # CCSZ13310172-A) – Dedicated – General Purpose Standard (Provider Part # CCSZ13310173-A) <p>Disk-based backups and restores (RU Part # CCSU15210689-A) or Tape-based backups and restores (RU Part # CCSU13310175-A)</p> <p>Storage Replication for Tier3/Tier4 (Provider Part # CCSU15310781-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_092

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	AIX - Fully Managed – pSeries (AIX) Disaster Recovery Image (LPAR) Adder - 24 Hour RTO
Provider Part Number	CCSI15310783-A
Orderable Unit	Per Image (LPAR) Adder
Description	<p>This service is provided by IBM to support the DR planning and testing for AIX LPAR with an RPO of 1 hour and an RTO of 24 hours. The following activities are offered as part of this resource unit:</p> <ul style="list-style-type: none"> • Creation and maintenance of AIX LPARs recovery documentation • Participation in DR planning meetings • Execution of DR AIX LPARs Test recoveries • Resolve test follow-up actions • Provide storage for AIX OS backup images • Maintain weekly AIX Operating system backups via NIM-managed replications in HDC • Maintain HDC test HW at appropriate microcode levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>The following RU’s must exist or be ordered along with this service.</p> <p>DR Server Configuration (AIX Image LPAR)</p> <p>CCSU15310779-A DR Planning for 1 Hour RPO / 24 Hour RTO using Disk Storage Replication (Tier 3)</p> <p>DR Storage option</p> <ul style="list-style-type: none"> – SAN Performance (Provider Part # CCSU15210622-A) – Dedicated - General Purpose Capacity (Provider Part # CCSZ13310172-A) – Dedicated – General Purpose Standard (Provider Part # CCSZ13310173-A) <p>Disk-based backups and restores (RU Part # CCSU15210689-A) or Tape-based backups and restores (RU Part # CCSU13310175-A)</p> <p>Storage Replication for Tier3/Tier4 (Provider Part # CCSU15310781-A)</p>
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_092
Added per PACS_CCR_058

Compute Services - Managed Only Services

Managed Only Services – X86 (Windows and Linux)

Service Attribute	Service Attribute Description
Service Product Name	Managed Only Services for Agency Owned Windows or Linux Server Support - Silver
Provider Part Number	CCSU13320003-A
Orderable Unit	Per Server Instance
Description	<p>Windows / Linux – Silver Tier</p> <p>Windows management services or Commonwealth owned Windows service, in alignment to the requirements in Schedule F, Section 3.3.3.1.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>For Platinum, a minimum of three servers must be ordered.</p> <p>For example, to support Platinum Service Level (SL1), a minimum of three (3) server instances within one subsystem (e.g. 3 web servers, not 1 each for web server, application and database) are required with at least one geographically separated instance, use load balancing or server clustering, and Platinum server support service tier for each server instance.</p> <p>For Gold, a minimum of two servers ordered</p> <p>For example, to Support Gold Service Level (SL2), a minimum of two (2) server instances within one subsystem (e.g. 2 web servers, not 1 each for web server and application) are required, use load balancing or server clustering, and Gold server support service tier for each server instance.</p> <p>For Silver, Bronze and Basic, one server must be ordered</p>
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Managed Only Services for Agency Owned Windows or Linux Server Support - Bronze
Provider Part Number	CCSU13320004-A
Orderable Unit	Per Server Instance
Description	<p>Windows / Linux – Bronze Tier</p> <p>Windows management services or Commonwealth owned Windows service, in alignment to the requirements in Schedule F, Section 3.3.3.1.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>For Platinum, a minimum of three servers must be ordered.</p> <p>For example, to support Platinum Service Level (SL1), a minimum of three (3) server instances within one subsystem (e.g. 3 web servers, not 1 each for web server, application and database) are required with at least one geographically separated instance, use load balancing or server clustering, and Platinum server support service tier for each server instance.</p> <p>For Gold, a minimum of two servers ordered</p> <p>For example, to Support Gold Service Level (SL2), a minimum of two (2) server instances within one subsystem (e.g. 2 web servers, not 1 each for web server and application) are required, use load balancing or server clustering, and Gold server support service tier for each server instance.</p> <p>For Silver, Bronze and Basic, one server must be ordered</p>
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Managed Only Services for Agency Owned Windows or Linux Server Support - Basic
Provider Part Number	CCSU13320005-A
Orderable Unit	Per Server Instance
Description	<p>Windows / Linux – Basic Tier</p> <p>Windows management services or Commonwealth owned Windows service, in alignment to the requirements in Schedule F, Section 3.3.3.1.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>For Platinum, a minimum of three servers must be ordered.</p> <p>For example, to support Platinum Service Level (SL1), a minimum of three (3) server instances within one subsystem (e.g. 3 web servers, not 1 each for web server, application and database) are required with at least one geographically separated instance, use load balancing or server clustering, and Platinum server support service tier for each server instance.</p> <p>For Gold, a minimum of two servers ordered</p> <p>For example, to Support Gold Service Level (SL2), a minimum of two (2) server instances within one subsystem (e.g. 2 web servers, not 1 each for web server and application) are required, use load balancing or server clustering, and Gold server support service tier for each server instance.</p> <p>For Silver, Bronze and Basic, one server must be ordered</p>
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Servers - Managed Only – Physical Server Implementation Services
Provider Part Number	CCSU17120958-A
Orderable Unit	Per Server (Onetime Charge)
Description	<p>Agencies will use this service to have an x86 physical server installed at the Ashburn Data Center (ADC) or Harrisburg Data Center (HDC) per agency provided instructions. Agency will be responsible for delivery of the equipment to the ADC or HDC location.</p> <p>This service will include the physical installation and configuration of the hardware and operating system.</p> <p>Maintenance/change services will be performed as part of standard daily operating procedures delivered under Resource Unit (RU) CCSU17120959-A.</p> <p>This is a onetime charge RU.</p> <p>Any non-standard or custom hardware or software that an agency may require is out of scope of this service.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>Commonwealth provided hardware matching one of the PACS Fully Managed hardware type. Commonwealth is responsible for providing all PACS required hardware peripherals like rack mounting kits for the equipment.</p> <p>Corresponding order for RU CCSU17120959-A.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_103

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Servers - Managed Only -- Physical Server - Basic Tier
Provider Part Number	CCSU17120959-A
Orderable Unit	Per Server
Description	This service provides hosting, operations and support services for Commonwealth owned x86 physical servers, running a supported version of Windows or Linux operating system. Service aligns with Basic Service Levels.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<ul style="list-style-type: none"> • Commonwealth provided hardware matching one of the PACS Fully Managed hardware types, i.e. hardware models and versions supported by vendor. • Commonwealth will provide active hardware and software maintenance support where applicable. • Must order “Physical Server Implementation” services - CCSU17120958-A (one-time). • Must order appropriate Operating System software RU, Storage RU, Backup to Disk RU
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_103

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	vBlock Servers - Managed Only – vBlock - Array Relocation DHS Specific
Provider Part Number	CCSU15220615-A
Orderable Unit	Per Relocation Event (onetime)
Description	This is a onetime relocation of the DHS VCE vBlock 720 Converged Infrastructure from the existing Data PowerHouse (DPH) datacenter to the PACS production datacenter in Ashburn (ADC). Services provided include shutdown, packing, transport, unpacking, start up and integration into the target environment.
Service Customers / Users	This service is provided for Department of Human Services (DHS) only.
Service Prerequisites	None
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_020

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	vBlock Servers - Managed Only – vBlock720 - Managed Only DHS Specific
Provider Part Number	CCSU15220617-A
Orderable Unit	Per Instance
Description	<p>Managed only services for the DHS VCE vBlock 720 array for the balance of the 5 year remaining useful life. These services include the following:</p> <ul style="list-style-type: none"> • Management of the vBlock infrastructure including compute, network storage and appliances supplied as part of the initial hardware and software bundle • Break fix or software upgrades for the vBlock per the maintenance support contract. • Includes configuration and management of the existing virtual servers up to a maximum of 64 virtual servers.
Service Customers / Users	This service is provided for Department of Human Services (DHS) only.
Service Prerequisites	<p>Order new Enterprise Storage - vBlock - Array Relocation DHS Specific</p> <p>For storage allocation requests, order CCSU14320501-A (Managed Only Storage Services for Agency Owned Storage) at the required GB quantity.</p> <p>For virtual server requests above the maximum of 64 included in the RU, order the desired Managed Only x86 (Windows, Linux) servers, catalog entry Provider Part Numbers CCSU13320001-A thru CCSU13320005-A.</p>
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_020

SCHEDULE C.2 SERVICES CATALOG

<i>Service Attribute</i>	<i>Service Attribute Description</i>
Service Name	Vblock Servers - Managed Only – Vblock 720 Compute Expansion
Provider Part Number	CCSU18120989-A
Orderable Unit	Per Vblock Add-On (Onetime Charge)
Description	<p>Includes two (2) Server Blades and Chassis to be added to the existing DHS Vblock to provide additional compute. This RU may only be ordered one time. It includes installation and all required components. Blade configuration is shown below.</p> <ul style="list-style-type: none"> • QTY (2) - UCS B200 M4 E5-2690v3 2.6Ghz (2) Processor, 24 Core Server Blades, 256GB RAM
Service Customers / Users	This service is provided for Department of Human Services (DHS) only.
Service Prerequisites	Existing order for DHS Vblock 720 (RU CCSU15220617-A)
Fulfillment Timeframe	N/A

Added per PACS_CCR_116

SCHEDULE C.2 SERVICES CATALOG

<i>Service Attribute</i>	<i>Service Attribute Description</i>
Service Name	Vblock Servers - Managed Only – Vblock 720 Compute Expansion Maintenance
Provider Part Number	CCSU18120990-A
Orderable Unit	Per Vblock Add-On
Description	Provides ongoing hardware and software maintenance for the DHS Vblock 720 Compute Expansion Add-on. The Vblock 720 goes End of Service Life March 31, 2020, so this RU as well as RU CCSU15220617-A, can be ordered only through that date.
Service Customers / Users	This service is provided for Department of Human Services (DHS) only.
Service Prerequisites	Order for one (1) DHS Vblock 720 Compute Add-On (RU CCSU18120989-A)
Fulfillment Timeframe	N/A

Added per PACS_CCR_116

Managed Only Services – P-Series (AIX)

Service Attribute	Service Attribute Description
Service Product Name	pSeries - Managed Only – pSeries (AIX or SUSE Linux on Power) Image (LPAR) - Silver Tier
Provider Part Number	CCSI13320008-A
Orderable Unit	Per Image (LPAR)
Description	<p>Provide the following for SUSE Linux on Power - at Silver Service Tier level:</p> <ul style="list-style-type: none"> • System administration • Operating software support • 24x7 system monitoring • Configuration management • Account management • Security and compliance management • Image backup and recovery • Capacity planning • Incident-Problem-Change (IPC) management • Perform updates, upgrades, patching • Managing system software service calls • Represent the agency to manufacturer technical support.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>All LPARs must be installed on a pSeries Managed Only – pSeries Hardware Support (CCSI17220960-A).</p> <p>To support Silver Service Level (SL3), a minimum of two (2) Images (LPARs) within one subsystem (e.g. 2 web servers each, not 1 each for web server and application) are required on different physical servers, using load balancing or server clustering.</p>

Fulfillment Timeframe	Not Applicable
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Revised per PACS_CCR_104
Revised per PACS_CCR_040
Revised per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	pSeries - Managed Only – pSeries (AIX or SUSE Linux on Power) Image (LPAR) - Bronze Tier
Provider Part Number	CCSI13320009-A
Orderable Unit	Per Image (LPAR)
Description	<p>Provide the following for SUSE Linux on Power - at Bronze Service Tier level:</p> <ul style="list-style-type: none"> • System administration • Operating software support • 24x7 system monitoring • Configuration management • Account management • Security and compliance management • Image backup and recovery • Capacity planning • Incident-Problem-Change (IPC) management • Perform updates, upgrades, patching • Managing system software service calls • Represent the agency to manufacturer technical support.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	All LPARs must be installed on a pSeries Managed Only – pSeries Hardware Support (CCSI17220960-A).
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_104
 Revised per PACS_CCR_040
 Revised per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	pSeries - Managed Only – pSeries (AIX or SUSE Linux on Power) Image (LPAR) - Basic Tier
Provider Part Number	CCSI13320010-A
Orderable Unit	Per Image (LPAR)
Description	<p>Provide the following for SUSE Linux on Power - at Basic Service Tier level:</p> <ul style="list-style-type: none"> • System administration • Operating software support • 24x7 system monitoring • Configuration management • Account management • Security and compliance management • Image backup and recovery • Capacity planning • Incident-Problem-Change (IPC) management • Perform updates, upgrades, patching • Managing system software service calls • Represent the agency to manufacturer technical support.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	All LPARs must be installed on a pSeries Managed Only – pSeries Hardware Support (CCSI17220960-A).
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_104
 Revised per PACS_CCR_040
 Revised per PACS_CCR_035

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	pSeries - Managed Only – pSeries Hardware Frame Support
Provider Part Number	CCSI17220960-A
Orderable Unit	Per Physical Server
Description	<p>Provides the following services:</p> <ul style="list-style-type: none"> • System administration • Maintenance and support of hardware system microcode • Management of VIO servers/software and management of system virtualization • 24x7 system monitoring • Incident-Problem-Change (IPC) management • Security management • Configuration management • Capacity planning • Updates, upgrades, patching for infrastructure software • Managing and scheduling hardware service calls • Represent the agency to hardware manufacturer technical support
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Customer-provided pSeries hardware and associated hardware and system software maintenance agreements with PACS authorization to act on behalf of the agency, reviewed and accepted by PACS.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_104

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	pSeries - Managed Only – pSeries (SUSE Linux on Power) Disaster Recovery Image (LPAR) Adder - 36 Hour RTO
Provider Part Number	CCSI17220961-A
Orderable Unit	Per Image (LPAR) Adder
Description	<p>This service is provided to support the Disaster Recovery (DR) planning and testing for pSeries (SUSE Linux on Power) LPAR with an RPO of 24 hours and an RTO of 36 hours. The following activities are offered as part of this resource unit, per the DR Plan:</p> <ul style="list-style-type: none"> • Create and maintain pSeries LPARs image recovery documentation • Participate in DR planning meetings • Execute one (1) pSeries LPARs DR technical test recovery per year, and one (1) table-top test recovery per year • Resolve DR test follow-up actions • Maintain weekly pSeries Operating system backups via operating system managed copies to the HDC • Maintain HDC DR hardware at appropriate microcode levels
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<p>Customer-provided DR physical server (pSeries Image LPAR) with adequate capacity.</p> <p>The following must exist or new RU(s) need to be ordered along with this service:</p> <ul style="list-style-type: none"> • CCSU15310778-A Disaster Recovery Planning RU for 36 Hour RTO • One of the following Managed Only pSeries (SUSE Linux on Power) LPAR Tier per Image: <ul style="list-style-type: none"> – CCSI13320008-A (Silver) – CCSI13320009-A (Bronze) – CCSI13320010-A (Basic)

SCHEDULE C.2 SERVICES CATALOG

Fulfillment Timeframe	Not Applicable
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Added per PACS_CCR_104

Managed Only Storage

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Managed Only Storage Services for Agency Owned Storage
Provider Part Number	CCSU14320501-A
Orderable Unit	Per GB
Description	Managed Only Storage Services (per GB)
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Agency owned storage
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Only Storage Services - Data Domain - DHS Specific
Provider Part Number	CCSU15120612-A
Orderable Unit	Per GB
Description	This service provides relocation of two (2) Data Domain systems, one each to the ADC and the HDS from SunGard and the DPH respectively, as well as ongoing support of both units as a Managed Only Data Domain storage service.
Service Customers / Users	This service is provided for Department of Human Services (DHS) only.
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_021

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Only Storage Services - Managed Backup to Managed only Data Domain - DHS Specific
Provider Part Number	CCSU15210621-A
Orderable Unit	Per GB
Description	Backup of DHS host based storage via CommVault backup methods with a target of DHS Data Domain devices.
Service Customers / Users	This service is provided for Department of Human Services (DHS) only.
Service Prerequisites	Active order of the Managed Only Data Domain service Provider Part Number CCSU15120612-A.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_033

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Only Storage Services - VNX - Array Relocation DHS Specific
Provider Part Number	CCSU15220614-A
Orderable Unit	Per Relocation Event (onetime)
Description	This is a onetime relocation of the DHS VNX array from the existing Data PowerHouse datacenter to the PACS production datacenter in Ashburn (ADC). Services provided include shutdown, packing, transport, unpacking, start up and integration into the target environment.
Service Customers / Users	This service is provided for Department of Human Services (DHS) only.
Service Prerequisites	None
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_020

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Only Storage Services – VNX5400 - Managed Only DHS Specific
Provider Part Number	CCSU15220616-A
Orderable Unit	Per Instance
Description	<p>Managed only services for DHS VNX5400 array for the balance of the 5 year remaining useful life. These services include the following:</p> <ul style="list-style-type: none"> • Management of the EMC VNX5400 storage system • Break fix or software upgrades for the VNX per the maintenance support contract.
Service Customers / Users	This service is provided for Department of Human Services (DHS) only.
Service Prerequisites	<p>Order new Enterprise Storage - VNX - Array Relocation DHS Specific.</p> <p>For storage allocation requests, order (Managed Only Storage Services for Agency Owned Storage) at the required GB quantity.</p>
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_020

Fully Managed - Storage and Backup

Storage Services

Service Attribute	Service Attribute Description
Service Name	Fully Managed – Storage Service – SAN Performance
Provider Part Number	CCSU15210622-A
Orderable Unit	Per GB
Description	The SAN performance storage offering/service caters to the needs of clients/applications which exceed the current performance capabilities of the deployed General Purpose storage configurations. Based on dynamic storage with a varying profile of an average density of ~ 2 IOPS/GB bounded by underlying disk performance of ~ .22 to .42 IOPS/GB. Performance targets may be modified by underlying configurations intended to meet specific workload profiles.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Not Applicable
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_034

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Fully Managed – Storage Service – *Dedicated - General Purpose Capacity
Provider Part Number	CCSZ13310172-A
Orderable Unit	Per GB
Description	SAN General Purpose Capacity storage houses block based data, suitable for less active application data, or block data that is primarily ‘data at rest’. Based on dynamic storage with a varying profile of an average density of ~ 0.07 IOPS/GB bounded by underlying disk performance of < 0.03 IOPS/GB. Performance targets may be modified by capacity growth.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_034

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Fully Managed – Storage Service – *Dedicated - General Purpose Standard
Provider Part Number	CCSZ13310173-A
Orderable Unit	Per GB
Description	SAN General Purpose Standard houses block based data, suitable for application or database data that is more active with higher performance requirements than the Capacity or Bulk offering. Based on dynamic storage with a varying profile of an average density of ~ 1.5 IOPS/GB bounded by underlying disk performance of < 0.03 IOPS/GB. Performance targets may be modified by underlying configurations intended to meet specific workload profiles.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_034

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Fully Managed – Storage Service – Dedicated – NAS Bulk
Provider Part Number	CCSZ13310174-A
Orderable Unit	Per GB
Description	NAS Bulk is intended to house file based data, used for large quantities of file data that is primarily ‘data at rest’ and largely inactive. NAS Bulk Storage, the service is designed to deliver an average of <0.03 IOPS per GB of storage. This service is intended primarily for data at rest, bulk storage, or workload profiles of the lowest performance requirements.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_034

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Storage and Backup - Fully Managed – Litigation Archiving
Provider Part Number	CCSU15310735-A
Orderable Unit	Per Litigation Event
Description	<p>This service enables Department of Human Services to request creation of data archival tapes associated with a litigation event and secure them in a manner which will ensure the chain of custody for those archival tapes during the litigation event.</p> <p>Using this service, DHS would identify Mainframe or Open System data to be archived (up to 3 requests per year) and secured for the litigation. Unisys will copy the requested data to tape (up to 200 tapes per order), store them inside locked containers, and secure the containers within a secured storage area in a computing facility managed by Unisys for the Commonwealth of Pennsylvania.</p> <p>Upon request, Unisys will retrieve the tapes from the secured storage and restore them on the passive virtual infrastructure for the purpose of data analysis. Once restored successfully, the data will be backed up onto newer tapes using CommVault, before the data is provided for analysis as directed by the Commonwealth and under stringent security provisions. The retained data tapes will be returned to the Commonwealth, as the copy of the litigation data is now available at the Harrisburg Data Center (HDC) in newer tapes and can be restored using CommVault whenever request is received for the same data restoration.</p> <p>This service is available for archive tapes made from the following compute services:</p> <ul style="list-style-type: none"> • Fully Managed Services for x86 (Windows and Linux) with Storage • Fully Managed Services P-Series (AIX) with Storage • Fully Managed Unisys Mainframe with Storage
Service Customers / Users	Department of Human Resources

SCHEDULE C.2 SERVICES CATALOG

Service Prerequisites	Prerequisites required for this service to be ordered are: <ul style="list-style-type: none">• The agency will need to use existing Service Catalog Resource Units (RU) to order a fully operational server, memory and operating system necessary for use in restoring the data from archived tapes.• The agency will need to use existing Service Catalog RUs to request the provisioning of the storage capacity needed for use in restoring the data from archived tapes.• The agency must identify the correct systems and schedule to be retrieved and secured.
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_088

Tape and Backup Services

Service Attribute	<i>Service Attribute Description</i>											
Service Product Name	Fully Managed – Tape and Backup – Server Tape Stored											
Provider Part Number	CCSU13310175-A											
Orderable Unit	Per GB Stored											
Description	<p>Tape and Backup – Server Tape Stored</p> <p>The following retention periods are available:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td colspan="3">Standard Tape retention schemes</td> <td rowspan="2">Tape Archive 12 monthly and annually</td> </tr> <tr> <td>6-Daily incremental and four weekly full tapes</td> <td>24-Daily incremental and four weekly full tapes</td> <td>6 daily incremental and two weekly full</td> </tr> <tr> <td>Optional</td> <td>Default</td> <td>Minimum required</td> <td>Optional</td> </tr> </table>	Standard Tape retention schemes			Tape Archive 12 monthly and annually	6-Daily incremental and four weekly full tapes	24-Daily incremental and four weekly full tapes	6 daily incremental and two weekly full	Optional	Default	Minimum required	Optional
Standard Tape retention schemes			Tape Archive 12 monthly and annually									
6-Daily incremental and four weekly full tapes	24-Daily incremental and four weekly full tapes	6 daily incremental and two weekly full										
Optional	Default	Minimum required	Optional									
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office											
Service Prerequisites	None											
Fulfillment Timeframe	Not Applicable											

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Fully Managed – Storage Service – Tape and Backup – Offsite Tape Storage
Provider Part Number	CCSU13310176-A
Orderable Unit	Per Tape
Description	Tape and Backup – Offsite Tape Storage
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Backup to Disk
Provider Part Number	CCSU15210689-A
Orderable Unit	Per GB Stored
Description	Provides a disk based backup service as an alternative to tape backup using CommVault. Data is replicated between the Ashburn Data Center (ADC) and the Harrisburg Data Center (HDC).
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_028

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Content Addressable Storage - Centera Appliance PUC Specific
Provider Part Number	CCSU15110604-A
Orderable Unit	Per Appliance
Description	An EMC Centera appliance to include both a production instance at Ashburn and a disaster recovery instance at the HDC. Ordering of one (1) unit includes fully managed services associated with them to provide the storage required for Public Utility Commission (PUC) for both instances. There will be a separate appliance and configuration dedicated to PUC according to their requirements.
Service Customers / Users	This service is provided for PUC only.
Service Prerequisites	None
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_032

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Content Addressable Storage - Centera Appliance PSERS Specific
Provider Part Number	CCSU15110605-A
Orderable Unit	Per Appliance
Description	An EMC Centera appliance to include both a production instance at Ashburn and a disaster recovery instance at the HDC. Ordering of one (1) unit includes fully managed services associated with them to provide the storage required for the Public School Employees' Retirement System (PSERS) for both instances. There will be a separate appliance and configuration dedicated to PSERS according to their requirements.
Service Customers / Users	This service is provided for PSERS only.
Service Prerequisites	None
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_032

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Content Addressable Storage - Centera Appliance DOR Specific
Provider Part Number	CCSU15110606-A
Orderable Unit	Per Appliance
Description	An EMC Centera appliance to include both a production instance at Ashburn and a disaster recovery instance at the HDC. Ordering of one (1) unit includes fully managed services associated with them to provide the storage required for the Department of Revenue (DOR) for both instances. There will be a separate appliance and configuration dedicated to DOR according to their requirements.
Service Customers / Users	This service is provided for DOR only.
Service Prerequisites	None
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_032

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Content Addressable Storage - Centera Additional Capacity for PUC and PSERS
Provider Part Number	CCSU15110607-A
Orderable Unit	Per Module
Description	This is an optional module that can be added to the EMC Centera Appliance to increase the storage capacity of the appliance by ~4TB. The service includes the installation and configuration of the additional storage capacity on both the production and DR instances as well as the same ongoing monitoring, maintenance, and support as provided for the Centera appliance as part of the Content Addressable Storage – Centera Appliance service.
Service Customers / Users	This service is provided for PUC and PSERS only.
Service Prerequisites	Active order of Enterprise Storage – Data Archive - Content Addressable Storage – Centera Appliance.
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_032

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Content Addressable Storage - Centera Additional Capacity for DOR
Provider Part Number	CCSU15110608-A
Orderable Unit	Per Module
Description	This is an optional module that can be added to the EMC Centera Appliance to increase the storage capacity of the appliance by ~4TB. The service includes the installation and configuration of the additional storage capacity on both the production and DR instances as well as the same ongoing monitoring, maintenance, and support as provided for the Centera appliance as part of the Content Addressable Storage – Centera Appliance service.
Service Customers / Users	This service is provided for DOR only.
Service Prerequisites	Active order of Enterprise Storage – Data Archive - Content Addressable Storage – Centera Appliance.
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_032

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Content Addressable Storage - Centera Appliance Replication for PUC, PSERS and DOR
Provider Part Number	CCSU15110609-A
Orderable Unit	Per 1Gbps Bandwidth
Description	Provides the network bandwidth capacity required for the ongoing data replication that occurs between the production and DR Centera appliance instances One (1) RU must be ordered with a Centera Appliance order.
Service Customers / Users	This service is provided for PUC, PSERS, or DOR only.
Service Prerequisites	Active order of an Enterprise Storage – Data Archive - Content Addressable Storage – Centera Appliance.
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_032

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Content Addressable Storage - Centera Appliance Relocation Data Replication for PUC and PSERS
Provider Part Number	CCSU15110610-A
Orderable Unit	Per Appliance (onetime only)
Description	Provides the rapid replication of the entire contents of an EMC Centera appliance to another instance of an EMC Centera appliance using EMC certified Data Dobi’s data replication offering. Ordering of one (1) unit includes both the production and DR instances. This is a onetime service and one (1) RU is required as part of any order for a new Centera Appliance.
Service Customers / Users	This service is provided for PUC and PSERS only.
Service Prerequisites	Active order of Enterprise Storage – Data Archive - Content Addressable Storage – Centera Appliance.
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_032

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Content Addressable Storage - Centera Appliance Relocation Data Replication for DOR
Provider Part Number	CCSU15110611-A
Orderable Unit	Per Appliance (onetime only)
Description	Provides the rapid replication of the entire contents of an EMC Centera appliance to another instance of an EMC Centera appliance using EMC certified Data Dobi's data replication offering. Ordering of one (1) unit includes both the production and DR instances. This is a onetime service and one (1) RU is required as part of any order for a new Centera Appliance.
Service Customers / Users	This service is provided for DOR only.
Service Prerequisites	Active order of Enterprise Storage – Data Archive - Content Addressable Storage – Centera Appliance.
Fulfillment Timeframe	Not applicable.

Added per PACS_CCR_032

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Storage and Backup - Fully Managed – Legacy Backup Restore – Short Term DPH to ADC
Provider Part Number	CCSU15210705-A
Orderable Unit	Per Request
Description	<p>This service will be used by an agency to request a backup that was made using a legacy backup tool in the DPH restored onto a temporary virtual server instance (and any necessary attached storage) and to transfer files/data from that backup copy to a destination within the ADC.</p> <p>This service is available to an agency only during the short-term period after an agency’s application has been migrated from the DPH into the ADC but before all of the agencies and applications supported by the legacy backup tool have been migrated out of the DPH. Once all of the agencies and applications supported by a legacy backup tool have been migrated out of the DPH, the legacy backup tool will be decommissioned and the agency will need to use the Legacy Backup Restore – Long Retention service offering.</p> <p>This service will be available only until the completion of the DPH migration program by December 31, 2015.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<ol style="list-style-type: none"> 1. The legacy backup must be able to be restored onto a VM in order to utilize this service. 2. The legacy backup tool which was used to make the backup must still be in operation in the DPH. 3. The agency will need to use the existing RUs within the Service Catalog to have one (1) new virtual machine instance created as the target node on which to restore the backup copy. The new VM (and necessary storage for the restore) would incur one (1) month charge to cover the activities for instantiating /decommissioning the VM/storage for this event and any related activities to complete the transfer or transport of the files/data from the DPH to the ADC.
Fulfillment Timeframe	2 Business Days (after creation of the ordered VM)

Added per PACS_CCR_023

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Compute Services - Co-Location Services

Co-Location Services - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Colocation Service – IP Address
Provider Part Number	CCSU13330006-A
Orderable Unit	Per IP Address
Description	Colocation Service – IP Address
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – Monthly Facility Rental Fee
Provider Part Number	CSSU16330885-A
Orderable Unit	Per KW
Description	Provides an ADC Data Center rental space for agency owned equipment. Rental fee is based on kilowatt (KW) power needed for the hosted devices. Client will be charged this fixed monthly fee in addition to the actual cost of power per the Monitored Power Utilization Fee RU. This RU is required for any co-location service.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	None
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – Monitored Power Utilization Fee
Provider Part Number	CSSU16330886-A
Orderable Unit	Per kWh
Description	Provides monthly metered power within the ADC and will be charged based on the actual kWh consumption of power. RU invoicing will be based on cabinet level consumption reporting and assumes only one agency per cabinet. If billing level granularity such as device, agencies sharing cabinets, etc., are required, additional RUs will be required.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Monthly Facility Rental Fee RU CSSU16330885-A order
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – Power Whip 3-Phase
Provider Part Number	CSSU16330887-A
Orderable Unit	Per Whip (Onetime Charge)
Description	Installation of 208VAC 60Amps 3-Phase within ADC, terminated to a single receptacle.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Monthly Facility Rental Fee RU CSSU16330885-A order
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – Power Whip Single-Phase
Provider Part Number	CSSU16330888-A
Orderable Unit	Per Whip (Onetime Charge)
Description	Installation of 208VAC 20/30Amps Single-Phase within ADC terminated to a single receptacle.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Monthly Facility Rental Fee RU CSSU16330885-A order
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – Cross-Connect - Fiber Single-Mode Cross-connection Ongoing Support Services
Provider Part Number	CSSU16330889-A
Orderable Unit	Per Fiber Pair
Description	Ongoing support for the Fiber (SM) cross-connect between ADC network demarcation and the Unisys vault. Only required if agency procures WAN connectivity through a third party other than Unisys.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Monthly Facility Rental Fee RU CSSU16330885-A order Cross-Connect - Fiber Single-Mode Cross-connection (Onetime)
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – Cross-Connect - Fiber Single-Mode Cross-connection Installation
Provider Part Number	CSSU16330890-A
Orderable Unit	Per Fiber Pair (Onetime Charge)
Description	Installation of Fiber (SM) cross-connect between ADC network demarcation and Unisys Vault. Only required if agency procures WAN connectivity through a third party other than Unisys.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Monthly Facility Rental Fee RU CSSU16330885-A order Third party (non-Unisys) WAN connection
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – Category 6 Patch Cable
Provider Part Number	CSSU16330892-A
Orderable Unit	Per Cable (Onetime Charge)
Description	<p>One Cat6 patch cable up to 15 feet to support up to 1 Gbps Ethernet.</p> <p>Installation of Cat6 cable run between cabinets within the existing cable tray, terminating each end to the patch panel, including cable testing and labeling, will be completed via Time and Materials order for RU CCSZ13360017-A - Facilities Administrator.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Monthly Facility Rental Fee RU CSSU16330885-A order
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – Fiber Patch Cable
Provider Part Number	CSSU16330894-A
Orderable Unit	Per Cable (Onetime Charge)
Description	<p>One (1) OM4 LC-LC Duplex Fiber patch cable up to 10 meters to support 1/10 Gbps Ethernet or 8/16 Gbps SAN.</p> <p>Installation of OM4 Fiber cable run between cabinets within the existing cable tray, terminating each end to the patch panel, including cable testing and labeling, will be completed via Time and Materials order for RU CCSZ13360017-A - Facilities Administrator.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Monthly Facility Rental Fee RU CSSU16330885-A order
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – 52U Cabinet
Provider Part Number	CSSU16330895-A
Orderable Unit	Per Cabinet (Onetime Charge)
Description	One (1) 52U Cabinet with two (2) 200V switched vertical PDUs. Includes Seismic Bracing. Assumes only one agency per cabinet.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Monthly Facility Rental Fee RU CSSU16330885-A order
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Co-location Services – 10Gig Ethernet Core Switch Port Ongoing Support Services
Provider Part Number	CSSU16330896-A
Orderable Unit	Per Port
Description	Provides One 10Gig Ethernet Core Switch Port for uplink purposes.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Monthly Facility Rental Fee RU CSSU16330885-A order
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_079

Compute Services - Mainframe Services

IBM Mainframe Storage and Backup

IBM Mainframe Storage Services

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe Allocated DASD
Provider Part Number	CCSI13310177-A
Orderable Unit	Per GB
Description	<p>RAID 5 configured DASD (disk space) allocated in support of IBM Mainframe Operating System, Subsystems, applications and data. Configured as 300GB, 15K RPM drive sets with Count Key Data (CKD) allocation. Includes Operating Environment License (OEL) Parallel Access Volumes (PAV), Hyper PAV, FICON attachment and High Performance for System z.</p> <p>DOES NOT include Full Disk Encryption (FDE) or Fixed Block Architecture (FBA) allocated storage.</p> <p>Orderable in quantities based on allocated disk volumes by MOD type (e.g., MOD 3 = 2.838GB)</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	5 Business Days

IBM Mainframe Backup and Tape Services

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – IBM Tapes in Storage – Virtual Tape Storage (VTS)
Provider Part Number	CCSI13310178-A
Orderable Unit	Per Virtual Tape Volume
Description	<p>Allocated storage for data written via application or backups to virtual tapes within the Virtual Tape Server (VTS).</p> <p>Each virtual tape volume = 4GB.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_076

IBM Mainframe Service

IBM Mainframe Configuration – Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – Base Configuration for zSeries Disaster Recovery Subscription Services – 72 Hour RTO
Provider Part Number	CCSI15310756-A
Orderable Unit	Per Annual Subscription (charged monthly)
Description	<p>Base Disaster Recovery (DR) Services subscription for recovery services in the event of a disaster declaration. Consists of the following services:</p> <ul style="list-style-type: none"> • Recovery Time Objective (RTO) of 72 hours and a Recovery Point Objective (RPO) of 24 hours • Develop DR plan jointly with Agency • Two (2) 32-hour recovery test events per year, coordinated with all subscribers of CCSI15310756-A • Configuration includes: <ul style="list-style-type: none"> ○ 100 MIPs of mainframe processor capacity ○ 1 GB of mainframe central storage (memory) ○ 1 TB of mainframe disk storage for zSeries ○ Additional DR resource units may be ordered separately to meet full recovery capacity requirements if needed. • Order must be placed in 12 month increments (“Annual Subscription”) in order to provide for DR planning documentation and testing; however, if the agency terminates the production workload, this service may be terminated after a minimum 6 month service period. <p>DR Events are authorized by the Commonwealth of PA CIO.</p> <p>During the DR Event, certain ordered services in the primary data center will be suspended and related credits will be applied no later than the second invoice following the return to the primary data center. Applicable credit will be applied per the Schedule C.2 description for the Declaration Fee RU.</p>

SCHEDULE C.2 SERVICES CATALOG

	<p>The services which will be suspended during the DR event include the following: Compute (CPU, Memory) Storage (storage services hosted at the primary location) Service Tier</p> <p>The services which will not be suspended during the DR event include the following: Operating System Backups 3rd Party Software Application management services</p> <p>Activities to return an environment operating in a DR state to a normal production state will follow the same RTO/RPO and DR Plan which was used for the DR Event. If an agency requires an alternative method to return from DR, the request will be reviewed and additional services and technical resources will be quoted from the Time and Materials RUs in the service catalog.</p>
<p>Service Customers / Users</p>	<p>Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted</p>
<p>Service Prerequisites</p>	<p>For zOS, one of the following:</p> <p>IBM Mainframe - Fully Managed – Mainframe Services (z/OS – No DR) – Platinum Tier (CCSI13310185-A).</p> <p>IBM Mainframe - Fully Managed – Mainframe Services (z/OS – No DR) – Gold Tier (CCSI13310186-A).</p> <p>IBM Mainframe - Fully Managed – Mainframe Services (z/OS – No DR) – Silver Tier (CCSI15110553-A).</p> <p>IBM Mainframe - Fully Managed – Mainframe Services (z/OS – No DR) – Basic Tier (CCSI13310187-A).</p> <p align="center">OR</p> <p>For zVSE, one of the following:</p> <p>IBM Mainframe - Fully Managed - z/VSE Guest - Basic Tier Service Level (CCSI15110568-A)</p> <p>IBM Mainframe - Fully Managed - z/VSE Guest - Silver Tier Service Level (CCSI15210619-A)</p>

SCHEDULE C.2 SERVICES CATALOG

Fulfillment Timeframe	Not applicable
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Added per PACS_CCR_059

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – Base Configuration for AS400 Disaster Recovery Subscription Services – 72 Hour RTO
Provider Part Number	CCSI15310760-A
Orderable Unit	Per Annual Subscription for Two Agencies (charged monthly)
Description	<p>Base Disaster Recovery (DR) Services subscription for recovery services in the event of a disaster declaration for up to 2 agencies. Consists of the following services:</p> <ul style="list-style-type: none"> • Recovery Time Objective (RTO) of 72 hours and Recovery Point Objective (RPO) of 24 hours • Develop recovery plan jointly with Agency • One (1) coordinated, 32-hour recovery test event per year, (with all subscribers of CCSI15310756-A and CCSI15310760-A). • Base services include: <ul style="list-style-type: none"> - 1300 CPW of IBMi (AS400) processor capacity - 6 GB of central storage (memory) - 500 GB of disk storage - Tape subsystem access - Network connectivity for the AS400 • Order must be placed in 12 month increments (“Annual Subscription”) in order to provide for DR planning documentation and testing; however, if the agency terminates the production workload, this service may be terminated after a minimum 6 month service period. <p>If and when a disaster is actually declared, the prevailing IBM Resiliency Services declaration fee will be assessed via CCSI16110838-A in addition to the RU cost. One fee covers all DR environments (both AS400 and Mainframe) provided at the Sterling Forest location during a DR event.</p> <p>DR Events are authorized by the Commonwealth of PA CIO.</p> <p>During the DR Event, certain ordered services in the primary data center will be suspended and related credits will be applied no later than the second invoice following the return to the primary</p>

SCHEDULE C.2 SERVICES CATALOG

	<p>data center. Applicable credit will be applied per the Schedule C.2 description for the Declaration Fee RU.</p> <p>The services which will be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Compute (CPU, Memory) Storage (storage services hosted at the primary location) Service Tier <p>The services which will not be suspended during the DR event include the following:</p> <ul style="list-style-type: none"> Operating System Backups 3rd Party Software Application management services <p>Activities to return an environment operating in a DR state to a normal production state will follow the same RTO/RPO and DR Plan which was used for the DR Event. If an agency requires an alternative method to return from DR, the request will be reviewed and additional services and technical resources will be quoted from the Time and Materials RUs in the service catalog.</p>
<p>Service Customers / Users</p>	<p>Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted</p>
<p>Service Prerequisites</p>	<p>IBM Mainframe - Fully Managed – Mainframe Services (iSeries - No DR) - Basic Tier (CCSI15310785-A)</p>
<p>Fulfillment Timeframe</p>	<p>Not applicable</p>

Added per PACS_CCR_097

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – zSeries End of Disaster Recovery Test/Event Disk Erasure Certification
Provider Part Number	CCSI16410941-A
Orderable Unit	Per Annual Subscription (charged monthly)
Description	<p>Perform an End of Disaster Recovery Test/Event Disk Erasure Certification service that includes the following:</p> <ul style="list-style-type: none"> • Upon request and approval from the Commonwealth of Pennsylvania’s designated representative, execute a three (3) pass disk overwrite on the disk frames used for the Disaster Recovery Event located at the IBM Recovery Site. • Subsequent to the completion of the disk erasure, within fifteen (15) business days, provide Commonwealth of Pennsylvania’s designated representative with written notification of the completion status of such End of Event Disk Overwrite Service. • Order must be placed in 12 month increments (“Annual Subscription”) in order to provide for DR planning documentation and testing; however, if the agency terminates RU # CCSI15310756-A, this service may be terminated accordingly. • One order for this RU provides erasure for all mainframe users who have ordered RU # CCSI15310756-A. Agency chargeback is the responsibility of the Commonwealth.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Base Configuration for zSeries Disaster Recovery Subscription Services - 72 Hour RTO (RU # CCSI15310756-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_096

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – IBM Disaster Declaration Daily Recovery Services
Provider Part Number	CCSI16110838-A
Orderable Unit	Per Day
Description	<p>This RU provides the following in the event of a disaster declaration:</p> <ul style="list-style-type: none"> • Disaster Declaration Daily Recovery Services at DR facility for IBM compute capacity allocated via existing DR subscription services for IBM zSeries platform only • Restoration of IBM compute capacity at re-established production site when available <p>This RU is ordered only by the Office of Administration and is priced / billed in daily units. The daily fees will be assessed for the number of days the DR Facility is in use. This is a flat daily rate that covers all agency ordered MF Disaster Recovery Subscription Services, i.e. it is not assessed per agency/LPAR but per event. The daily fee for this RU is based on current (as of January 2016) essential IBM compute capacity requirements.</p> <p>Price increases for this RU will be evaluated at least annually, or upon a significant change in the MF Disaster Recovery Subscription Services configuration required, potentially resulting in an updated RU price for the next year.</p> <p>In the event this RU is invoked, all ordered RU's representing compute capacity will continue to be maintained, but a daily prorated credit to account for unusable capacity at the production location during the disaster event will be applied no later than the second month following restoration back to the production site. The credit will be calculated as follows:</p> <ul style="list-style-type: none"> • IBM compute capacity (e.g., z/OS MIPS, zVM, zLinux IFL) at 11% credit • IBM DASD at 21% credit • IBM Virtual Tape at 21% credit <p>This RU also includes services to restore the pre-disaster IBM mainframe compute capacity to the normal production</p>

SCHEDULE C.2 SERVICES CATALOG

	environment at a re-established production site when it becomes available. Recovery capacity is based on the then-current implemented total orders for Mainframe Capacity.
Service Customers / Users	Office of Administration
Service Prerequisites	CCSI15310756-A IBM Mainframe - Fully Managed – Base Configuration for zSeries Disaster Recovery Subscription Services
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_070

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – Incremental Disk Storage for zSeries Disaster Recovery Subscription Services
Provider Part Number	CCSI15310757-A
Orderable Unit	Per GB
Description	Incremental Disk Storage to add to Base Configuration for zSeries Disaster Recovery Subscription Services.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing Base Configuration for zSeries Disaster Recovery Subscription Services (CCSI15310756-A)
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_059

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – Incremental MIPS for zSeries Disaster Recovery Subscription Services
Provider Part Number	CCSI15310758-A
Orderable Unit	Per MIP
Description	Incremental MIPS to add to Base Configuration for zSeries Disaster Recovery Subscription Services.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing Base Configuration for zSeries Disaster Recovery Subscription Services (CCSI15310756-A)
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_059

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – Incremental Memory for zSeries Disaster Recovery Subscription Services
Provider Part Number	CCSI15310759-A
Orderable Unit	Per GB
Description	Incremental Disk Storage to add to Base Configuration for zSeries Disaster Recovery Subscription Services.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing Base Configuration for zSeries Disaster Recovery Subscription Services (CCSI15310756-A)
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_059

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – Incremental Mainframe Disaster Recovery IFL – 72 Hour RTO
Provider Part Number	CCSI15310762-A
Orderable Unit	Per IFL
Description	Initial or Incremental Integrated Facility for Linux (IFL) to support z/Linux processing capacity requirements with a Recovery Time Objective (RTO) of 72 hours and a Recovery Point Objective (RPO) of 24 hours.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing Base Configuration for zSeries Disaster Recovery Subscription Services (CCSI15310756-A)
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_059

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe - Fully Managed – Disaster Recovery zLinux Guest Image – 72 Hour RTO
Provider Part Number	CCSI15310761-A
Orderable Unit	Per Guest
Description	Disaster Recovery image (zLinux Guest) with a Recovery Time Objective (RTO) of 72 hours and a Recovery Point Objective (RPO) of 24 hours.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<p>Existing Base Configuration for zSeries Disaster Recovery Subscription Services (CCSI15310756-A)</p> <p>IBM Mainframe – Fully Managed – Incremental Mainframe Disaster Recovery Integrated Facility for Linux (CCSI15310762-A)</p> <p>One of the following:</p> <p>IBM Mainframe - Fully Managed – z/Linux Guest at Silver Tier Service Level (CCSI15110574-A)</p> <p>IBM Mainframe - Fully Managed – z/Linux Guest at Basic Tier Service Level (CCSI15110567-A)</p>
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_059

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM System zEnterprise Processor z/OS Config 1
Provider Part Number	CCSI13310180-A
Orderable Unit	Per MIP
Description	An IBM System zEnterprise Processor running the z/OS operating system, subsystems, program products and middleware as defined in Exhibit B.7. The system configuration includes the LPARs and operating system instances as defined in Exhibit B.1. The system HW configuration includes GP processors to meet ordered MIP quantities and one z Integrated Information Processor (zIIP) to support DB2 and other eligible processing requirements. This only includes technical support for the operating system. All other technical support charges are additional.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	A defined LPAR, operating system, etc., is required to add just capacity (MIPS). Additional software charges will be incurred above Exhibit B.1 Baselines.
Fulfillment Timeframe	5 days if within Exhibit B.1 capacity setting

Revised per PACS_CCR_013

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - CICS Subsystems, System z
Provider Part Number	CCSI15110561-A
Orderable Unit	Per Subsystem
Description	One additional CICS Subsystem on z/OS or z/VSE
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	CICS Transaction Server Software An IBM z/OS or z/VSE configuration
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - DB2 Subsystems, System z
Provider Part Number	CCSI15110562-A
Orderable Unit	Per Subsystem
Description	One additional DB2 Subsystem on z/OS
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	DB2 Software An IBM z/OS configuration
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - IMS Subsystems, System z
Provider Part Number	CCSI15110560-A
Orderable Unit	Per Subsystem
Description	One additional IMS Subsystem on z/OS
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	IMS Transaction Server Software An IBM z/OS configuration
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	TWS Subsystems, System z
Provider Part Number	CCSI15110573-A
Orderable Unit	Per Subsystem
Description	Provide support for one instance of IBM Tivoli Workload Scheduler. Includes SW installation, maintenance and security patching as needed. Provide support for implementation of Tivoli Dynamic Workload Console.
Service Customers / Users	Department of Transportation
Service Prerequisites	z/OS
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - WAS Subsystems, Clustered
Provider Part Number	CCSI15110559-A
Orderable Unit	Per Subsystem
Description	One additional WebSphere Application Server subsystem on zLinux, clustered.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	WebSphere Application Server Software An IBM zLinux configuration
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - WAS Subsystems, Standalone
Provider Part Number	CCSI15110558-A
Orderable Unit	Per Subsystem
Description	One additional WebSphere Application Server subsystem on any mainframe platform not clustered.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	WebSphere Application Server Software An IBM Mainframe configuration
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - Web Middleware Subsystems
Provider Part Number	CCSI15110557-A
Orderable Unit	Per Subsystem
Description	One additional WebSphere MQ Queue Manager on any mainframe platform Support for one Web middleware subsystem (Websphere MQ, Websphere Message Broker, Websphere application Server) on any z/OS or z/Linux platform
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	MQ Series Software An IBM Mainframe configuration z/OS or z/Linux processing capacity with licensed
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	4GB Incremental Memory, System z
Provider Part Number	CCSI17410975-A
Orderable Unit	Per 4 GB EC12 Memory
Description	Provide 4GB of EC12 Memory to support IBM Mainframe z/OS, z/VM, zVSE or zLinux processing.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	IBM EC12 Processor MIPs or IFLs
Fulfillment Timeframe	10 Business Days

Added Per PACS_CCR_108

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	32GB Incremental Memory, System z
Provider Part Number	CCSI15110572-A
Orderable Unit	Per 32 GB EC12 Memory
Description	Provide 32GB of EC12 Memory to support IBM Mainframe z/OS, z/VM, zVSE or zLinux processing.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	IBM EC12 Processor MIPs or IFLs
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - z/VM LPAR
Provider Part Number	CCSI15110566-A
Orderable Unit	Per LPAR
Description	One additional z/VM Operating system image (exclusive of additional HW requirements)
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	System z processing capacity (z/VM GP MIPS or IFL) and allocated memory
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - MIPS for z/VM GP Processing, System z
Provider Part Number	CCSI15110565-A
Orderable Unit	Per 100 MIPS
Description	General purpose processing capacity for z/VM
Service Customers / Users	Department of Corrections
Service Prerequisites	System z Processor, z/VM LPAR defined on GP processor(s) and sufficient memory
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - MIPS for z/VM GP Processing, System z
Provider Part Number	CCSI15210618-A
Orderable Unit	Per MIP
Description	General Purpose processing capacity for z/VM
Service Customers / Users	Department of Corrections
Service Prerequisites	One order of MIPS for z/VM GP Processing, System z (per 100 MIPS) – Provider Part Number CCSI15110565-A
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_019

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - z/VSE Guest at Silver Tier Service Level
Provider Part Number	CCSI15210619-A
Orderable Unit	Per Guest
Description	One additional z/VSE guest operating system image (exclusive of additional HW requirements)
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	z/VM LPAR and z/VM MIPS
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_019

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - z/VSE Guest at Basic Tier Service Level
Provider Part Number	CCSI15110568-A
Orderable Unit	Per Guest
Description	One additional z/VSE guest operating system image (exclusive of additional HW requirements)
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	z/VM LPAR, z/VM MIPS
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - zLinux IFL
Provider Part Number	CCSI15110554-A
Orderable Unit	Per IFL up to 4 Units
Description	<p>One zLinux Integrated facility for Linux (existing zLinux IFL configuration), including 32 GB Memory and the renewal SW maintenance for the IBM zLinux software as defined below.</p> <p>IBM DB2 Connect IBM Infosphere Data Replication IBM Process Server IBM Tivoli Composite Application Manager for Applications IBM Tivoli Composite Application Manager for Transactions for Web and Robotic IBM Tivoli Workload Scheduler IBM Websphere Application Server IBM Websphere Message Broker IBM Websphere MQ z/VM</p>
Service Customers / Users	DOT
Service Prerequisites	System z Processor
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Software for Mainframe IFL (First 12 months – Monthly Payment)
Provider Part Number	CCSI17450977-A
Orderable Unit	Per IFL
Description	<p>Provides an ‘add-on’ offering required for new IFL RU (CCSI15110554-A) orders exceeding the initial four (4) IFLs to attain software licensing compliance for the first year software license requirements.</p> <p>The cost of the renewal licenses included in the IFL RU (CCSI15110554-A) has been credited to the cost of the first year licenses.</p> <p>After the first 12 months, this RU will not be renewed since the IFL RU (CCSI15110554-A) includes renewal licenses for the following software components:</p> <ul style="list-style-type: none"> IBM DB2 Connect IBM Infosphere Data Replication IBM Process Server IBM Tivoli Composite Application Manager for Applications IBM Tivoli Composite Application Manager for Transactions for Web and Robotic IBM Workload Scheduler IBM Websphere Application Server IBM Websphere Message Broker IBM Websphere MQ / IIB z/VM
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	An IBM Mainframe - Fully Managed – zLinux IFL RU (CCSI15110554-A) on which this software will be installed.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_110

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Software for Mainframe IFL (First year license – One-Time Payment)
Provider Part Number	CCSI17450978-A
Orderable Unit	Per IFL
Description	<p>Provides an ‘add-on’ offering required for new IFL RU (CCSI15110554-A) orders exceeding the initial four (4) IFLs to attain software licensing compliance for the first year software license requirements.</p> <p>The cost of the renewal licenses included in the IFL RU (CCSI15110554-A) has been credited to the cost of the first year licenses.</p> <p>This offering is provided as a one-time payment that must be ordered and accepted no later than December 29, 2017.</p> <p>After the first 12 months, the renewal licenses included in the IFL RU for the following will be in effect:</p> <ul style="list-style-type: none"> IBM DB2 Connect IBM Infosphere Data Replication IBM Process Server IBM Tivoli Composite Application Manager for Applications IBM Tivoli Composite Application Manager for Transactions for Web and Robotic IBM Workload Scheduler IBM Websphere Application Server IBM Websphere Message Broker IBM Websphere MQ / IIB z/VM
Service Customers / Users	Department of Transportation
Service Prerequisites	An IBM Mainframe - Fully Managed – zLinux IFL RU (CCSI15110554-A) on which this software will be installed.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_110

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - zLinux Guest at Silver Tier Service Level
Provider Part Number	CCSI15110574-A
Orderable Unit	Per Guest
Description	Support for one z/Linux guest operating system image, including installation, configuration, maintenance and patching for the operating system.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	z/Linux IFL processing capacity
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - z/Linux Guest at Basic Tier Service Level
Provider Part Number	CCSI15110567-A
Orderable Unit	Per Guest
Description	One z/Linux guest operating system image supported at the Basic Service Tier Level, including installation, configuration, maintenance and patching for the operating system.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	z/Linux IFL processing capacity
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - Oracle Subsystem, Clustered, z/Linux
Provider Part Number	CCSI15110564-A
Orderable Unit	Per Subsystem
Description	One additional Oracle subsystem on z/Linux, clustered
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	Oracle Software for z/Linux An IBM zLinux configuration
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - Oracle Subsystem, Standalone, z/Linux
Provider Part Number	CCSI15110563-A
Orderable Unit	Per Subsystem
Description	One additional Oracle subsystem on z/Linux, not clustered
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	Oracle Software for z/Linux An IBM zLinux configuration
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Manual Batch Management
Provider Part Number	CCSI15110570-A
Orderable Unit	Per month ordered
Description	Provide 24X7 coverage for manual batch scheduling for the Department of Corrections.
Service Customers / Users	Department of Corrections
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM iSeries (AS/400) Config 1 and 2
Provider Part Number	CCSI13310183-A
Orderable Unit	Per CPW, in single CPU capacity minimum quantities.
Description	IBM iSeries (AS/400) processing capacity, including the IBM i operating system, subsystems, program products and middleware as defined in Exhibit B.7. This only includes technical support for the operating system. All other technical support charges are additional.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Sufficient memory is required to support any additional CPWS to be added. Additional software charges will be incurred.
Fulfillment Timeframe	5 days

Revised per PACS_CCR_016

IBM Mainframe Tiers of Service

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed Mainframe Service – (z/OS - No DR) – Silver Tier
Provider Part Number	CCSI15110553-A
Orderable Unit	Per MIP
Description	Management of IBM zEnterprise Mainframe servers, in alignment to Schedule F, section 3.2.4.5. This package provides the additional hardware, software and service needed to attain an availability of 99.90%.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	An IBM zEnterprise Config must be ordered (CCSI13310180-A).
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe Fully Managed Server Support - IBM Mainframe Config-1 Fully Managed – Basic Tier
Provider Part Number	CCSI13310187-A
Orderable Unit	Per Physical Server
Description	Management of IBM zEnterprise Mainframe servers, in alignment to Schedule F, section 3.2.4.5
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	An IBM zEnterprise Config must be ordered (CCSI13310180-A)
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed - Mainframe Services (iSeries - No DR) - Basic Tier
Provider Part Number	CCSI15310785-A
Orderable Unit	Per CPW
Description	Management of IBM iSeries (AS/400) servers, in alignment to Schedule F, section 3.3.3.5.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	A related IBM iSeries / AS/400 Config must be ordered, including multi-location Storage and iSeries processing capacity. Applications must be designed to operate in a multi-location sysplex environment.
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_048

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	IBM Mainframe - Fully Managed – Disaster Recovery - Mainframe and/or iSeries 2015 only
Provider Part Number	CCSI15110555-A
Orderable Unit	Per Eligible Agency
Description	Recover one or more images with RPO of 24 hours and RTO 72 hours. This resource unit only applies until 12/31/15.
Service Customers / Users	Department of Revenue (DOR), Department of Transportation (DOT), Department of Labor & Industry (DLI), Department of Corrections (DOC), Department of Aging (PDA)
Service Prerequisites	<p>Cannot be ordered separately; order must include either an IBM zEnterprise Mainframe configuration or an iSeries processor.</p> <p>Disaster Recovery services under the Data Powerhouse contract.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_027

Unisys Mainframe Storage and Backup

Unisys Mainframe Storage Services

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	UNISYS Mainframe – Allocated DASD
Provider Part Number	CCSU13310200-A
Orderable Unit	Per GB
Description	UNISYS Mainframe – Allocated DASD
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	5 Business Days

Unisys Mainframe Backup and Tape Services

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	UNISYS Mainframe – Tapes in Storage – Virtual Tape Storage (VTS)
Provider Part Number	CCSU13310201-A
Orderable Unit	Per GB Stored
Description	UNISYS Mainframe – Tapes in Storage – Virtual Tape Storage (VTS)
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	UNISYS Mainframe – Offsite Tape Storage
Provider Part Number	CCSU13310202-A
Orderable Unit	Per Tape/Reel
Description	UNISYS Mainframe – Offsite Tape Storage
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Unisys Mainframe - Fully Managed – High Performance Disk Storage
Provider Part Number	CCSU15110670-A
Orderable Unit	Per GB
Description	Unisys Mainframe High Performance Disk Storage, includes replication to Disaster Recovery (DR) site.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_023

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Unisys Mainframe - Fully Managed – High Performance Virtual Tape System (VTS) Storage
Provider Part Number	CCSU15110671-A
Orderable Unit	Per GB
Description	Unisys Mainframe High Performance Virtual Tape Storage, includes replication to Disaster Recovery (DR) site.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_023

Unisys Mainframe Service

Unisys Mainframe Configuration - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Unisys Mainframe - Fully Managed - Unisys (ClearPath Forward / Dorado)
Provider Part Number	CCSU13310203-A
Orderable Unit	Per MIP
Description	A Unisys Dorado (OS 2200) mainframe with operating system and software as defined in Exhibit B.8.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>RU CCSU15310786-A must be ordered as part of the overall configuration.</p> <p>Storage must be ordered as part of the overall configuration - UNISYS Mainframe – Allocated DASD</p> <p>A minimum order of 100 MIPS is required and can only be ordered in 50 MIPS after the initial 100</p>
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_101

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Unisys Mainframe (ClearPath Libra) – Config2,4
Provider Part Number	CCSU13310204-A
Orderable Unit	Per MIP
Description	A Unisys Libra (MCP) mainframe including operating system and related software as defined in Exhibit B.8.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot be ordered separately
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Unisys Mainframe – Fully Managed – ClearPath Forward / Dorado w/ Disaster Recovery Server with 24 hour Recovery Point Objective
Provider Part Number	CCSU13310205-A
Orderable Unit	Per MIP
Description	A Unisys Dorado (OS 2200) mainframe with Disaster Recovery instance of Unisys Dorado (OS 2200) mainframe with operating system and software as defined in Exhibit B.8. This instance uses a Restoral Interval of 24 hours via Backup Restoral from the Backup Site’s Local SAN Storage maintained from hourly data synchronization.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	RU CCSU15310787-A must be ordered as part of the overall configuration. Cannot be ordered separately.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_101

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Unisys Mainframe Config-4 – ClearPath / Libra Disaster Recovery Server with 24 hour Recovery Point Objective
Provider Part Number	CCSU13310206-A
Orderable Unit	Per Config
Description	A Disaster Recovery instance of Unisys Libra (MCP) mainframe with operating system and software as defined in Exhibit B.8. This instance uses a Restoral Interval of 24 hours via Backup Restoral from the Backup Site’s Local SAN Storage maintained from hourly data synchronization
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot be ordered separately.
Fulfillment Timeframe	Not Applicable

Unisys Mainframe Tiers of Service

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Unisys Mainframe - Fully Managed - Mainframe Services (Unisys Dorado - No DR) - Basic Tier
Provider Part Number	CCSU15310786-A
Orderable Unit	Per MIP
Description	Management of Unisys Mainframe (Dorado or Libra) servers, in alignment to Schedule F, section 3.3.3.5.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	A related Unisys Mainframe (Dorado or Libra) Config must be ordered.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_048

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	UNISYS Mainframe Fully Managed Server Support - Config-2 – Basic Tier
Provider Part Number	CCSU13310212-A
Orderable Unit	Per Physical Server
Description	Management of Unisys Mainframe (Dorado or Libra) servers, in alignment to Schedule F, section 3.2.4.5
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	A related Unisys Mainframe (Dorado or Libra) Config must be ordered
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Unisys Mainframe - Fully Managed - Mainframe Services (Unisys Dorado - 24 Hr DR) - Basic Tier
Provider Part Number	CCSU15310787-A
Orderable Unit	Per MIP
Description	Management of Unisys Mainframe (Dorado or Libra) servers, in alignment to Schedule F, section 3.3.3.5.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	A related Unisys Mainframe (Dorado or Libra) Config must be ordered.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_048

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	UNISYS Mainframe Fully Managed Server Support - Config-4 – Basic Tier
Provider Part Number	CCSU13310218-A
Orderable Unit	Per Physical Server
Description	Management of Unisys Mainframe (Dorado or Libra) servers, in alignment to Schedule F, section 3.2.4.5
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	A related Unisys Mainframe (Dorado or Libra) Config must be ordered
Fulfillment Timeframe	Not Applicable

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Compute Services - Infrastructure as a Service

Infrastructure as a Service (IaaS) – Windows and Linux

IaaS Windows Configuration - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Infrastructure as a Service - 2vCPU
Provider Part Number	CCSU13340001-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU (vCPU) – Qty 2
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>Quantity of Memory– Required</p> <p>Windows Server - Required</p> <p>An OS drive of 100GB - automatically allocated</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p>
Fulfillment Timeframe	5 Days

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Infrastructure as a Service - 4vCPU
Provider Part Number	CCSU13340002-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU (vCPU) – Qty 4
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>Quantity of Memory– Required</p> <p>Windows Server - Required</p> <p>An OS drive of 100GB - automatically allocated</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p>
Fulfillment Timeframe	5 Days

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Infrastructure as a Service - 8vCPU
Provider Part Number	CCSU13340003-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU (vCPU) – Qty 8
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>Quantity of Memory– Required</p> <p>Windows Server - Required</p> <p>An OS drive of 100GB - automatically allocated</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p>
Fulfillment Timeframe	5 Days

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Infrastructure as a Service - GB Ram
Provider Part Number	CCSU13340004-A
Orderable Unit	Per GB
Description	One GB of Random Access Memory for a virtual Windows or Linux machine.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Not Applicable
Fulfillment Timeframe	5 Days

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Infrastructure as a Service Windows Server Operating System
Provider Part Number	CCSU13340005-A
Orderable Unit	Per License
Description	<p>A Windows Server Operating System License for a virtual windows server.</p> <p>This catalog item provides the Right to Use prior versions of the Operating System. The installed version must be supported by the manufacturer and not documented as end of life. The available versions are listed as part of the server build.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>Cannot Be Ordered Separately</p> <p>Following components can be selected for the supported operating system versions:</p> <ul style="list-style-type: none"> • IIS, SMTP , FTP <p>2 hours will be added to the order for installation and initial configuration of IIS, FTP and SMTP.</p>
Fulfillment Timeframe	5 Days

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Infrastructure as a Service Disaster Recovery Server with a Restoral Interval of 24 hours via Backup Restoral from Backup Site's Local SAN Storage from hourly data synchronization
Provider Part Number	CCSU13340010-A
Orderable Unit	Per Service
Description	An IaaS virtual configuration 4 server configured as a disaster recovery server. The disaster recovery server includes a 24 hour Recovery Point Objective using Backup Restoral from Backup site's Local SAN Storage maintained from hourly data synchronization
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot be ordered separately
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Windows - Infrastructure as a Service Disaster Recovery Server with a Restoral Interval of 72 hours via Backup Restoral from off-site tape Backups
Provider Part Number	CCSU13340011-A
Orderable Unit	Per Service
Description	An IaaS Virtual Configuration 5 server configured as a disaster recovery server. The disaster recovery server has a 72 hour Recovery Point Objective using Backup Restoral from off-site Tape
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot be ordered separately
Fulfillment Timeframe	Not Applicable

laaS Linux Configuration - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Infrastructure as a Service - 2vCPU
Provider Part Number	CCSU13340012-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU (vCPU) – Qty 2
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>Quantity of Memory– Required</p> <p>Linux Server - Required</p> <p>An OS drive of 100GB - automatically allocated</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p>
Fulfillment Timeframe	5 Days

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Infrastructure as a Service - 4vCPU
Provider Part Number	CCSU13340013-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU (vCPU) – Qty 4
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>Quantity of Memory– Required</p> <p>Linux Server - Required</p> <p>An OS drive of 100GB - automatically allocated</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p>
Fulfillment Timeframe	5 Days

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Infrastructure as a Service - 8vCPU
Provider Part Number	CCSU13340014-A
Orderable Unit	Per Virtual Server
Description	Virtual CPU (vCPU) – Qty 8
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	<p>For a fully operational server, Memory and Operating System must be ordered as part of the configuration.</p> <p>Quantity of Memory– Required</p> <p>Linux Server - Required</p> <p>An OS drive of 100GB - automatically allocated</p> <p>Quantity of SAN Attached Storage – storage necessary to support an application</p>
Fulfillment Timeframe	5 Days

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	x86 Virtual Server - Linux - Infrastructure as a Service - GB Ram
Provider Part Number	CCSU13340015-A
Orderable Unit	Per GB
Description	One GB of Random Access Memory for a virtual Windows or Linux machine.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Not Applicable
Fulfillment Timeframe	5 Days

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Virtual Server - Linux - Infrastructure as a Service – RedHat Enterprise Linux Operating System
Provider Part Number	CCSU13340016-A
Orderable Unit	Per Virtual Machine Instance
Description	A Red Hat Enterprise Linux operating system license for one (1) virtual machine instance. License supports a single virtual machine instance of any vCPU configuration.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	Cannot Be Ordered Separately
Fulfillment Timeframe	5 Business Days

Revised per PACS_CCR_014

Infrastructure as a Service (IaaS) – Storage

IaaS Storage Configuration - Configuration Components

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Infrastructure as a Service – Storage – IaaS Storage Config-1, 2 - SAN Attached Storage
Provider Part Number	CCSU13340023-A
Orderable Unit	Per GB
Description	SAN Attached Storage
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau.
Service Prerequisites	One of the following Enterprise Storage options must be ordered Network Attached Storage Raid 5 Raid 10 10K - 15K RPM discs
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Infrastructure as a Service – Storage – IaaS Storage Config-3 - Network Attached Storage
Provider Part Number	CCSU13340024-A
Orderable Unit	Per GB
Description	Network Attached Storage
Service Customers / Users	Cannot be ordered separately
Service Prerequisites	Cannot be ordered separately
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Infrastructure as a Service – Storage – IaaS Storage Config-1 - RAID 5
Provider Part Number	CCSU13340025-A
Orderable Unit	Per GB
Description	RAID 5
Service Customers / Users	Cannot be ordered separately
Service Prerequisites	Cannot be ordered separately
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Infrastructure as a Service – Storage – IaaS Storage Config-2 - RAID 10
Provider Part Number	CCSU13340026-A
Orderable Unit	Per GB
Description	RAID 10
Service Customers / Users	Cannot be ordered separately
Service Prerequisites	Cannot be ordered separately
Fulfillment Timeframe	Not Applicable

Infrastructure as a Service - Backup

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Infrastructure as a Service – Backup - IaaS Backup Config-1
Provider Part Number	CCSU13340028-A
Orderable Unit	Per GB
Description	Remote Offsite backup per GB
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	One of the following IAAS Servers must be ordered Infrastructure as a Service – Storage – IaaS Storage Config-1, 2 - SAN Attached Storage
Fulfillment Timeframe	Not Applicable

Additional Services

Service Attribute	<i>Service Attribute Description</i>
Service Name	Application Monitoring - Fully Managed – Standard or Custom-Based Monitoring on Windows/Unix Platforms
Provider Part Number	CCSU15410792-A
Orderable Unit	Per Application Monitoring Instance
Description	<p>This service provides base monitoring for COTS or non-COTS application instances running within PACS Windows/Unix environments using the SolarWinds application monitoring tool. It is an enterprise service that will be ordered per Application Instance to be monitored. The service includes the following:</p> <ul style="list-style-type: none"> • Standardization approach based on SolarWinds SAM out-of-the-box tool’s capability • COTS and non-COTS application instances • Up to 25 out-of-the box metrics per application instance • Monitoring configuration and steady state efforts for an application instance • No new rule development or scripting • Unisys will publish the list of base monitoring • Includes up to two (2) annual re-configuration efforts for the monitored application instance, e.g. an upgrade on the application instance needs re-configuration of the monitored instance. <p>For Custom-Based Monitoring services, this Standard RU must be ordered along with the following T&M RUs:</p> <ul style="list-style-type: none"> • Systems Analyst 1 – Hours based on estimated effort (CCSU15460790-A) • Systems Architect 2 – Sixteen (16) Hours (CCSU15460791-A)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Application Instances hosted on Windows/Unix servers within PACS environment

SCHEDULE C.2 SERVICES CATALOG

Fulfillment Timeframe	Not Applicable
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Added per PACS_CCR_061

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Application Monitoring - Fully Managed – Tivoli Application Monitoring for SAP, Oracle, and MQ
Provider Part Number	CCSI15310743-A
Orderable Unit	One Per Monitored Agent
Description	This service will use IBM Tivoli® Composite Application Manager (ITCAM) to monitor for alerts on applications by using predefined situations or custom situations. IBM will implement and set up situations per agency requirements. Thresholds can be defined and information on the causes of the alert collected. Alerts will be prioritized and the agency notified by email or phone call depending on severity. If more than one agent is needed on a single LPAR or server, one (1) unit must be ordered for each agent. For example, if the agency needs one SAP agent and one Oracle agent, agency must order two (2) monitoring agents and one (1) ITCAM RU.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	An AIX Fully Managed LPAR or x86 Fully Managed Virtual or Physical Server. An appropriate software license must be provided by the agency or the appropriate resource unit selected from the PACS Service Catalog. Application must be compatible with provided agent.
Fulfillment Timeframe	10 Business Days

Revised per PACS_CCR_085
 Added per PACS_CCR_053

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Application Monitoring - Fully Managed – Application Monitoring Support
Provider Part Number	CCSI15110569-A
Orderable Unit	Per Monitored Instance
Description	Provide configuration and maintenance of one ITCAM monitoring instance (JVM, Robotic transation, etc.), including necessary scripting and data collector configurations.
Service Customers / Users	Department of Transportation
Service Prerequisites	Applicable ITCAM Software
Fulfillment Timeframe	10 Business Days

Revised per PACS_CCR_085

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Data Replication Services – Data Replication between ADC and HDC
Provider Part Number	CCSU15120613-A
Orderable Unit	Per 1Gbps Bandwidth
Description	This service provides the network bandwidth required to maintain the data replication between devices located at the ADC and the HDC. For DHS Data Domain, at least one RU must be ordered in conjunction with an order for the Managed Only Data Domain service for replication to occur.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_079
 Added per PACS_CCR_021

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	DOS Legacy Service - Fully Managed – Legacy Services
Provider Part Number	CCSU15410826-A
Orderable Unit	Per Month
Description	This service provides for continued use of the existing DOS Data PowerHouse services for one (1) calendar month. The scope of services is identical to what is being delivered as of December 1, 2015.
Service Customers / Users	DOS
Service Prerequisites	This service can only be ordered by DOS and can only be ordered until such time as the PACS migration is complete.
Fulfillment Timeframe	N/A

Added per PACS_CCR_057

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Services – Hatha Systems® – Hatha Systems® Knowledge Refinery® (KR) 1-Month Usage
Provider Part Number	CCSU17470979-A
Orderable Unit	Per 1-Month Usage
Description	<p>Hatha Systems® Knowledge Refinery® (KR) represents an advanced technology providing comprehensive analytical and decision support capabilities for large-scale, complex, mission-critical applications. KR can support the analysis of a single business application or an entire portfolio of applications, and these applications can include heterogeneous architectures with multi-language implementations.</p> <p>The Hatha KR tool source code is loaded into a repository and decomposed into group and elementary items. Program flow is detected and program relationships are discovered. The results are then loaded into a database. Business rules can be discovered and program call graphs can be created. Code duplication and dead code can be found. In addition, a query language is provided to allow ad-hoc queries into the knowledge discovery model.</p> <p>Hatha KR is licensed per repository per application. Each repository can support up to 5 million lines of code. If the code base exceeds 5 million lines of code additional repositories should be added.</p> <p>The Knowledge Refinery® provides multiple benefits including:</p> <ul style="list-style-type: none"> • Informed Decision Making • Improved Time to Delivery • Reduced Risk • Reduced Cost <p>The Knowledge Refinery is a complete solution that can be applied to a number of activities including Application Assessment and Portfolio Analysis/Rationalization, Application Modernization, Application and Portfolio Maintenance/Sustainment, Audit Preparation and Audit, and Compliance Analysis.</p>

SCHEDULE C.2 SERVICES CATALOG

Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Fully Managed or Managed Only Server
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_112

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Services – Hatha Systems® – Hatha Systems® Knowledge Refinery® (KR) 6-Month Usage
Provider Part Number	CCSU17470980-A
Orderable Unit	Per 6-Month Usage (Onetime Charge)
Description	<p>Hatha Systems® Knowledge Refinery® (KR) represents an advanced technology providing comprehensive analytical and decision support capabilities for large-scale, complex, mission-critical applications. KR can support the analysis of a single business application or an entire portfolio of applications, and these applications can include heterogeneous architectures with multi-language implementations.</p> <p>The Hatha KR tool source code is loaded into a repository and decomposed into group and elementary items. Program flow is detected and program relationships are discovered. The results are then loaded into a database. Business rules can be discovered and program call graphs can be created. Code duplication and dead code can be found. In addition, a query language is provided to allow ad-hoc queries into the knowledge discovery model.</p> <p>Hatha KR is licensed per repository per application. Each repository can support up to 5 million lines of code. If the code base exceeds 5 million lines of code additional repositories should be added.</p> <p>The Knowledge Refinery® provides multiple benefits including:</p> <ul style="list-style-type: none"> • Informed Decision Making • Improved Time to Delivery • Reduced Risk • Reduced Cost <p>The Knowledge Refinery is a complete solution that can be applied to a number of activities including Application Assessment and Portfolio Analysis/Rationalization, Application Modernization, Application and Portfolio Maintenance/Sustainment, Audit Preparation and Audit, and Compliance Analysis.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted

SCHEDULE C.2 SERVICES CATALOG

Service Prerequisites	Fully Managed or Managed Only Server
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_112

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Services – Hatha Systems® – Hatha Systems® Knowledge Refinery® (KR) 9-Month Usage
Provider Part Number	CCSU17470981-A
Orderable Unit	Per 9-Month Usage (Onetime Charge)
Description	<p>Hatha Systems® Knowledge Refinery® (KR) represents an advanced technology providing comprehensive analytical and decision support capabilities for large-scale, complex, mission-critical applications. KR can support the analysis of a single business application or an entire portfolio of applications, and these applications can include heterogeneous architectures with multi-language implementations.</p> <p>The Hatha KR tool source code is loaded into a repository and decomposed into group and elementary items. Program flow is detected and program relationships are discovered. The results are then loaded into a database. Business rules can be discovered and program call graphs can be created. Code duplication and dead code can be found. In addition, a query language is provided to allow ad-hoc queries into the knowledge discovery model.</p> <p>Hatha KR is licensed per repository per application. Each repository can support up to 5 million lines of code. If the code base exceeds 5 million lines of code additional repositories should be added.</p> <p>The Knowledge Refinery® provides multiple benefits including:</p> <ul style="list-style-type: none"> • Informed Decision Making • Improved Time to Delivery • Reduced Risk • Reduced Cost <p>The Knowledge Refinery is a complete solution that can be applied to a number of activities including Application Assessment and Portfolio Analysis/Rationalization, Application Modernization, Application and Portfolio Maintenance/Sustainment, Audit Preparation and Audit, and Compliance Analysis.</p>

SCHEDULE C.2 SERVICES CATALOG

Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Fully Managed or Managed Only Server
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_112

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Services – Hatha Systems® – Hatha Systems® Knowledge Refinery® (KR) 12-Month Usage
Provider Part Number	CCSU17470982-A
Orderable Unit	Per 12-Month Usage (Onetime Charge)
Description	<p>Hatha Systems® Knowledge Refinery® (KR) represents an advanced technology providing comprehensive analytical and decision support capabilities for large-scale, complex, mission-critical applications. KR can support the analysis of a single business application or an entire portfolio of applications, and these applications can include heterogeneous architectures with multi-language implementations.</p> <p>The Hatha KR tool source code is loaded into a repository and decomposed into group and elementary items. Program flow is detected and program relationships are discovered. The results are then loaded into a database. Business rules can be discovered and program call graphs can be created. Code duplication and dead code can be found. In addition, a query language is provided to allow ad-hoc queries into the knowledge discovery model.</p> <p>Hatha KR is licensed per repository per application. Each repository can support up to 5 million lines of code. If the code base exceeds 5 million lines of code additional repositories should be added.</p> <p>The Knowledge Refinery® provides multiple benefits including:</p> <ul style="list-style-type: none"> • Informed Decision Making • Improved Time to Delivery • Reduced Risk • Reduced Cost <p>The Knowledge Refinery is a complete solution that can be applied to a number of activities including Application Assessment and Portfolio Analysis/Rationalization, Application Modernization, Application and Portfolio Maintenance/Sustainment, Audit Preparation and Audit, and Compliance Analysis.</p>

SCHEDULE C.2 SERVICES CATALOG

Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Fully Managed or Managed Only Server
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_112

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IES Legacy Service - Fully Managed – Legacy Services
Provider Part Number	CCSU15410827-A
Orderable Unit	Per Month
Description	This service provides for continued use of the existing IES Data PowerHouse services for one (1) calendar month. The scope of services is identical to what is being delivered as of December 1, 2015.
Service Customers / Users	IES
Service Prerequisites	This service can only be ordered by IES and can only be ordered until such time as the PACS migration is complete.
Fulfillment Timeframe	N/A

Added per PACS_CCR_057

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe Encryption – Fully Managed – IBM Encryption Facility Software for z/OS Application Software
Provider Part Number	CCSI15410788-A
Orderable Unit	Per License
Description	<p>IBM Encryption Facility for z/OS exploits the existing strengths of the mainframe and the IBM z/OS operating system. It is a host-based facility that leverages existing centralized key management in z/OS and the hardware encryption capabilities of IBM mainframes.</p> <p>Includes installation and software maintenance at supported levels for the following:</p> <ul style="list-style-type: none"> • Encryption Services Feature, Optional JAVA Client for Encryption Feature for z/OS with OpenPGP support • Encryption Feature for DFDSS (also the Optional Compression Facility) • ICSF - Key store for PGP Certificates (Integrated Cryptographic Services Facility w/ ISPF Interface) • Cryptographic Services System SSL – System SSL Version 1 Release 13 is part of the Cryptographic Services Base element of z/OS • Cryptographic Services Security Level 3 • Crypto Express capability for Disaster Recovery
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	z/OS Mainframe processing capacity
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_082

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe Encryption – Fully Managed – IBM Encryption Facility Implementation Services
Provider Part Number	CCSI15410789-A
Orderable Unit	Per LPAR (Onetime)
Description	<p>Implementation services for IBM Encryption Facility for one (1) cryptographic domain. The Crypto Express3 Coprocessor supports 16 domains which can be assigned to individual Logical Partitions (LPARs). Each LPAR may only use one domain at a time.</p> <p>Services include:</p> <ul style="list-style-type: none"> • z/OS mainframe ICSF (Integrated Cryptographic Service Facility) enablement including Open PGP. This will include services for configuration of the Public Key Data Set (PKDS) and the Cryptographic Key Data Set (CKDS). • Documentation of procedures for agency maintenance of application cryptographic environment. • Instruction on master key management for agency keys (Agency is responsible for key management).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Available capacity on mainframe crypto express card and installation of IBM Encryption Facility Software - CCSI15410788-A.
Fulfillment Timeframe	60 Business Days

Added per PACS_CCR_082

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	IBM Mainframe Encryption - Fully Managed – IBM Mainframe Encryption Support Services, System Z
Provider Part Number	CCSI16410942-A
Orderable Unit	Per Agency
Description	<p>Provides IBM mainframe steady state encryption support services, including incident / problem / change management and software maintenance upgrades/fixes for AT-TLS (Application Transparent Transport Layer Security) and Policy Agent on the IBM zSeries Mainframe.</p> <ul style="list-style-type: none"> • AT-TLS and Policy Agent enables and manages encrypted sessions, per defined security parameters and policies, for agency encrypted clients connecting to the IBM zSeries mainframe. <p>Excludes solution development, installation and configuration of IBM zSeries mainframe network policies and tools.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<p>An IBM zSeries mainframe configuration.</p> <p>Agency-deployed and tested client(s) capable of supporting AT-TLS 1.0 or higher protocols.</p> <p>AT-TLS and Policy Agent solution developed, installed and configured on the IBM zSeries Mainframe for a specific agency encrypted client deployment. IBM assistance may be obtained via T&M services of Senior Technology Consultant 2 - Windows Servers and Advanced Networking RU CCSZ15360769-A.</p> <p>zOSMF, Policy Agent, and Configuration Assistant must be installed, configured and active on the IBM host zSeries mainframe.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_118

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Platform Hosting and Management Services – WebSphere Application Server (WAS) Support Services, Clustered – Silver Tier
Provider Part Number	CCSI15470824-A
Orderable Unit	Per Clustered WAS Instance / Environment
Description	Platform Support of a clustered middleware platform WebSphere Application Server (WAS) instance to enable application management. One WAS instance includes management of all deployed components of the cluster environment.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Fully Managed Windows or Linux VM server with the appropriate vCPU, Memory, Disk Storage, and Backups Application Monitoring (currently either Solarwinds RU CCSU15410792-A or IBM Tivoli Monitoring RU CCSI15310743-A and ITCAM RU CCSI15350744-A agent licensing). IBM WebSphere Application Server ND license RU CCSU15450823-A WebSphere Implementation Services T&M RU CCSI15160013-A, estimated at 22 hours per WebSphere Cluster implementation
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_066

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Platform Hosting and Management Services – WebSphere Application Server (WAS) Support Services, Standalone – Silver Tier
Provider Part Number	CCSI15470825-A
Orderable Unit	Per Deployed Standalone WAS Instance / Environment
Description	Platform Support of a standalone middleware platform WebSphere Application Server (WAS) instance to enable application management. One WAS instance includes management of all deployed components of the standalone environment.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Fully Managed Windows or Linux VM server with the appropriate vCPU, Memory, Disk Storage, and Backups</p> <p>Application Monitoring (currently either Solarwinds RU CCSU15410792-A or IBM Tivoli Monitoring RU CCSI15310743-A and ITCAM RU CCSI15350744-A agent licensing).</p> <p>IBM WebSphere Application Server ND license RU CCSU15450823-A</p> <p>WebSphere Implementation Services T&M RU CCSI15160013-A, estimated at 14 hours per WebSphere Standalone implementation</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_066

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Service Request – Non-Billable System Change Requests
Provider Part Number	CCSU15370755-A
Orderable Unit	N/A
Description	There are changes so system configurations that need to be requested by the agency. These include items such as system access, firewall configuration changes, DR tests, reboots, etc. which are to be tracked via the service catalog ordering process. The complete list of options and details of each item to be ordered will be built into the online service catalog. These orders will be excluded from the invoice process.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	An existing service
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040
 Added per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network - Advanced Hardware Load Balancing for DHS
Provider Part Number	CCSU15210620-A
Orderable Unit	Per Pair of Appliances (60 months of service)
Description	<p>This service may be ordered only by the Department of Human Services (DHS) agency. This service is provided by Contractor for a 60-month period, cost to be allocated monthly and may be ordered only once.</p> <p>Once ordered, Unisys will procure and implement the necessary devices and will deliver this service for the remainder of the term of service as defined within the master services agreement between Unisys and the commonwealth.</p> <p>Upon receipt of an order for this service, Unisys will purchase and deploy one (1) instance of paired / redundant Citrix NetScaler appliances in the Ashburn Data Center (ADC) as the production instance. The instance is for the exclusive use of DHS. When the acquired devices reach the end of their effective life (assumed to be 60 months), Unisys will attempt to replace the devices with devices of similar functionality from the same manufacturer if such equipment is available in order to minimize the amount of re-coding or configuration modification that DHS must perform to meet the needs of their applications. The RU will be repriced for the replacement devices at that time.</p> <p>Unisys will provide installation, configuration, and maintenance for the installed NetScaler devices. This will include monitoring the devices and providing Incident, Problem, and Change Management services for these devices. Unisys will also define and implement policies within the NetScaler devices associated with the behavior of the functionality offered by the device; the devices will have restrictions configured to limit the access rights or ability to change the behavior of the devices – in particular to limit the ability of the device to create packet transmission loops which could disrupt the flow of network traffic within the ADC or within the Commonwealth’s secure computing network.</p>

SCHEDULE C.2 SERVICES CATALOG

	<p>Staff from DHS will be given the necessary access and configuration rights to the NetScaler devices such that they can configure the functionality of the devices to perform in the manner required to support DHS applications. DHS will be responsible for configuring the devices to meet their needs.</p> <p>Unisys will be responsible for administering the NetScaler devices and for providing logical security administration access and control. Should the devices be found to have a configuration that causes network disruption, unacceptable network behavior, or violations of the security policies and standards of the commonwealth, Unisys will disable the offending functionality and will notify the designated DHS staff of this action. Unisys will work with DHS to determine how the NetScaler devices could be reconfigured to meet the needs of the DHS applications without causing the offending behavior.</p>
Service Customers / Users	Department of Human Services
Service Prerequisites	None
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_025

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Network – Analog Line Extension
Provider Part Number	CSSU15310723-A
Orderable Unit	Per Circuit
Description	<p>The Analog Line Extension service provides the ability to extend a customer procured analog single pair circuit, such as a phone line, from the data center demarcation to the system which requires the phone line.</p> <p>This service is used to provide a phone connection for a server’s fax card, call home support for an appliance or platform, or other components which require an analog phone line service.</p> <p>The service includes the ongoing provision of the cabling required for the extended connection, as well as the installation, support and other required hardware components.</p> <p>This service does not include the actual phone number, local service or long distance service, which must be acquired by the agency from the Commonwealth telecommunications vendor.</p> <p>This service does not support extensions of high speed circuits, such as a T-1, ISDN, or multiline circuit.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Existing Server, Appliance or Platform with a phone or fax card connection.</p> <p>Agency procured (not a PACS scope item) analog circuit or phone line including assigned phone number, local service and long distance.</p> <p>The Order Number, phone number and delivery date are required to be provided at time of order.</p>
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_049

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network - Reverse Proxy
Provider Part Number	CSSU15310724-A
Orderable Unit	Onetime Charge Per Request
Description	<p>This service provides a single configuration of Reverse Proxy on the existing F5 Load Balancer devices.</p> <p>The RU price assumes sufficient capacity on existing infrastructure based on projections and includes no additional hardware. If demand exceeds available capacity, thus requiring additional hardware, this RU may need to be revised in scope and price.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	None
Fulfillment Timeframe	5 Business Days

Added per PACS_CCR_046

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network – Site-to-Site VPN - Implementation Services
Provider Part Number	CCSU15310711-A
Orderable Unit	Per VPN Instance (Onetime Charge)
Description	<p>Agencies will use this service to have a site-to-site Virtual Private Network (VPN) connection created for any of the secure computing network environments of the Commonwealth supported by Unisys.</p> <p>This service will include the setup/configuration and removal activities for the VPN and assumes that the VPN requires only the standard network hardware and software that is part of the secure computing network environments of the Commonwealth supported by Unisys per Schedule F Section 3.1.2. Maintenance/change services will be performed as part of standard daily operating procedures.</p> <p>This is a onetime charge RU.</p> <p>Any non-standard or custom network hardware or software that an agency may require associated with a specific Site-to-Site VPN implementation is out of scope of this service.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_060

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network – Database Firewall (DBFW) - Standard
Provider Part Number	CCSU15410802-A
Orderable Unit	Per Database Instance
Description	<p>Agencies will use this service to have an instance of a DBFW created and maintained for the secure computing network environments of the Commonwealth supported by Unisys.</p> <p>This service will include the application of the standard security rules, policies, and/or controls as established by the Commonwealth CISO and Unisys Security Office in the Security Management Plan.</p> <p>This is a no cost RU.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_060

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network – Externally Accessible Web Application Firewall - Standard
Provider Part Number	CCSU15310712-A
Orderable Unit	Per WAF Request
Description	<p>This service gives agencies the ability to have each web server hosting an externally accessible Web Application included in the set of servers (IP addresses) that the WAF protects within the secure computing network environments of the Commonwealth supported by Unisys. It includes the use of the base security rules, policies, and/or controls for the new Web Application server – one set of policies is maintained and applied to all Standard Web URLs.</p> <p>This is a no cost RU.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_060

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network – Externally Accessible Web Application Firewall - Custom
Provider Part Number	CCSU15310713-A
Orderable Unit	Per WAF Request (Onetime Charge)
Description	<p>This service gives Agencies the ability to have each web server hosting an externally accessible Web Application included in the set of servers (IP addresses) that the WAF protects within the secure computing network environments of the Commonwealth supported by Unisys. It includes the use of a custom set of security rules, policies, and/or controls for the new Web Application – the custom set of policies is maintained and applied to the set of servers (IP addresses) hosting the new Custom Web Application only.</p> <p>This is a onetime charge RU.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_060

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network – Externally Accessible Web Application Firewall - Modification
Provider Part Number	CCSU15310714-A
Orderable Unit	Per Request (Onetime Charge)
Description	<p>Agencies will use this service to have Unisys change the security rules, policies, and/or controls of either the base security rules applied to all Standard Web servers or changes to the security rules, policies, and/or controls associated with a Custom Web Application.</p> <p>This is a onetime charge RU.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_060

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network – Firewall Virtual Routing Instance – Implementation Services
Provider Part Number	CCSU15310715-A
Orderable Unit	Per FVRI (Onetime Charge)
Description	<p>Agencies will use this service to have a Firewall Virtual Routing Instance (FVRI) created within the secure computing network environments of the Commonwealth supported by Unisys. Maintenance/change services will be performed as part of standard daily operating procedures,</p> <p>This is a onetime charge RU.</p> <p>NOTE: Each agency has an initial (base) FVRI established for their agency within the Commonwealth’s network. This service is used by agencies that require additional FVRIs for specific business or application purposes.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_060

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network – Firewall Virtual Routing Instance - Modification
Provider Part Number	CCSU15310716-A
Orderable Unit	Per Request (Onetime Charge)
Description	<p>This service is used by an agency that requires Unisys to modify the routing tables or other configuration changes to the secure computing network environments of the Commonwealth to reflect changes needed to the FVRI of an agency.</p> <p>This is not a recurring service; this is a single activity performed by Unisys for the FVRI of an agency. This can include modifying the configuration of an existing FVRI or even the complete removal/recreation of the agency FVRI.</p> <p>This is a onetime charge RU.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_060

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network – Logical System – Implementation Services
Provider Part Number	CCSU15310717-A
Orderable Unit	Per LSYS (Onetime Charge)
Description	<p>Agencies will use this service to have a Logical System (LSYS) assigned and made available to the agency for its use within the secure computing network environments of the Commonwealth supported by Unisys. Maintenance/change services will be performed as part of standard daily operating procedures,</p> <p>This is a onetime charge RU.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	<p>Business justification and available LSYS capacity.</p> <p>There are a limited number of LSYS accounts which can be created within the secure computing network environment of the Commonwealth. Each request must have a business justification for needing the LSYS. The request may be rejected if the Commonwealth determines that there is insufficient business need for the LSYS or if the LSYS limit has already been reached.</p>
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_060

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Network - Managed Only – Citrix Netscaler for DR - DHS Specific
Provider Part Number	CCSU15310730-A
Orderable Unit	Per Device
Description	<p>Unisys will provide installation and configuration for the relocated Citrix NetScaler devices. This will include monitoring the devices and providing Incident, Problem, and Change Management services for these devices. Unisys will also define and implement policies within the NetScaler devices associated with the behavior of the functionality offered by the device; the devices will have restrictions configured to limit the access rights or ability to change the behavior of the devices – in particular to limit the ability of the device to create packet transmission loops which could disrupt the flow of network traffic within the ADC or within the Commonwealth’s secure computing network.</p> <p>Staff from DHS will be given the necessary access and configuration rights to the NetScaler devices such that they can configure the functionality of the devices to perform in the manner required to support DHS applications. DHS will be responsible for configuring the devices to meet their needs.</p> <p>Unisys will be responsible for administering the NetScaler devices and for providing logical security administration access and control. Should the devices be found to have a configuration that causes network disruption, unacceptable network behavior, or violations of the security policies and standards of the Commonwealth, Unisys will disable the offending functionality and will notify the designated DHS staff of this action. Unisys will work with DHS to determine how the NetScaler devices could be reconfigured to meet the needs of the DHS applications without causing the offending behavior.</p> <p>DHS will continue to own and provide hardware maintenance on these devices. When this equipment reaches end of life, it will need to be refreshed via the Change Control process as a fully managed service.</p>

SCHEDULE C.2 SERVICES CATALOG

Service Customers / Users	Department of Human Services
Service Prerequisites	None
Fulfillment Timeframe	15 Business Days

Added per PACS_CCR_044

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Platform Hosting and Management Services – PACS Container Platform Standard
Provider Part Number	CCSU18261025-A
Orderable Unit	Per Instance
Description	<p>PACS Container Platform, leveraging the IBM® Cloud Private (ICP) Native, is an application platform for developing and managing on-premise, containerized applications. Combined with the IBM® Cloud Private (ICP) Native (ordered via separate RU CCSI18261027-A), it creates an integrated environment for managing containers that includes the container orchestrator Kubernetes, a private Docker image registry, a management console, and monitoring frameworks.</p> <p>This Standard product RU provides availability at the VMware level, i.e. a single node for each management component and includes the following services:</p> <ol style="list-style-type: none"> 1. Compute, storage and operating system to run the management platform with the following components: <ul style="list-style-type: none"> • Boot node • Master node • Management node • Proxy node 2. 1 day of Training/Workshop per ordering agency (requires 2 week lead time to schedule) 3. Ongoing Support <ul style="list-style-type: none"> • Logging • Platform Monitoring • Backup • Patching • Applying ICP Software updates (container platform) 4. VMware availability.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_121

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Platform Hosting and Management Services – PACS Container Platform HA (High Availability)
Provider Part Number	CCSU18261026-A
Orderable Unit	Per Instance
Description	<p>PACS Container Platform, leveraging the IBM® Cloud Private (ICP) Native, is an application platform for developing and managing on-premise, containerized applications. Combined with the IBM® Cloud Private (ICP) Native (ordered via separate RU CCSI18261027-A), it creates an integrated environment for managing containers that includes the container orchestrator Kubernetes, a private Docker image registry, a management console, and monitoring frameworks.</p> <p>This High Availability product RU provides availability at the platform layer, i.e. multiple nodes for each management component and includes the following services:</p> <ol style="list-style-type: none"> 1. Compute, storage and operating system to run management platform with the following components: <ul style="list-style-type: none"> • Boot node • Multiple Master nodes • Multiple Management nodes • Multiple Proxy nodes 2. 1 day Training/Workshop per ordering agency (requires 2 week lead time to schedule) 3. Ongoing Support <ul style="list-style-type: none"> • Logging • Platform Monitoring • Backup • Patching • Applying ICP Software updates (container platform) 4. High availability at the platform layer.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_121

Service Attribute	Service Attribute Description
Service Product Name	Platform Hosting and Management Services – PACS Container Platform ICP Software
Provider Part Number	CCSI18261027-A
Orderable Unit	Per Virtual Processor Core (VPC)
Description	<p>This offering includes the IBM® Cloud Private Native software license and license maintenance for the servers hosting the containers.</p> <p>PACS Container Platform, leveraging the IBM® Cloud Private (ICP), is an application platform for developing and managing on-premises, containerized applications. It is an integrated environment for managing containers that includes the container orchestrator Kubernetes, a private Docker image registry, a management console, and monitoring frameworks.</p> <p>It provides the benefits of the public cloud from the safety of a firewall-protected data center. It is an integrated cloud platform and is designed to help rapidly create new cloud-native applications and modernize existing workloads in a client-controlled, security-rich environment.</p> <p>IBM® Cloud Private Native software includes:</p> <ul style="list-style-type: none"> ➤ Cloud Automation Manager ➤ IBM WebSphere Application Server Liberty ➤ Microservice Builder <p>This product provides the following:</p> <ul style="list-style-type: none"> ➤ Operational console showing all resources, and container availability ➤ Provision production or development ready containers (Docker & Cloud Foundry) ➤ App Catalog based upon Helm Charts with Out of the box IBM and Open Source Middleware monitored and secure containers ➤ DevOps or developer services to create, run, and continuously deliver cloud applications in containers via Jenkins enabling UrbanCode clients can integrate ➤ Open platform access to all Container and open Source API's

SCHEDULE C.2 SERVICES CATALOG

	<p>➤ Hybrid ready API Connect integration</p> <p>This service includes:</p> <ol style="list-style-type: none"> 1. Platform Software Layer to run containers – IBM® Cloud Private (ICP) Native 2. Management console 3. Container manager (Docker) 4. Container Orchestrator (Kubernetes) 5. Catalog of containerized software and services 6. Ongoing support for the worker nodes (nodes that run application workload in containers) <ul style="list-style-type: none"> • Logging • ICP Monitoring • Backup • Patching • Applying ICP Software updates (container platform). <p>A VPC can be either a physical processor core, provided that the server is not partitioned for virtual machines, or a virtual core assigned to a virtual machine.</p>
<p>Service Customers / Users</p>	<p>Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted</p>
<p>Service Prerequisites</p>	<ol style="list-style-type: none"> 1. One of the PACS Container Platform RUs – Standard (CCSU18261025-A) or High Availability (CCSU18261026-A) 2. PACS Managed Physical or Virtual Server RUs (at least 2 servers, each with minimum of 4 cores, 8GB of RAM) with Red Hat Enterprise Linux (RHEL) Operating System
<p>Fulfillment Timeframe</p>	<p>Not Applicable</p>

Added per PACS_CCR_121

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Platform Hosting and Management Services – PACS Container Platform Application Vulnerability Advisor
Provider Part Number	CCSU18261028-A
Orderable Unit	Per Instance
Description	<p>Vulnerability Advisor (VA) is the container security analysis capability. Vulnerability Advisor scans images and configurations to meet established security best practices. Common Vulnerabilities and Exposures (CVE)s are automatically identified and flagged in applications that team build or images that are consumed upstream. This tool provides application vulnerability scanning and reports.</p> <p>The implementation, management server and initial configuration are included. The application related configurations, setting up policies, etc. are agency responsibilities and are not included in this RU.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<ol style="list-style-type: none"> 1. One of the PACS Container Platform RUs – Standard (CCSU18261025-A) or High Availability (CCSU18261026-A) 2. PACS Container Platform Software RU (CCSI18261027-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_121

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	x86 Server Configurations - Fully Managed – Application Licensing USB Port
Provider Part Number	CCSU15210628-A
Orderable Unit	Per Port Per Server
Description	<p>Provides a dedicated USB port that is associated to a physical or logical x86 Server configuration, Windows or Linux, which is dedicated to the use of a specific application licensing USB flash drive (aka dongle). At time of order, Agency must identify the applicable server.</p> <p>As part of this service, Unisys will acquire, install, and provide maintenance and support of any equipment necessary to provide the physical USB port(s) needed by the agency, configure and maintain the logical association of the physical or virtual server to the USB port in order to be able to connect to / utilize the physical USB port, and respond to incidents opened by an agency to either: a) verify that the application licensing USB flash drive is installed in (plugged into) the port or b) verify/maintain the configuration of the virtual or physical server’s logical association to the USB port.</p> <p>Agencies will be responsible for acquiring and providing any application licensing USB flash drive(s) it requires and for performing all maintenance and support related to the use of the application licensing USB flash drive by its applications.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Current use of an x86 physical or virtual server.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_084
 Added per PACS_CCR_023

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Training Services – Enterprise Output Manager Training
Provider Part Number	CCSU16270870-A
Orderable Unit	Per Request (One-time, Single-use)
Description	<p>This service provides access and use of the following training course for one attendee: Enterprise Output Manager (EOM) Basic Workshop (Web-based) (ECP48002).</p> <p>This course is specific to the Enterprise Output Manager (formerly DEPCON Output Manager) product available on the Unisys OS/2000 platform.</p> <p>Length: 16 hours delivered over four (4) consecutive business days; four (4) hours each day.</p> <p>It is strongly recommended that each person attending has their own workstation and that a telephone headset or speaker phone is used, which will allow hands to be free to perform interactive exercises during the training sessions. Attendees also need to be located in an area that is free from interruptions and outside noise.</p> <p>Overview: This instructor-led, web-based delivery enhances the ability of EOM operators and administrators by giving them the opportunity to learn the concepts of and use the interface to EOM. Students are instructed in the concepts, functionality and operation of EOM, augmented with hands-on activities that enhance instructor led discussion. Classroom presentations are for individuals with little or no knowledge of EOM. Discussions start with basic introductory material and progress to more complex topics.</p> <p>This course covers software installation and configuration, print, backup, and transfer jobs, job attributes, job and file management, and file masks. The course places emphasis on hands-on experience with the software.</p> <p>NOTE 1: This is an instructor-led online course. The training provider schedules the course based on need and number of students. The agency account manager can confirm the next available training date.</p>

SCHEDULE C.2 SERVICES CATALOG

	NOTE 2: This service is a one-time, single-use offering.
Service Customers / Users	Department of Human Services
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_077

Managed Security Services

Service Attribute	<i>Service Attribute Description</i>											
Service Name	Managed Security Services - Fully Managed – Imperva Database Firewall Services											
Provider Part Number	CCSU16310881-A											
Orderable Unit	Per Database InstanceServer											
Description	<p>This RU provides Unisys fully managed Imperva based Database Firewall (DBFW) Services hosted within the Ashburn (ADC) or Harrisburg (HDC) Data Center for MS SQL and Oracle databases running on x86 servers residing within PACS (ADC and HDC) and other approved Commonwealth environments, including the EDC.</p> <p>This RU serves as a base service bundle for all the database instances-servers to be protected with the Imperva Database Firewall Services.</p> <p>Includes the following:</p> <table border="1" data-bbox="423 1052 1414 1890"> <tbody> <tr> <td data-bbox="423 1052 748 1272">Events to ArcSight and Splunk and ServiceNow (SNOW) incident tickets</td> <td data-bbox="748 1052 1414 1272">Enables Imperva events delivered simultaneously to both SPLUNK and ArcSight and upstream Incident management. Solution assumes up to 20GB per day event sizing and up to 1000 Events per day event volumes.</td> </tr> <tr> <td data-bbox="423 1272 748 1528">System Maintenance Support</td> <td data-bbox="748 1272 1414 1528">Provides ongoing Unisys management for Imperva DBFW, MX and SOM appliances. Includes: SW upgrades, System availability and performance, system administration, base security policies, base audit policies, base reporting, incident management, incident response, etc.</td> </tr> <tr> <td data-bbox="423 1528 748 1709">Base Security Policy</td> <td data-bbox="748 1528 1414 1709">Provides services to protect the DB to be in compliance with new policy. PACS existing and Imperva base security policies are included. List of policies are documented.</td> </tr> <tr> <td data-bbox="423 1709 748 1818">Base Audit Policy</td> <td data-bbox="748 1709 1414 1818">Provides IMPERVA base audit policies as defined in the Functional Requirement document.</td> </tr> <tr> <td data-bbox="423 1818 748 1890">Base Reporting</td> <td data-bbox="748 1818 1414 1890">Provides base reports as provided by Imperva.</td> </tr> </tbody> </table>		Events to ArcSight and Splunk and ServiceNow (SNOW) incident tickets	Enables Imperva events delivered simultaneously to both SPLUNK and ArcSight and upstream Incident management. Solution assumes up to 20GB per day event sizing and up to 1000 Events per day event volumes.	System Maintenance Support	Provides ongoing Unisys management for Imperva DBFW, MX and SOM appliances. Includes: SW upgrades, System availability and performance, system administration, base security policies, base audit policies, base reporting, incident management, incident response, etc.	Base Security Policy	Provides services to protect the DB to be in compliance with new policy. PACS existing and Imperva base security policies are included. List of policies are documented.	Base Audit Policy	Provides IMPERVA base audit policies as defined in the Functional Requirement document.	Base Reporting	Provides base reports as provided by Imperva.
Events to ArcSight and Splunk and ServiceNow (SNOW) incident tickets	Enables Imperva events delivered simultaneously to both SPLUNK and ArcSight and upstream Incident management. Solution assumes up to 20GB per day event sizing and up to 1000 Events per day event volumes.											
System Maintenance Support	Provides ongoing Unisys management for Imperva DBFW, MX and SOM appliances. Includes: SW upgrades, System availability and performance, system administration, base security policies, base audit policies, base reporting, incident management, incident response, etc.											
Base Security Policy	Provides services to protect the DB to be in compliance with new policy. PACS existing and Imperva base security policies are included. List of policies are documented.											
Base Audit Policy	Provides IMPERVA base audit policies as defined in the Functional Requirement document.											
Base Reporting	Provides base reports as provided by Imperva.											

SCHEDULE C.2 SERVICES CATALOG

	Database Security Tuning	Tuning of database profiles, plugins, and policies. Includes up to five (5) hours monthly per database instance-server for tuning.
	Database Assessment Scan	Detect and patch (via CR process) database software vulnerabilities. Includes up to five (5) hours monthly per database instance-server for scanning effort.
	Database Agent Monitoring Rules	Provides ongoing support for up to five (5) agent monitoring rules per Imperva agent. Agent monitoring rules enable the user to define which traffic is monitored by the agent. Trusted sessions or backup scripts can be excluded (i.e. not monitored), and which traffic is to be monitored in sniffing mode and which traffic is to be monitored in inline mode can be specified by the user.
<p>This service will be provided in the event of a disaster declaration for those database servers hosted within the Ashburn and Harrisburg Datacenters for which Disaster Recovery services have been ordered.</p> <p>Excludes the following:</p> <ul style="list-style-type: none"> – Databases running on IBM or Unisys Mainframes 		
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.	
Service Prerequisites	Existence of an MS SQL or Oracle database within PACS or a Commonwealth data center.	
Fulfillment Timeframe	Not applicable	

[Revised per PACS_CCR_122](#)

Added per PACS_CCR_083

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>													
Service Name	Managed Security Services - Fully Managed – Database Firewall Implementation Services													
Provider Part Number	CCSU16310882-A													
Orderable Unit	Per Database Instance-Server (Onetime Charge)													
Description	<p>This RU is used to request the implementation of a new database instance server under the Imperva Database Firewall Services. The RU provides a onetime setup/configure and operationalization of the database instance server to be added to Imperva Database Firewall Services.</p> <p>Includes the following:</p> <table border="1" data-bbox="451 779 1448 1852"> <tbody> <tr> <td data-bbox="451 779 813 926">Deploy and Configure agent</td> <td data-bbox="813 779 1448 926">Provides Imperva DBFW agent install and configuration. Assist OA admin or DBA with installation and configuration.</td> </tr> <tr> <td data-bbox="451 926 813 1066">Deploy Base Security Policy</td> <td data-bbox="813 926 1448 1066">Provides services to protect the database to be in compliance with new policy. Imperva base security policies are included.</td> </tr> <tr> <td data-bbox="451 1066 813 1150">Deploy Base Audit Policy</td> <td data-bbox="813 1066 1448 1150">Provides Imperva base audit policies.</td> </tr> <tr> <td data-bbox="451 1150 813 1566">Deploy Agent monitoring rules</td> <td data-bbox="813 1150 1448 1566"> <p>Provides up to five (5) agent monitoring rules per Imperva agent and up to two (2) hours of effort.</p> <p>Agent monitoring rules enable the user to define which traffic is monitored by the agent. Trusted sessions or backup scripts can be excluded (i.e. not monitored), and which traffic is to be monitored in sniffing mode and which traffic is to be monitored in inline mode can be specified by the user.</p> </td> </tr> <tr> <td data-bbox="451 1566 813 1709">Deploy Database assessment scan</td> <td data-bbox="813 1566 1448 1709">Detect and patch (via CR process) database software vulnerabilities. Includes up to five (5) hours monthly per database instance server.</td> </tr> <tr> <td data-bbox="451 1709 813 1852">Deploy Database Classification</td> <td data-bbox="813 1709 1448 1852">Includes up to five (5) hours of effort to classify the contents of a given database for sensitive information within the table structure.</td> </tr> </tbody> </table>		Deploy and Configure agent	Provides Imperva DBFW agent install and configuration. Assist OA admin or DBA with installation and configuration.	Deploy Base Security Policy	Provides services to protect the database to be in compliance with new policy. Imperva base security policies are included.	Deploy Base Audit Policy	Provides Imperva base audit policies.	Deploy Agent monitoring rules	<p>Provides up to five (5) agent monitoring rules per Imperva agent and up to two (2) hours of effort.</p> <p>Agent monitoring rules enable the user to define which traffic is monitored by the agent. Trusted sessions or backup scripts can be excluded (i.e. not monitored), and which traffic is to be monitored in sniffing mode and which traffic is to be monitored in inline mode can be specified by the user.</p>	Deploy Database assessment scan	Detect and patch (via CR process) database software vulnerabilities. Includes up to five (5) hours monthly per database instance server .	Deploy Database Classification	Includes up to five (5) hours of effort to classify the contents of a given database for sensitive information within the table structure.
Deploy and Configure agent	Provides Imperva DBFW agent install and configuration. Assist OA admin or DBA with installation and configuration.													
Deploy Base Security Policy	Provides services to protect the database to be in compliance with new policy. Imperva base security policies are included.													
Deploy Base Audit Policy	Provides Imperva base audit policies.													
Deploy Agent monitoring rules	<p>Provides up to five (5) agent monitoring rules per Imperva agent and up to two (2) hours of effort.</p> <p>Agent monitoring rules enable the user to define which traffic is monitored by the agent. Trusted sessions or backup scripts can be excluded (i.e. not monitored), and which traffic is to be monitored in sniffing mode and which traffic is to be monitored in inline mode can be specified by the user.</p>													
Deploy Database assessment scan	Detect and patch (via CR process) database software vulnerabilities. Includes up to five (5) hours monthly per database instance server .													
Deploy Database Classification	Includes up to five (5) hours of effort to classify the contents of a given database for sensitive information within the table structure.													

SCHEDULE C.2 SERVICES CATALOG

	Excludes the following: – Any DBA support
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	Imperva Database Firewall (DBFW) Services RU CCSU16310881-A must be ordered.
Fulfillment Timeframe	10 Business days

[Revised per PACS_CCR_122](#)

Added per PACS_CCR_083

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services - Fully Managed – Imperva Database Firewall Licensing
Provider Part Number	CCSU16310883-A
Orderable Unit	Per Database Server Core (Onetime Charge)
Description	<p>The Imperva Database Firewall Licensing service includes the software licensing and first year vendor license maintenance and support.</p> <p>Annual renewals for the vendor licensing maintenance and support are available with the Managed Security Services – Fully Managed – Imperva Database Firewall License Maintenance Support After 1st Year service.</p> <p>The quantity of Imperva Database Firewall licensing per Database Server is based on the performance size of the database server. The license quantity requires the number of cores (physical or virtual) associated with the database server instances.</p> <p>The license includes access to the following features. The configuration and maintenance of these features is supported through the Managed Security Services – Fully Managed – Imperva Database Firewall Services.</p> <ul style="list-style-type: none"> • Support for Database platforms include Oracle and Microsoft SQL • Database Audit and Security controls based on configured policies • Privileged Access monitoring based on configured policies • Event Management and Reports • User Rights Management
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Imperva Database Firewall (DBFW) Services RU CCSU16310881-A must be ordered Database Server Size (number of cores—Physical or Virtual)
Fulfillment Timeframe	Not applicable

[Revised per PACS_CCR_122](#)

Added per PACS_CCR_083

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services - Fully Managed – Imperva Database Firewall License Maintenance Support After 1st Year
Provider Part Number	CCSU16310884-A
Orderable Unit	Per Database Server Core
Description	<p>The Imperva Database Firewall License Maintenance Support service includes the annual vendor license maintenance and support.</p> <p>The quantity of Imperva Database Firewall licensing per Database Server is based on the performance size of the database server. The license quantity requires the number of cores (physical or virtual) associated with the database server instances.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<p>Imperva Database Firewall (DBFW) Services RU CCSU16310881-A must be ordered.</p> <p>Database Server Size (number of cores (Physical or Virtual))</p> <p>Imperva Database Firewall License Service RU CCSU16310883-A for the first year.</p>
Fulfillment Timeframe	Not applicable

[Revised per PACS_CCR_122](#)

Added per PACS_CCR_083

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – Security Appliance - Medium
Provider Part Number	CCSU15420803-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the Medium sized Security Appliance, such as Checkpoint 21700, Smart-1 50 or Checkpoint Nokia IP245x etc.</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Restore Hardware to Operational Status – Appliance Operating System / Firmware Management – Operating System Backup / Restore • Support for events generated from: <ul style="list-style-type: none"> – SNMP Monitoring – ICMP Monitoring – Disk / RAID Status – RAM Usage – CPU Status – Interface Up / Down Monitoring – IP Reachability – Environmental (power, temp, etc.) Monitoring • HW List: <ul style="list-style-type: none"> – Checkpoint / Nokia IP245x – Checkpoint Smart-1 50 – Checkpoint 21700 – Checkpoint IP 1287 – Checkpoint IP 380 – Unisys ES3650 server • Excludes: <ul style="list-style-type: none"> – Monitored features not exposed by ICMP, SNMP or WMI – 3rd Party Vendor hardware maintenance – Software/applications (which are defined in separate RU) – Appliances not listed in Hardware List.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Security Device Standard Monitoring RU must be ordered for the monitoring.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – Security Appliance - Large
Provider Part Number	CCSU15420804-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the Large sized Security Appliance, which is Check Point 61000</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Restore Hardware to Operational Status – Base Operating System – Operating System Backup / Restore • Support for events generated from: <ul style="list-style-type: none"> – SNMP Monitoring – ICMP Monitoring – Monitoring Start / Stop of Virtual Appliances – Disk / RAID Status – RAM Usage – CPU Status – Interface Up / Down Monitoring – IP Reachability – Environmental (Power and Temperature) • HW List: <ul style="list-style-type: none"> – Checkpoint 61000 • Excludes: <ul style="list-style-type: none"> – Monitored features not exposed by ICMP, SNMP or WMI – Vendor hardware maintenance – Applications defined in separate RU – Appliances not listed in Hardware List
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Security Device Standard Monitoring RU must be ordered for the monitoring.</p> <p>Monitored features must be exposed by ICMP, SNMP or WMI.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – Provider-1 Software
Provider Part Number	CCSU15420805-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the Provider-1 Software Blade.</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Domain creation, deletion, monitoring, repair – Global policy advanced support (2nd tier troubleshooting and advanced configuration consulting) – HA monitoring and configuration • Excludes: <ul style="list-style-type: none"> – Log archival – Day-to-day global policy management (standard rule add, delete, modify)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Security Device Standard Monitoring RU must be ordered for the monitoring.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – Provider-1 Log Management Addon
Provider Part Number	CCSU15420806-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the Provider-1 Log Management Addon.</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Logging functionality – Log archival – This solution manages the disk space and preparation of logs for archival to tape. • Excludes: <ul style="list-style-type: none"> – PACS tape backup solution
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Security Device Standard Monitoring RU must be ordered for the monitoring.</p> <p>A PACS tape backup RU must be ordered.</p> <p>Either Security Appliance – Large (CCSU15420804-A) or Security Appliance – Medium (CCSU15420803-A) RU must be ordered, based on which Log Management must function.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – Firewall Software Blade
Provider Part Number	CCSU15420807-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the Firewall Software Blade.</p> <ul style="list-style-type: none"> • This RU can be used to order Firewall Software Blade either on a medium sized Security Appliance or large Security appliance. • Support Activities include: <ul style="list-style-type: none"> – HA monitoring and configuration – Advanced Firewall policy support (2nd tier troubleshooting, advanced configuration consulting) • Excludes: <ul style="list-style-type: none"> – Day-to-day firewall policy management (standard rule add, delete, modify)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Security Device Standard Monitoring RU must be ordered for the monitoring.</p> <p>Either Security Appliance – Large (CCSU15420804-A) or Security Appliance – Medium (CCSU15420803-A) RU must be ordered, based on which software blade must function.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – IPS Software Blade
Provider Part Number	CCSU15420808-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the IPS Software Blade either on a Medium Security Appliance or Large Security Appliance.</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Advanced IPS policy support (2nd tier troubleshooting, advanced configuration consulting) • Excludes: <ul style="list-style-type: none"> – Day-to-day IPS policy management (standard rule add, delete, modify)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Security Device Standard Monitoring RU must be ordered for the monitoring.</p> <p>Either Security Appliance – Large (CCSU15420804-A) or Security Appliance – Medium (CCSU15420803-A) RU must be ordered, based on which software blade must function.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – Application Control Software Blade
Provider Part Number	CCSU15420809-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the Application Control Software Blade either on a Medium Security Appliance or a Large Security Appliance.</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Advanced Application Control policy support (2nd tier troubleshooting, advanced configuration consulting) • Excludes: <ul style="list-style-type: none"> – Day-to-day Application Control policy management (standard rule add, delete, modify)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Security Device Standard Monitoring RU must be ordered for the monitoring.</p> <p>Either Security Appliance – Large (CCSU15420804-A) or Security Appliance – Medium (CCSU15420803-A) RU must be ordered, based on which software blade must function.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – URL Filtering Software Blade
Provider Part Number	CCSU15420810-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the URL Filtering Software blade on a Medium Security Appliance or Large Security Appliance.</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Advanced URL Filtering policy support (2nd tier troubleshooting, advanced configuration consulting) • Excludes: <ul style="list-style-type: none"> – Day-to-day URL Filtering policy management (standard rule add, delete, modify)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Security Device Standard Monitoring RU must be ordered for the monitoring.</p> <p>Either Security Appliance – Large (CCSU15420804-A) or Security Appliance – Medium (CCSU15420803-A) RU must be ordered based on which software blade has to function.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – Mobile Access Software Blade
Provider Part Number	CCSU15420811-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the Mobile Access Software Blade either on a Medium Security Appliance or on a Large Security Appliance.</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Advanced Mobile Access VPN support – Certificate maintenance (installation, troubleshooting) • Excludes: <ul style="list-style-type: none"> – Day-to-day Mobile Access VPN management – Certificate generation / requests
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Security Device Standard Monitoring RU must be ordered for the monitoring.</p> <p>Either Security Appliance – Large (CCSU15420804-A) or Security Appliance – Medium (CCSU15420803-A) RU must be ordered, based on which software blade must function.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – IPSEC VPN Software Blade
Provider Part Number	CCSU154208012-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the IPSEC VPN Software Blade either on a Medium Security Appliance or a Large Security Appliance.</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Advanced IPSEC VPN support (2nd tier troubleshooting, advanced configuration consulting) • Excludes: <ul style="list-style-type: none"> – VPN tunnel builds – Day-to-day VPN tunnel management (standard VPN policy changes)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Security Device Standard Monitoring RU must be ordered for the monitoring.</p> <p>Either Security Appliance – Large (CCSU15420804-A) or Security Appliance – Medium (CCSU15420803-A) RU must be ordered, based on which software blade must function.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – Security Appliance - Virtual
Provider Part Number	CCSU15420813-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Managed Only service for the Security Virtual Appliance, such as Checkpoint Security Gateway Virtual Edition</p> <ul style="list-style-type: none"> • Support Activities include: <ul style="list-style-type: none"> – Restore Virtual Machine to Operational Status – Virtual Operating System – Virtual Operating System Backup / Restore – SNMP Monitoring – ICMP Monitoring – Monitoring Start / Stop of Individual Virtual Instance – Virtual Disk Status – Virtual RAM Usage – Virtual CPU Status – IP Reachability • Excludes: <ul style="list-style-type: none"> – Does not include Host Operating System / Hypervisor (these are covered under Security Appliance Medium/Large RUs)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Security Device Standard Monitoring RU must be ordered for the monitoring.</p> <p>Security Appliance – Large (CCSU15420804-A) or Security Appliance – Medium (CCSU15420803-A) RU must be ordered for the device on which the Virtual Appliance is running.</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services – Security Device Standard Monitoring
Provider Part Number	CCSU15420814-A
Orderable Unit	Per Instance
Description	<p>This RU provides Unisys Standard monitoring for the Security Devices including Physical/Virtual Appliances or Software Instances as follows:</p> <ul style="list-style-type: none"> • Per monitored Instance based pricing • Hardware, Software instance /Virtual systems are each considered as separate Instance. • Example: A Firewall software instance is a monitored Instance, Hardware/Appliance hosting the Firewall is another monitored Instance • Standardization approach based on current monitoring standard available and out of the box tool’s capability (Solarwinds) • Unisys will publish the list of standard monitoring • Additional monitoring capabilities that Solarwinds provides in the future releases will be extended on to the “standard monitoring” list • Monitoring requirements that are not covered within the Standard Monitoring should be ordered through Unisys Monitoring Technical resource hours using the T&M catalog.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	No Specific Prerequisites
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services
Provider Part Number	CCSU15420815-A
Orderable Unit	Checkpoint Support Account ID 0006158690 (Yearly)
Description	<p>This RU provides Checkpoint Hardware annual maintenance support services for the DHS Checkpoint Support Account ID 0006158690.</p> <p>Each Account ID will contain multiple products. Any addition or removal of the products from the Account ID will require a Checkpoint requote and refresh of this RU.</p> <p>This RU price is valid until December 2018. Because some equipment will reach end of service life and may be decommissioned by the end of 2018, this RU will be re-evaluated for the first half of 2019 and prices for Contract Year 5 will be updated as needed.</p> <p>Checkpoint Support Account ID 0006158690 includes the following product support under CPES-SS support level:</p> <ul style="list-style-type: none"> • CPPWR-VPG-HA-U Secondary VPN-1 Power Gateway for Load Sharing and High Availability for Unlimited Users • CPPWR-VPG-U2 Check Point VPN-1 Power Multi-core Gateways for 2 cores for Unlimited Users • CPSB-DMN200 Check Point Management Domain blade for managing 2 Gateways • CPSB-DMN200-HA Secondary Management Domain blade for managing 2 Gateways (high availability) • CPSB-WKFL-25 Check Point Workflow blade managing up to 25 gateways • CPSG-P807 Security Gateway with 8-cores container (for unlimited users) and FW, IA , VPN, IPS, ACCL, ADN, APCL blades • CPSG-P807-HA Secondary Security Gateway (for HA) with 8-cores container (for unlimited users) and FW, IA, VPN, IPS, ACCL, ADN, APCL blades • CPVP-VFM-U-NG VPN-1 Pro Modules/U <p>Includes the following under CPES-SS-PREMIUM-ONSITE support (Harrisburg, PA USA):</p> <ul style="list-style-type: none"> • CPAC-12-1F-21000 12 Port 1000Base-F SFP interface card. Requires additional 1000Base SFP transceiver modules per interface port.

SCHEDULE C.2 SERVICES CATALOG

	<ul style="list-style-type: none"> • CPAC-TR-1SX SFP transceiver for 1G fiber ports - short range (1000Base-SX) • CPAP-SG21700-NGTP-HPP 21700 Next Generation Threat Prevention Appliance with 11 blades suite – High Performance with 4x10Gb SFP+ Interface and memory • CPAP-SM5008-PV5 Check Point Smart-1 50 Provider-1 Enterprise Edition for 5 domains • CPIP-A-2-10-XMC Two Port 10GBase-F SFP+ Card w/o Transceivers, XMC - IP1285 and IP2455 • CPIP-A-2-10-XMC Two Port 10GBase-F SFP+ Card w/o Transceivers, XMC - IP1285 and IP2455 • CPIP-A-CA-12-24 6U Carrier card - IP1285 and IP2455 • CPIP-A-D80G-CA 80G Hard Disk Drive w/Carrier - IP1285 and IP2455 • CPIP-A-TR-10SR-S-PLUS 0GBase-SR SFP PLUS Optical Transceiver use with CPIP-A-2-10-XMC, and CPIP-A-2-10 • CPIP-A-TR-10SR-S-PLUS 10GBase-SR SFP PLUS Optical Transceiver use with CPIP-A-2-10-XMC, and CPIP-A-2-10 <p>Includes the following with ESNT-PLUS-7X24 (HARRISBURG, PA USA) support:</p> <ul style="list-style-type: none"> • NBB3450000 IP2450 DISK BASED SYSTEM • NBB3450FR1 IP2450 System FRU, NO HDD, NO Flash, v.2 (CP) • NIF4453FRU 3P 10GBASE-F ADP WITHOUT XCR,FRU • NIF4457FRU 12P1000BASE-X SFP ADP SERVICE MODULE,FRU • CPSB-NGTP-21700-1Y Next Generation Threat Prevention Gateway Blades Package for 1 year for 21700 Appliance • CPSB-NGFW-L-1Y Next Generation Firewall Package for 1 year for high-end package s Including IPS and APC • CPSB-NGFW-L-1Y-HA Next Generation Firewall Package for 1 year for high-end package s- HA including IPS • CPPWR-SMDF-U SmartDefense for VPN-1 Power Gateway Unlimited Users
<p>Service Customers / Users</p>	<p>Any participating Commonwealth agency, office, board, commission, or bureau</p>
<p>Service Prerequisites</p>	<p>Respective Unisys Managed Only support RUs (Hardware, Software and Monitoring RUs) must be ordered for the Hardware and Software included within the Checkpoint Account ID.</p>

SCHEDULE C.2 SERVICES CATALOG

Fulfillment Timeframe	Not Applicable
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Revised per PACS_CCR_117
Revised per PACS_CCR_098
Revised per PACS_CCR_090
Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services
Provider Part Number	CCSU15420816-A
Orderable Unit	Checkpoint Support Account ID 0006729738 (Yearly)
Description	<p>This RU provides Checkpoint Hardware annual maintenance support services for the DHS Checkpoint Support Account ID 0006729738.</p> <p>Each Account ID will contain multiple products. Any addition or removal of the products from the Account ID will require a Checkpoint requote and refresh of this RU.</p> <p>This RU price is valid until December 2018. Because some equipment will reach end of service life and may be decommissioned by the end of 2018, this RU will be re-evaluated for the first half of 2019 and prices for Contract Year 5 will be updated as needed. Checkpoint Support Account ID 0006729738 includes the following with CPES-SS support level:</p> <ul style="list-style-type: none"> • CPSB-DMN200 Check Point Management Domain blade for managing 2 Gateways • CPSB-DMN200-HA Secondary Management Domain blade for managing 2 Gateways (high availability) <p>Includes the following with CPES-SS-PREMIUM-ONSITE (Harrisburg, PA USA):</p> <ul style="list-style-type: none"> • CPAP-IP1287-D-AC IP1287 Disk Based Appliance with FW, IA, VPN, IPS, ADN, ACCL, APCL blades • CPIP-A-12ADP-1 Twelve Port 1000Base-X SFP ADP Service Module w/o Transceivers - IP1285 and IP2455 • CPIP-A-4-1C-XMC Four Port 10/100/1000Base-T XMC RJ-45 - IP1285 and IP2455 • CPIP-A-D80G-CA 80G Hard Disk Drive w/Carrier - IP1285 and IP2455 • CPIP-A-FAN-24-12 Replacement Fan Tray for IP2455 & IP1280 • CPIP-A-PS-AC-2412 AC Power Supply, IP2455 & IP1285 • CPIP-A-TR-1SX 1000Base-SX Transceiver Module - use with CPIP-ACC-4-1-XMC, CPIP-ACC-8ACC-8ADP6U-1C, CPIP-ACC-8ADP-1, CPIP-ACC-12ADP-1 • CPIP-A-TR-C 1000Base-T Transceiver Module (only supports 1000Mbps and not 10 or 100Mbps) - use with CPIP-A-4-1-XMC, CPIP-A-8A-8ADP6U-1C, CPIP-A

SCHEDULE C.2 SERVICES CATALOG

Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Respective Unisys Managed Only support RUs (Hardware, Software and Monitoring RUs) must be ordered for the Hardware and Software included within the Checkpoint Account ID.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_117

Revised per PACS_CCR_098

Revised per PACS_CCR_090

Added per PACS_CCR_063

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Managed Security Services
Provider Part Number	CCSU15420817-A
Orderable Unit	Checkpoint Support Account ID 0006848784 (Yearly)
Description	<p>This RU provides Checkpoint Hardware annual maintenance support services for the DHS Checkpoint Support Account ID 0006848784.</p> <p>Each Account ID will contain multiple products. Any addition or removal of the products from the Account ID will require a Checkpoint requote and hence Refresh of this RU.</p> <p>This RU price is valid until December 2018. Because some equipment will reach end of service life and may be decommissioned by the end of 2018, this RU will be re-evaluated for the first half of 2019 and prices for Contract Year 5 will be updated as needed.</p> <p>Checkpoint Support Account ID 0006848784 includes the following under CPES-SS-PREMIUM service Level:</p> <ul style="list-style-type: none"> • CPSB-MOB-U Mobile Access blade for unlimited number of concurrent users • CPSB-MOB-U-HA Mobile Access blade for unlimited number of concurrent users for High Availability • CPSG-P407I Security Gateway with 4-cores container (for unlimited users) and FW, IA , VPN, IPS, ACCL, ADN, APCL blades • CPSG-P407I-HA Security Gateway (for HA) with 4-cores container (for unlimited users) and FW, IA, VPN, IPS, ACCL, ADN, APCL blades
Service Customers / Users	PACS Contract- Commonwealth Agencies
Service Prerequisites	Ensure respective Unisys Managed Only support RUs (Hardware, Software and Monitoring RUs) are ordered for the Hardware and Software included within the Checkpoint Account ID
Fulfillment Timeframe	10 Business days

Revised per PACS_CCR_117
 Revised per PACS_CCR_098
 Revised per PACS_CCR_090
 Added per PACS_CCR_063

Service Attribute	<i>Service Attribute Description</i>
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SCHEDULE C.2 SERVICES CATALOG

Service Name	Managed Security Services
Provider Part Number	CCSU15420818-A
Orderable Unit	Checkpoint Support Account ID 0007839082 (Yearly)
Description	<p>This RU provides Checkpoint Hardware annual maintenance support services for the DHS Checkpoint Support Account ID 0007839082</p> <p>Each Account ID will contain multiple products. Any addition or removal of the products from the Account ID will require a Checkpoint requote and refresh of this RU.</p> <p>This RU price is valid until December 2018. Because some equipment will reach end of service life and may be decommissioned by the end of 2018, this RU will be re-evaluated for the first half of 2019 and prices for Contract Year 5 will be updated as needed. Checkpoint Support Account ID 0007839082 includes the following with CPES-SS-PREMIUM Support Level:</p> <ul style="list-style-type: none"> • CPSB-EVNT-C1000 Check Point SmartEvent blade for Security Management C1000 • CPSB-RPRT-N-C1000 Smart Reporter blade for Security Management • CPSB-VS-10 10 Virtual Systems package • CPAC-2-10F 2 Port 10GBase-F SFP+ interface card for 13500 Appliance. Requires an additional 10GBase SFP+ transceiver per interface port. • CPAC-61A-2C2SU3G-SG2005 61K AC solution with 2 CMMs, 2 Power supplies and 3 FANS • CPAC-HDD-2TB-SM225/3050/3150 2TB Hard Drive for Smart-1 225, 3050, 3150 • CPAC-RAM256GB-SM3050/3150 256GB RAM (replace) for Smart-1 3050/3150 • CPAC-TR-10SR SFP+ transceiver for 10G fiber Ports - short range (10GBase-SR) • CPAC-TR-10SR-SSM160-SFP+ SFP+ transceiver for 10G fiber ports - short range (10GBase-SR) for CPAC-SSM160 • CPAC-TR-1SX-SSM60/160-SFP SFP transceiver for 1G fiber ports - short range (1000Base-SX) for CPAC-SSM60 and CPAC-SSM160 • CPAC-TR-1T-SSM60/160-SFP Twisted-pair cabling transceiver for 1G SFP fiber ports (1000Base-T RJ45) for CPAC-SSM60 and CPAC-SSM160 • CPAP-SM3150-MLOG10 Smart-1 3150 Appliance with Log Security Management for 10 Security Domains

SCHEDULE C.2 SERVICES CATALOG

	<ul style="list-style-type: none">• CPAP-SSM160 Check Point Security Switch Module SSM160 for 61000 Appliance with 8x10GbE and 2x40GbE fiber ports; offering 100 Gbps throughput• CPAP-SGM260 Check Point Security Gateway Module SGM260 (20 Cores, 64GB RAM)
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Respective Unisys Managed Only support RUs (Hardware, Software and Monitoring RUs) must be ordered for the Hardware and Software included within the Checkpoint Account ID.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_117
Revised per PACS_CCR_098
Revised per PACS_CCR_090
Added per PACS_CCR_063

Projects

Service Attribute	<i>Service Attribute Description</i>
Service Name	Projects – Travel Expense – Travel Expense
Provider Part Number	CCSZ17380974-A
Orderable Unit	Per \$1 Increment
Description	<p>This resource unit (RU) provides for ordering travel expenses at the unit price of \$1 increments, to be ordered in conjunction with project work. This RU would be orderable in the quantity needed to support total travel costs estimated to be incurred during the life of a project as defined and priced in an official Statement of Work (SOW) which must be approved by all stakeholders.</p> <p>Travel expenses may be part of a single project deliverable, to be invoiced upon completion of agreed upon criteria, or they may be part of multiple milestones, to be invoiced upon completion of each milestone.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	Approved Statement of Work
Fulfillment Timeframe	N/A

Added per PACS_CCR_109

Third Party Software Management Service

Third Party Software – Vendor Supplied License and Management

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Adobe Systems Incorporated – Adobe Experience Manager - Forms License - Annual
Provider Part Number	CCSU18150991-A
Orderable Unit	Per Production Core License (Onetime Payment per year)
Description	<p>The 12 month license RU is based on a yearly subscription and must be ordered once for each year of use. Price is paid once per year. The RU includes license, software maintenance upgrades, and software license management as well as the basic installation of the software with default configurations. Agency will be responsible for configuration and integration as per their application requirements.</p> <p>Each production license may be used in equivalent non-production environments. For example, purchase of an 8-core license may be used on any 8-core non-production environment.</p>
Service Customers / Users	Department of Transportation
Service Prerequisites	x86 Virtual or Physical Server (CPU, Memory, Storage, x86 Server Management Service)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_115

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Adobe Systems Incorporated – Adobe Experience Manager - Assets Primary Instance License - Annual
Provider Part Number	CCSU18150992-A
Orderable Unit	Per Instance License (Onetime Payment per year)
Description	<p>The 12 month license RU is based on a yearly subscription and must be ordered once for each year of use. Price is paid once per year. The RU includes license, software maintenance upgrades, and software license management as well as the basic installation of the software with default configurations. Agency will be responsible for configuration and integration as per their application requirements.</p> <p>Each production license may be used in equivalent non-production environments. For example, purchase of 1 primary instance license may be used on 1 primary instance of any non-production environment.</p>
Service Customers / Users	Department of Transportation
Service Prerequisites	x86 Virtual or Physical Server (CPU, Memory, Storage, x86 Server Management Service)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_115

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Adobe Systems Incorporated – Adobe Experience Manager - Assets Secondary Instance License - Annual
Provider Part Number	CCSU18150996-A
Orderable Unit	Per Secondary Instance License (Onetime Payment per year)
Description	<p>The 12 month license RU is based on a yearly subscription and must be ordered once for each year of use. Price is paid once per year. The RU includes license, software maintenance upgrades, and software license management as well as the basic installation of the software with default configurations. Agency will be responsible for configuration and integration as per their application requirements.</p> <p>Each production license may be used in equivalent non-production environments. For example, purchase of 2 secondary instance licenses may be used on 2 secondary instances of any non-production environment.</p>
Service Customers / Users	Department of Transportation
Service Prerequisites	<p>x86 Virtual or Physical Server (CPU, Memory, Storage, x86 Server Management Service)</p> <p>Third Party Software – Adobe Systems Incorporated – Adobe Experience Manager - Assets Primary Instance License – Annual (RU CCSU18150992-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_115

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Adobe Systems Incorporated – Adobe Experience Manager - Assets Backend User License - Annual
Provider Part Number	CCSU18150993-A
Orderable Unit	Per User License (Onetime Payment per year)
Description	The 12 month license RU is based on a yearly subscription and must be ordered once for each year of use. Price is paid once per year. The RU includes the end user license and software license management.
Service Customers / Users	Department of Transportation
Service Prerequisites	Third Party Software – Adobe Systems Incorporated – Adobe Experience Manager - Assets Primary Instance License – Annual (RU CCSU18150992-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_115

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Astadia XGEN
Provider Part Number	CCSU13350044-A
Orderable Unit	Per License
Description	XGEN is a powerful, multi-platofrm, database-independent application deveopment tool with a COBOL-like syntax.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_002

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – B&L BL/LIB Tape Library Management System
Provider Part Number	CCSU13350001-A
Orderable Unit	Per License
Description	<p>BL/LIB is the tape library management system that gives you unprecedented control over your tape files, allowing you to:</p> <ul style="list-style-type: none"> Thoroughly monitor tape usage and storage Prevent inadvertent purging of tapes Automatically identify input tapes
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office

SCHEDULE C.2 SERVICES CATALOG

Service Prerequisites	Libra MIPS must be in use or MIPS must be ordered
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – B&L BL/SCHEM Scheduling & Monitoring System
Provider Part Number	CCSU13350002-A
Orderable Unit	Per License
Description	BL/SCHEM is the reliable and flexible job scheduling software solution that saves you time by automating your job scheduling and monitoring operations. Running either on the Unisys MCP Platform with a DMSII database, or on a Windows® server with a SQL database. BL/SCHEM is at home with both legacy and open systems. In fact, you can easily start, track tasks and schedule all data center jobs with BL/SCHEM.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Libra MIPS must be in use or MIPS must be ordered
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software - BMC AppSight for Windows/.NET - Division Edition
Provider Part Number	CCSU13350003-A
Orderable Unit	Per License
Description	The BMC AppSight Application Problem Resolution System increases the output of development organizations by up to 40 percent by automating problem resolution processes during the testing and maintenance phases of the application lifecycle. The system captures, communicates, and pinpoints the root cause of application problems.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software - BMC AppSight Named Users
Provider Part Number	CCSU13350004-A
Orderable Unit	Per License
Description	The BMC AppSight Application Problem Resolution System increases the output of development organizations by up to 40 percent by automating problem resolution processes during the testing and maintenance phases of the application lifecycle. The system captures, communicates, and pinpoints the root cause of application problems.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software - BMC AppSight QA Users
Provider Part Number	CCSU13350005-A
Orderable Unit	Per License
Description	The BMC AppSight Application Problem Resolution System increases the output of development organizations by up to 40 percent by automating problem resolution processes during the testing and maintenance phases of the application lifecycle. The system captures, communicates, and pinpoints the root cause of application problems.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – BMC CONTROL-M Enterprise Manager
Provider Part Number	CCSU13350006-A
Orderable Unit	Per License
Description	BMC Control-M/Enterprise Manager is a graphical tool that provides a focal point of control by consolidating the management of batch processing on all applications and platforms across the enterprise. Its interactive management-by-exception abilities extend beyond job-status monitoring, providing immediate multi-destination error notification and enhanced problem resolution capabilities that increase enterprise efficiency. This includes an option to monitor and manipulate the production environment in real time
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – BMC CONTROL M Full Admin User
Provider Part Number	CCSU13350007-A
Orderable Unit	Per License
Description	BMC Control-M/Enterprise Manager is a graphical tool that provides a focal point of control by consolidating the management of batch processing on all applications and platforms across the enterprise. Its interactive management-by-exception abilities extend beyond job-status monitoring, providing immediate multi-destination error notification and enhanced problem resolution capabilities that increase enterprise efficiency. This includes an option to monitor and manipulate the production environment in real time
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – BMC CONTROL-M Tasks (100 Tasks per Unit)
Provider Part Number	CCSU13350008-A
Orderable Unit	Per License
Description	BMC Control-M/Enterprise Manager is a graphical tool that provides a focal point of control by consolidating the management of batch processing on all applications and platforms across the enterprise. Its interactive management-by-exception abilities extend beyond job-status monitoring, providing immediate multi-destination error notification and enhanced problem resolution capabilities that increase enterprise efficiency. This includes an option to monitor and manipulate the production environment in real time. Customer pays for the maximum amount of jobs per a single 24-hour day.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Business Objects Crystal Reports
Provider Part Number	CCSU13350021-A
Orderable Unit	Per License
Description	Software to create powerful, richly formatted, dynamic reports from virtually any data source, delivered in dozens of formats, in up to 24 languages.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Bytware StandGuard Anti-Virus
Provider Part Number	CCSU13350022-A
Orderable Unit	Per License
Description	Provides native anti-virus protection for IBM I, AIX, and Linux systems.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Not Applicable
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Citrix XenApp Advanced (User Counts)
Provider Part Number	CCSU13350023-A
Orderable Unit	Per License
Description	XenApp is an application delivery solution that enables any Windows® application to be virtualized, centralized and managed in the datacenter and instantly delivered as a service to users anywhere on any device. Advanced Edition is a solid foundation for secure, on-demand application delivery to users anywhere with maximum performance.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Citrix XenApp Enterprise (User Counts)
Provider Part Number	CCSU13350024-A
Orderable Unit	Per License
Description	XenApp is an application delivery solution that enables any Windows® application to be virtualized, centralized and managed in the datacenter and instantly delivered as a service to users anywhere on any device. Enterprise Edition is an on-demand application delivery solution that is optimized for managing larger environments.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – CA Technologies – CA-Explore for CICS
Provider Part Number	CCSI13350025-A
Orderable Unit	License
Description	CICS Explorer provides a common, intuitive, Eclipse-based rich client platform (RCP) for architects, developers, programmers, and administrators (all IT roles who work with CICS).
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Hard-capped at 181 MIPS of IBM Mainframe VM processing capacity and VSE guests(s).
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – CA Technologies – CA SOA Security Manager
Provider Part Number	CCSU13350026-A
Orderable Unit	License
Description	<p>CA SOA Security Manager (CA SOA SM) is a centralized, policy-based</p> <p>Web services security software product that secures access to services by inspecting the security and other content in XML messages.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – CA Technologies – CA SOA Security Manager Additional Secured Web Services
Provider Part Number	CCSU13350027-A
Orderable Unit	License
Description	<p>CA SOA Security Manager (CA SOA SM) is a centralized, policy-based</p> <p>Web services security software product that secures access to services by inspecting the security and other content in XML messages.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – CA Technologies – CA SOA Security Manager Additional Users
Provider Part Number	CCSU13350028-A
Orderable Unit	License
Description	CA SOA Security Manager (CA SOA SM) is a centralized, policy-based Web services security software product that secures access to services by inspecting the security and other content in XML messages.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Corticon Business Rules Server – Unlimited CPUs
Provider Part Number	CCSU13350029-A
Orderable Unit	Per License
Description	Corticon Business Rules Server processes the rules that have been modeled, verified and tested in Corticon Studio, ensuring reliable results and delivering lightning fast performance.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Corticon Server – per Non-Production Server
Provider Part Number	CCSU13350030-A
Orderable Unit	Per License
Description	Corticon Business Rules Server processes the rules that have been modeled, verified and tested in Corticon Studio, ensuring reliable results and delivering lightning fast performance.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Corticon Business Rules Modeling Studio – per Named User
Provider Part Number	CCSU13350031-A
Orderable Unit	Per License
Description	Progress® Corticon® Business Rules Modeling Studio is a standalone desktop environment for modeling, analyzing, testing and saving business rules as executable decision services
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – CSI International – Dr. D Annual License Renewal
Provider Part Number	CCSI15250623-A
Orderable Unit	Per License Renewal
Description	Annual maintenance and support for CSI International Dr. D software at current capacity of 181 MIPS - 23 MSU
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of Dr. D software
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_024

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – CSI International – EPIC
Provider Part Number	CCSI13350032-A
Orderable Unit	License
Description	Automated tape and disk management that provides fast access to system resources and reduces bottlenecks while using minimal overhead.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Hard-capped at 181 MIPS of IBM Mainframe VM processing capacity and VSE guest(s).
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – CSI International – FAQs/PCS
Provider Part Number	CCSI13350033-A
Orderable Unit	License
Description	Automate the workflow within your data center operations environment to ensure consistent yet flexible execution of your evolving data center processes.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Hard-capped at 181 MIPS of IBM Mainframe VM processing capacity and VSE guest(s).
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – CSI International – FAQs/ASO
Provider Part Number	CCSI13350034-A
Orderable Unit	License
Description	CA FAQs® Automated System Operation for z/VSE (CA FAQs ASO for z/VSE) streamlines operations with automated responses to console messages.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Hard-capped at 181 MIPS of IBM Mainframe VM processing capacity and VSE guest(s). .
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – EMC Symmetrix® VMAX Fully Automated Storage Tiering for Virtual Pools (FAST VP)
Provider Part Number	CCSU13350037-A
Orderable Unit	Per License
Description	FAST™ VP automatically optimizes performance in a tiered environment reducing costs, footprint and management effort.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Experian NameSearch - Production (Licensed per Server up to 8 CPU)
Provider Part Number	CCSU13350039-A
Orderable Unit	Per License
Description	QAS NameSearch is a robust data and name matching software that incorporates unparallel matching and duplicate identification capabilities.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Experian NameSearch - Non-Production (Licensed per Server)
Provider Part Number	CCSU13350040-A
Orderable Unit	Per License
Description	QAS NameSearch is a robust data and name matching software that incorporates unparallel matching and duplicate identification capabilities.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Formula Consultants Star 1100
Provider Part Number	CCSU13350041-A
Orderable Unit	Per License
Description	STAR-1100 (System for Tape Administration and Reporting) is a complete software system for managing tape resources for Unisys 2200 Series and ClearPath HMP/IX mainframe computers.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Globalscape CuteFTP Pro 2.0
Provider Part Number	CCSU13350042-A
Orderable Unit	Per License
Description	FTP Software
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – IBM Data Management Software (Infosphere)
Provider Part Number	CCSI15150576-A
Orderable Unit	Per License
Description	This includes product support and license fees for Data Replication and InfoSphere Classic CDC SW for DOT based on capacity settings identified in Exhibit B.1.
Service Customers / Users	Department of Transportation
Service Prerequisites	z/OS
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – DB2 Utilities Solution Pack for z/OS at Full Capacity of 200 MSUs (~1900 MIPS) - First 12 Months
Provider Part Number	CCSI15350747-A
Orderable Unit	Per Solution Pack License
Description	Includes DB2 Automation Tool for z/OS, DB2 Utilities Enhancement Tool for z/OS, DB2 High Performance Unload for z/OS and DB2 Sort for z/OS licensed to the full allocated capacity of the mainframe, approximately 200 MSUs (~1900 MIPS).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	z/OS Mainframe processing capacity, and an existing DB2 Automation Tool for z/OS license.
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_069

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – DB2 Utilities Solution Pack for z/OS at Full Capacity of 200 MSUs (~1900 MIPS) – Annual Maintenance Renewal After 1st Year
Provider Part Number	CCSI15350748-A
Orderable Unit	Per Solution Pack Maintenance Renewal
Description	Provide ongoing maintenance for DB2 Utilities Solution Pack for z/OS licensed to the full allocated capacity of the mainframe, approximately 200 MSUs (~1900 MIPS).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	z/OS Mainframe processing capacity and existing DB2 Utilities Solution Pack license (CCSI15350747-A).
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_069

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – DB2 Utilities Solution Pack for z/OS at Subcapacity of 123 MSUs (~990 MIPS) - First 12 Months
Provider Part Number	CCSI15450799-A
Orderable Unit	Per Solution Pack License
Description	Includes DB2 Automation Tool for z/OS, DB2 Utilities Enhancement Tool for z/OS, DB2 High Performance Unload for z/OS and DB2 Sort for z/OS licensed for 123 MSUs (~990 MIPS).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	z/OS Mainframe processing capacity, and an existing DB2 Automation Tool for z/OS license.
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_069

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – DB2 Utilities Solution Pack for z/OS at Subcapacity of 123 MSUs (~990 MIPS) – Annual Maintenance Renewal After 1st Year
Provider Part Number	CCSI15450800-A
Orderable Unit	Per Solution Pack Maintenance Renewal
Description	Provide ongoing maintenance for DB2 Utilities Solution Pack for z/OS licensed for 123 MSUs (~990 MIPS).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	z/OS Mainframe processing capacity and existing DB2 Utilities Solution Pack license (CCSI15450799-A).
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_069

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – DB2 Administration Solution Pack for z/OS at 123 MSUs (~990 MIPS) - First 12 Months
Provider Part Number	CCSI16350897-A
Orderable Unit	Per Solution Pack License
Description	Includes license, installation and software maintenance support for the first 12 months for DB2 Administration Tool for z/OS, DB2 Object Comparison Tool for z/OS, Optim Configuration Manager, and DB2 Table Editor for z/OS licensed for 123 MSUs (~990 MIPS).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	z/OS Mainframe processing capacity, an existing DB2 Administration Tool for z/OS license, and an existing DB2 Object Comparison Tool for z/OS license.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_080

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – DB2 Administration Solution Pack for z/OS at 123 MSUs (~990 MIPS) - Renewal After First Year
Provider Part Number	CCSI16350898-A
Orderable Unit	Per Solution Pack License Renewal
Description	Provides ongoing maintenance for DB2 Administration Solution Pack for z/OS.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	z/OS Mainframe processing capacity and existing DB2 Administration Solution Pack license (CCSI16350897-A).
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_080

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – DB2 Performance Solution Pack for z/OS at 123 MSUs (~990 MIPS) - First 12 Months
Provider Part Number	CCSI16350899-A
Orderable Unit	Per Solution Pack License
Description	Includes license, installation and software maintenance support for the first 12 months for Omegamon XE for DB2 PE, DB2 SQL Performance Analyzer, Optim Query Workload Tuner and DB2 Query Monitor licensed for 123 MSUs (~990 MIPS).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	z/OS Mainframe processing capacity, an existing Omegamon XE for DB2 PE license, an existing Optim Query Workload Tuner license, and an existing DB2 Query Monitor license.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_080

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – DB2 Performance Solution Pack for z/OS at 123 MSUs (~990 MIPS) - Renewal After First Year
Provider Part Number	CCSI16350900-A
Orderable Unit	Per Solution Pack License Renewal
Description	Provides ongoing maintenance for DB2 Performance Solution Pack for z/OS licensed for 123 MSUs (~990 MIPS).
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	z/OS Mainframe processing capacity and existing DB2 Performance Solution Pack license (CCSI16350899-A).
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_080

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – FileNet
Provider Part Number	CCSU13350205-A
Orderable Unit	License
Description	FileNet Content Manager is a document management engine that combines enterprise content, security and storage features with ready-to-use workflow and process management capabilities.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software - IBM - IBM® Application Performance Management - Advanced - Initial License
Provider Part Number	CCSU16250873-A
Orderable Unit	Per x86 Server License
Description	<p>This third party software license service provides the use of the IBM® Application Performance Management (APM) Advanced software product on x86 Physical or Virtual Servers running either a Windows or Linux operating system.</p> <p>This product replaces IBM Tivoli Composite Application Manager (ITCAM) for Application Diagnostics and Transactions for Websphere Application Servers.</p> <p>Product Description:</p> <p>IBM® Application Performance Management (APM) intelligently monitors, analyzes and manages cloud, on-premises and hybrid applications and IT infrastructure. It enables monitoring of users' experience and improves the stability of the application infrastructure. It helps identify the root cause of issues quickly to proactively prevent outages and keep users satisfied.</p> <p>This version of the product supports the following capabilities:</p> <ul style="list-style-type: none"> • App & infrastructure resource monitoring • Response time monitoring, search analytics • Infrastructure, Data Analytics and SAP Add-ons • Transaction tracking and instance topology • Real end user monitoring, historical reporting • Code level visibility, stack trace details • SQL response, app and transaction instance topology • Hung transaction resolution <p>NOTE 1: This license service provides back revision entitlement to IBM Tivoli Composite Application Manager (ITCAM) for Application Diagnostics and Transactions.</p> <p>NOTE 2: This service provides the initial license and first year vendor software maintenance and support.</p>

SCHEDULE C.2 SERVICES CATALOG

Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	x86 Virtual or Physical Server (CPU, Memory, Storage, x86 Server Management Service) Appropriate service(s) from below: <ul style="list-style-type: none">• Tivoli Application Monitoring Service RU CCSI15310743-A• Application Monitoring Support RU CCSI15110569-A
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_085

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software - IBM - IBM® Application Performance Management - Advanced - Annual Maintenance
Provider Part Number	CCSU16250874-A
Orderable Unit	Per x86 Server Maintenance Renewal
Description	<p>Annual maintenance and support for the IBM® Application Performance Management (APM) Advanced software product.</p> <p>This product replaces IBM Tivoli Composite Application Manager (ITCAM) for Application Diagnostics and Transactions for Websphere Application Servers.</p> <p>IBM® Application Performance Management (APM) intelligently monitors, analyzes and manages cloud, on-premises and hybrid applications and IT infrastructure. It enables monitoring of users' experience and improves the stability of the application infrastructure. It helps identify the root cause of issues quickly to proactively prevent outages and keep users satisfied.</p> <p>This version of the product supports the following capabilities:</p> <ul style="list-style-type: none"> • App & infrastructure resource monitoring • Response time monitoring, search analytics • Infrastructure, Data Analytics and SAP Add-ons • Transaction tracking and instance topology • Real end user monitoring, historical reporting • Code level visibility, stack trace details • SQL response, app and transaction instance topology • Hung transaction resolution <p>NOTE 1: This license services provides back revision entitlement to IBM Tivoli Composite Application Manager (ITCAM) for Application Diagnostics and Transactions.</p> <p>NOTE 2: This service provides the annual renewal for vendor software maintenance and support, required for continued support beyond the first year.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted

SCHEDULE C.2 SERVICES CATALOG

Service Prerequisites	IBM Application Performance Monitoring - Advanced - Initial License, First 12 Months (CCSU16250873-A)
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_085

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software - IBM - IBM® Application Performance Management - Initial License
Provider Part Number	CCSU16250875-A
Orderable Unit	Per x86 Server License
Description	<p>This third party software license service provides the use of the IBM® Application Performance Management (APM) software product on x86 Physical or Virtual Servers running either a Windows or Linux operating system.</p> <p>This product replaces IBM Tivoli Composite Application Manager (ITCAM) for Transactions for IBM HTTP Servers.</p> <p>IBM® Application Performance Management (APM) intelligently monitors, analyzes and manages cloud, on-premises and hybrid applications and IT infrastructure. It enables monitoring of users' experience and improves the stability of the application infrastructure. It helps identify the root cause of issues quickly to proactively prevent outages and keep users satisfied.</p> <p>This version of the product supports the following capabilities:</p> <ul style="list-style-type: none"> • App & infrastructure resource monitoring • Response time monitoring, search analytics • Infrastructure, Data Analytics and SAP Add-ons • Transaction tracking and instance topology • Real end user monitoring, historical reporting <p>NOTE 1: This license services provides back revision entitlement to IBM Tivoli Composite Application Manager (ITCAM) for Application Transactions.</p> <p>NOTE 2: This service provides the initial license and first year vendor software maintenance and support.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	X86 Virtual or Physical Server (CPU, Memory, Storage, x86 Server Management Service)

SCHEDULE C.2 SERVICES CATALOG

	Appropriate service(s) from below: <ul style="list-style-type: none">• Tivoli Application Monitoring Service RU CCSI15310743-A• Application Monitoring Support RU CCSI15110569-A
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_085

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software - IBM - IBM® Application Performance Management - Annual Maintenance
Provider Part Number	CCSU16250876-A
Orderable Unit	Per x86 Server Maintenance Renewal
Description	<p>Annual maintenance and support for the IBM® Application Performance Management (APM) software product.</p> <p>This product replaces IBM Tivoli Composite Application Manager (ITCAM) for Transactions for IBM HTTP Servers.</p> <p>IBM® Application Performance Management (APM) intelligently monitors, analyzes and manages cloud, on-premises and hybrid applications and IT infrastructure. It enables monitoring of users' experience and improves the stability of the application infrastructure. It helps identify the root cause of issues quickly to proactively prevent outages and keep users satisfied.</p> <p>This version of the product supports the following capabilities:</p> <ul style="list-style-type: none"> • App & infrastructure resource monitoring • Response time monitoring, search analytics • Infrastructure, Data Analytics and SAP Add-ons • Transaction tracking and instance topology • Real end user monitoring, historical reporting <p>NOTE 1: This license service provides back revision entitlement to IBM Tivoli Composite Application Manager (ITCAM) for Application Transactions.</p> <p>NOTE 2: This service provides the annual renewal for vendor software maintenance and support, required for continued support beyond the first year.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	IBM Application Performance Monitoring - Initial License, First 12 Months (CCSU16250875-A)

SCHEDULE C.2 SERVICES CATALOG

Fulfillment Timeframe	30 Business Days
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Added per PACS_CCR_085

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software - IBM – IBM Monitoring - Initial License
Provider Part Number	CCSU16250877-A
Orderable Unit	Per x86 Server License
Description	<p>This third party software license service provides the use of the IBM Monitoring software product on x86 Physical or Virtual Servers running either a Windows or Linux operating system.</p> <p>This product replaces IBM Tivoli Composite Application Manager (ITCAM) for Applications for WAS Deployment Manager and Liberty Profile Servers.</p> <p>IBM® Application Performance Management (APM) intelligently monitors, analyzes and manages cloud, on-premises and hybrid applications and IT infrastructure. It enables monitoring of users’ experience and improves the stability of the application infrastructure. It helps identify the root cause of issues quickly to proactively prevent outages and keep users satisfied.</p> <p>This version of the product supports the following capabilities:</p> <ul style="list-style-type: none"> • App & infrastructure resource monitoring • Response time monitoring, search analytics <p>NOTE 1: This license service provides back revision entitlement to IBM Tivoli Composite Application Manager (ITCAM) for Applications (supports WAS Deployment Manager and Liberty Profile servers).</p> <p>NOTE 2: This service provides the initial license and first year vendor software maintenance and support.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<p>x86 Virtual or Physical Server (CPU, Memory, Storage, x86 Server Management Service)</p> <p>Appropriate service(s) from below:</p> <ul style="list-style-type: none"> • Tivoli Application Monitoring Service RU CCSI15310743-A

SCHEDULE C.2 SERVICES CATALOG

	<ul style="list-style-type: none">• Application Monitoring Support RU CCSII5110569-A
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_085

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software - IBM - IBM Monitoring - Annual Maintenance
Provider Part Number	CCSU16250878-A
Orderable Unit	Per x86 Server Maintenance Renewal
Description	<p>Annual maintenance and support for the IBM Monitoring software product.</p> <p>This product replaces IBM Tivoli Composite Application Manager (ITCAM) for Applications for WAS Deployment Manager and Liberty Profile Servers.</p> <p>IBM® Application Performance Management (APM) intelligently monitors, analyzes and manages cloud, on-premises and hybrid applications and IT infrastructure. It enables monitoring of users' experience and improve the stability of the application infrastructure. It helps identify the root cause of issues quickly to proactively prevent outages and keep users satisfied.</p> <p>This version of the product supports the following capabilities:</p> <ul style="list-style-type: none"> • App & infrastructure resource monitoring • Response time monitoring, search analytics <p>NOTE 1: This license service provides back revision entitlement to IBM Tivoli Composite Application Manager (ITCAM) for Applications (supports WAS Deployment Manager and Liberty Profile servers).</p> <p>NOTE 2: This service provides the annual renewal for vendor software maintenance and support, required for continued support beyond the first year.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	IBM Monitoring - Initial License, First 12 Months (CCSU16250877-A)
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_085

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Workload Scheduler for z/OS z-centric Agent (x86) Software and Support Services - First 12 Months
Provider Part Number	CCSI17150956-A
Orderable Unit	Per Core License
Description	<p>The IBM (Tivoli) Workload Scheduler for z/OS z-centric Agent, installed on a distributed system, can be connected to the z/OS® controller on the PACS IBM Mainframe to manage the distributed workloads. By using the z-centric end-to-end scheduling environment, both static and dynamic workloads can be scheduled and controlled from the mainframe to distributed systems with a lower cost of ownership. IBM (Tivoli) Workload Scheduler for z/OS acts as a single point of control, providing all the mainframe capabilities needed to manage distributed workloads.</p> <p>Includes the following for the IBM Workload Scheduler for z/OS z-centric agent software:</p> <ul style="list-style-type: none"> • Proactive software maintenance upgrades and security patching as needed for the first 12 months • Incident/problem/change management for the first 12 months • Software license management for the first 12 months <p>This z-centric agent license provisioning is exclusively for one (1) Intel/x86 server, (physical or virtual) processor core. The license quantity ordered must match the number of processor cores of the host x86 server.</p> <p>Note: Requester must provide access to the designated server on which the z-centric agent is installed, including but not limited to logon IDs, as needed to install agent updates, patches and fixes.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Procurement of time and materials (T&M) resource unit for installation of the Agent software.

SCHEDULE C.2 SERVICES CATALOG

	Intel/x86 server (physical or virtual)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_106

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Workload Scheduler for z/OS z-centric Agent (x86) Software and Support Services - Maintenance Renewal License - After First 12 Months
Provider Part Number	CCSI17150957-A
Orderable Unit	Per Core License Renewal
Description	<p>Includes the following for the IBM Workload Scheduler for z/OS z-centric agent software:</p> <ul style="list-style-type: none"> • Proactive software maintenance upgrades and security patching as needed after the first 12 months • Incident/problem/change management after the first 12 months • Software license management after the first 12 months. <p>This z-centric agent renewal license provisioning is exclusively for one (1) Intel/x86 server, (physical or virtual) processor core. The license quantity ordered must match the number of processor cores of the host x86 server.</p> <p>Note: Requester must provide access to the designated server on which the agent is installed, including but not limited to logon IDs, as needed to install agent updates, patches and fixes.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Workload Scheduler for z/OS z-centric Agent (x86) Software License (CCSI17150956-A) for one (1) Intel/x86 server (physical or virtual) processor core.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_106

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Data Encryption for IMS and DB2 on z/OS - First 12 Months
Provider Part Number	CCSI17250958-A
Orderable Unit	Per License
Description	<p>IBM Security Guardium® Data Encryption for IBM DB2® software provides encryption capabilities to safeguard structured and unstructured data for IBM z/OS® and IMS data systems in compliance with industry and regulatory requirements. This software performs encryption and decryption operations with minimal performance impact and requires no changes to databases, applications or networks.</p> <p>IBM Security Guardium Data Encryption for IBM DB2® and IBM IMS™ Databases offers sensitive and private data protection for DB2 for IBM z/OS® and IMS data systems as follows:</p> <ul style="list-style-type: none"> • Transparent, rapid implementation – requires no changes to applications, the underlying database or hardware infrastructure. • Centralized key and policy management – delivers a unified management system to help simplify data security management. • Compliance-ready capabilities – provides granular auditing and reporting to meet data governance requirements such as the Health Insurance Portability and Accountability Act (HIPAA) and PCI Data Security Standard (PCI DSS). <p>Software license includes software installation for one agency and the installation of the software maintenance updates, patches and fixes, as needed.</p> <p>Additional agencies that share the same IBM mainframe capacity for which this software is licensed may use it, provided each additional agency procures sufficient time and material (T&M) hours via RU # CCSI15160013-A to size, plan, and install required software components and associated consultation and change management activities, as applicable.</p> <p>This software product is not available for subcapacity licensing.</p>

SCHEDULE C.2 SERVICES CATALOG

	This catalog item supports up to 200 MSUs or ~1600 MIPS.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	z/OS Processing Capacity
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Data Encryption for IMS and DB2 on z/OS - Renewal after First 12 Months
Provider Part Number	CCSI17250959-A
Orderable Unit	Per License Renewal
Description	<p>Provides IBM Security Guardium Data Encryption for IMS and DB2 renewal software license which includes the installation of the software maintenance updates, patches and fixes, as needed.</p> <p>This catalog item supports up to 200 MSUs or ~1600 MIPS.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Security Guardium Data Encryption for IMS and DB2 Software license (CCSI17250958-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium S-TAP for DB2 on z/OS - First 12 Months
Provider Part Number	CCSI17350962-A
Orderable Unit	Per License
Description	<p>Provides an IBM Software Technology Adoption Program (S-TAP) for DB2 on z/OS software license that includes the software installation for one agency and installation of the software maintenance updates, patches and fixes, as needed.</p> <p>This software is designed to enable the user to capture and deliver database SQL and related activity to a Guardium appliance for processing.</p> <p>This catalog item supports up to 200 MSUs or ~1600 MIPS.</p> <p>Additional agencies that share the same IBM mainframe capacity for which this software is licensed may use it provided each additional agency procures sufficient time and material (T&M) hours via RU # CCSI15160013-A to size, plan, and install required software components and associated consultation and change management activities, as applicable.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Security Guardium Data Encryption for IMS and DB2 software license (CCSI17250958-A or CCSI17250959-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium S-TAP for DB2 on z/OS - Renewal after First 12 Months
Provider Part Number	CCSI17350963-A
Orderable Unit	Per License Renewal
Description	<p>Provides an IBM Security Guardium Software Technology Adoption Program (S-TAP) for DB2 on z/OS renewal software license which includes the installation of the software maintenance updates, patches and fixes, as needed.</p> <p>This catalog item supports up to 200 MSUs or ~1600 MIPS.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Security Guardium S-TAP software for DB2 on z/OS software license (CCSI17350962-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium S-TAP for IMS on z/OS - First 12 Months
Provider Part Number	CCSI17350964-A
Orderable Unit	Per License
Description	<p>Provides an IBM Security Guardium Software Technology Adoption Program (S-TAP) for IMS on z/OS software license that includes the software installation for one agency and installation of the software maintenance updates, patches and fixes, as needed.</p> <p>This software is designed to enable the user to capture and deliver IMS database activity to a Guardium appliance for processing.</p> <p>This catalog item supports up to 200 MSUs or ~1600 MIPS.</p> <p>Additional agencies that share the same IBM mainframe capacity for which this software is licensed may use it, provided each additional agency procures sufficient time and material (T&M) hours via RU # CCSI15160013-A to size, plan, and install required software components and associated consultation and change management activities, as applicable.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Security Guardium Data Encryption for IMS and DB2 software license (CCSI17250958-A or CCSI17250959-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium S-TAP for IMS on z/OS - Renewal after First 12 Months
Provider Part Number	CCSI17350965-A
Orderable Unit	Per License Renewal
Description	<p>Provides a Security Guardium S-TAP software for IMS on z/OS renewal software license that includes installation of the software maintenance updates, patches and fixes, as needed.</p> <p>This catalog item supports up to 200 MSUs or ~1600 MIPS.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Security Guardium S-TAP software for IMS on z/OS software license (CCSI17350964-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Data Protection for z/OS - First 12 Months
Provider Part Number	CCSI17350966-A
Orderable Unit	Per License
Description	<p>Provides IBM Security Guardium Data Protection for z/OS software license that includes the software installation for one agency and installation of the software maintenance updates, patches and fixes, as needed.</p> <p>IBM Security Guardium Data Protection for z/OS solution offers the best of IBM Security Guardium Activity Monitoring bundled together in one product.</p> <p>The IBM Security Guardium Data Protection solution offers capabilities such as activity monitoring, blocking, and masking similar to those offered with the Advanced Data Activity Monitoring, and built-in Aggregation and Central Management capabilities similar to those offered with the Central Management and Aggregation products.</p> <p>This catalog item supports up to 200 MSUs or ~1600 MIPS.</p> <p>Additional agencies that share the same IBM mainframe capacity for which this software is licensed may use it, provided each additional agency procures sufficient time and material (T&M) hours via RU # CCSI15160013-A to size, plan, and install required software components and associated consultation and change management activities, as applicable.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	z/OS Processing Capacity
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Data Protection for z/OS on System z - Renewal after First 12 Months
Provider Part Number	CCSI17350967-A
Orderable Unit	Per License Renewal
Description	<p>Provides an IBM Security Guardium Data Protection for z/OS renewal software license that includes installation of the software maintenance updates, patches and fixes, as needed.</p> <p>This catalog item supports up to 200 MSUs or ~1600 MIPS.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Security Guardium Protection for z/OS software license (CCSI17350966-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Collector Software Appliance - First 12 Months
Provider Part Number	CCSI17350968-A
Orderable Unit	Per Appliance
Description	<p>Provides an IBM Security Guardium Collector Software Appliance software license that includes software installation for one appliance and installation of the software maintenance updates, patches and fixes, as needed.</p> <p>The collector is the appliance that is used for real-time capture and analysis of database activity.</p> <p>The customer is responsible for evaluation, selection, and implementation of hardware, security features, administrative procedures, and appropriate controls in application systems and communication facilities.</p> <p>Software license provisioning is per appliance (one physical/virtual Linux server meeting Guardium Software Appliance Technical Requirements).</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Hardware must be used/procured that supports the data collector appliance per IBM Security Guardium Software Appliance Technical Requirements (http://www-01.ibm.com/support/docview.wss?uid=swg27036229&aid=1).
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Collector Software Appliance - Renewal after First 12 Months
Provider Part Number	CCSI17350969-A
Orderable Unit	Per License Renewal
Description	<p>Provides an IBM Security Guardium Collector Software Appliance renewal software license that includes the software maintenance updates, patches and fixes, applied as needed.</p> <p>License provisioning is per appliance (one physical/virtual Linux server).</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Security Guardium Collector Software Appliance (Linux/x86) software license (CCSI17350968-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_105

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Aggregator Software Appliance - First 12 Months
Provider Part Number	CCSI17350970-A
Orderable Unit	Per Appliance
Description	<p>Provides an IBM Security Guardium Aggregator Software Appliance software license that includes software installation for one appliance and software maintenance updates, patches and fixes, as needed.</p> <p>This is appliance software that is used to offload reporting activity from the collectors deployed in the environment and to provide consolidated reporting from multiple collectors.</p> <p>The customer is responsible for evaluation, selection, and implementation of hardware, security features, administrative procedures, and appropriate controls in application systems and communication facilities.</p> <p>Software license provisioning is per appliance (one physical/virtual Linux server meeting Guardium Software Appliance Technical Requirements).</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Hardware must be used/procured that supports the data collector appliance per IBM Security Guardium Software Appliance Technical Requirements (http://www-01.ibm.com/support/docview.wss?uid=swg27036229&aid=1).
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_107

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Aggregator Software Appliance - Renewal after First 12 Months
Provider Part Number	CCSI17350971-A
Orderable Unit	Per Appliance
Description	<p>Provides an IBM Security Guardium Aggregator Software Appliance renewal software license that includes the software maintenance updates, patches and fixes, applied as needed.</p> <p>License provisioning is per appliance (one physical/virtual Linux server).</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Security Guardium Aggregator Software Appliance software license (CCSI17350970-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_107

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Central Management and Aggregation Pack for z/OS - First 12 Months
Provider Part Number	CCSI17350972-A
Orderable Unit	Per License
Description	<p>Provides an IBM Security Guardium Central Management and Aggregation Pack for z/OS software license that includes software installation for one appliance and installation of the software maintenance updates, patches and fixes, as needed.</p> <p>This is appliance software that is used to offload reporting activity from the collectors deployed in the environment and to provide consolidated reporting from multiple collectors. The central manager is specialized functionality that is enabled on an aggregator appliance. The Central Management function is used to manage and control multiple Guardium appliances.</p> <p>The customer is responsible for evaluation, selection, and implementation of hardware, security features, administrative procedures, and appropriate controls in application systems and communication facilities.</p> <p>Software license provisioning is per appliance (one physical/virtual Linux server meeting Guardium Software Appliance Technical Requirements).</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Hardware must be used/procured that supports the data collector appliance per IBM Security Guardium Software Appliance Technical Requirements (http://www-01.ibm.com/support/docview.wss?uid=swg27036229&aid=1).
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_107

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – IBM Security Guardium Central Management and Aggregation Pack for z/OS - Renewal after First 12 Months
Provider Part Number	CCSI17350973-A
Orderable Unit	Per License Renewal
Description	<p>Provides an IBM Security Guardium Central Management and Aggregation Pack for z/OS renewal software license that includes the software maintenance updates, patches and fixes, applied as needed.</p> <p>License provisioning is per appliance (one physical/virtual Linux server).</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing IBM Security Guardium Central Management and Aggregation Pack for z/OS software license (CCSI17350972-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_107

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – IBM IMS Recovery Pack, IMS Problem Investigator
Provider Part Number	CCSI15150577-A
Orderable Unit	Per License
Description	This includes product support and license fees for IMS Tools for DOT based on capacity settings identified in Exhibit B.1.
Service Customers / Users	Department of Transportation
Service Prerequisites	z/OS
Fulfillment Timeframe	10 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – ITCAM (IBM Tivoli® Composite Application Manager)
Provider Part Number	CCSI15350744-A
Orderable Unit	One Software License Per Monitored LPAR
Description	Software to support Application Monitoring for SAP, Oracle and MQ (RU CCSI15310743-A). One license supports up to three agents per LPAR.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	An AIX Fully Managed LPAR. An order for the appropriate application monitoring service per agent (RU CCSI15310743-A).
Fulfillment Timeframe	10 Days

Added per PACS_CCR_053

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – IBM – WebSphere Application Server (WAS) ND license
Provider Part Number	CCSU15450823-A
Orderable Unit	Per Virtual Core
Description	IBM WebSphere Application Server Network Deployment license per vCPU.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	<p>Either one of the following:</p> <ul style="list-style-type: none"> • Application Management Services – WebSphere Application Server (WAS) Support Services, Clustered (CCSI15470824-A) • Application Management Services – WebSphere Application Server (WAS) Support Services, Standalone CCSI15470825-A <p>Fully Managed Windows or Linux VM server with the appropriate vCPU, Memory, Disk Storage, and Backups</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_066

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – IBM –WebSphere MQ for z/VSE V3.0
Provider Part Number	CCSI15250629-A
Orderable Unit	Per Maintenance Renewal
Description	Provide a software maintenance extension from 10/01/15 to 02/28/17. Current pricing available only through 02/28/17. Additional year(s) pricing is not available at this time. 30 days notice is required for termination of this order prior to 02/28/2017.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of WebSphere MQ for z/VSE V3.0
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_078

Revised per PACS_CCR_040

Added per PACS_CCR_024

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – WebSphere MQ (Processor Value Unit)
Provider Part Number	CCSU13350207-A
Orderable Unit	License
Description	IBM® WebSphere® MQ can transport any type of data as messages, enabling businesses to build flexible, reusable architectures such as service-oriented architecture (SOA) environments. It works with a broad range of computing platforms, applications, web services and communications protocols for security-rich message delivery. WebSphere MQ provides a communications layer for visibility and control of the flow of messages and data inside and outside your organization.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

Added per PACS_CCR_024

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – zOS Connect EE (1 st year)
Provider Part Number	CCSI16250868-A
Orderable Unit	Per Instance
Description	<p>IBM z/OS Connect EE (Enterprise Edition) is software that enables z/OS systems such as CICS and IMS to better and more easily participate in today's mobile computing environment. It runs inside Liberty Profile for z/OS, which is included with z/OS Connect EE, and provides an interface between mobile and cloud devices and backend systems. It provides RESTful APIs and accepts JSON payloads, and communicates with backend systems for data and transactions.</p> <p>Overview</p> <ul style="list-style-type: none"> • IBM z/OS Connect EE runs as a z/OS Started Task, which means it can run within current operational procedures and routines, and it is lightweight and dynamic. • Provides a RESTful API interface and accepts JSON data payloads. • Configurable to allow control of what backend programs or applications are exposed and accessible. • Provides a discovery function so application developers may query for a list of configured services as well as query for details on the services. • Capable of performing data conversion from JSON to the data format required by the backend configured service. • Optional authorization checking using SAF to allow or deny users access to z/OS Connect services. • Optional activity recording using System Measurement Facility (SMF) to track requests by date and time, bytes sent and received, response time, and CPU used. <p>Includes:</p> <ul style="list-style-type: none"> • Downloading and installing the z/OS Connect software code • z/OS Connect Software upgrades and patching as needed <p>Excludes:</p> <ul style="list-style-type: none"> • Liberty Profile support and customization

	<p><u>z/OS Connect Instances:</u> z/OS Connect EE has the option to run multiple copies of the program at the same time for various uses as described below. One running copy of z/OS Connect EE is referred to as an “instance.” z/OS Connect EE is the first product to use this new metric designed for z/OS products. As copies of z/OS Connect EE are started in a z/OS LPAR, the program registers itself with the operating system. A count is recorded once an hour on the number of running instances and recorded via SMF.</p> <p>z/OS Connect EE can be configured in a variety of ways:</p> <ul style="list-style-type: none"> • z/OS Connect EE can be configured to communicate to one or more z/OS subsystems within an LPAR. For example, a single instance can be configured to communicate to a CICS, IMS and WAS for z/OS subsystem. Think of this option as “single instance, multiple use.” • Also for a given customer environment, z/OS Connect EE can be configured to provide “single instance, single use”. In this case there is an instance per backend subsystem. This provides a logical separation of workload. This option might be used for different types of subsystems or might be used to provide a production, test and development instance. • In addition to options of logically separating traffic from one or more subsystems, or production, test and development, there is also the option of running in a “high availability-high throughput instances” configuration. In this case two or more instances may be configured to a particular subsystem to provide redundant communication paths or additional message throughput that may be needed to the backend subsystem.
<p>Service Customers / Users</p>	<p>Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted</p>
<p>Service Prerequisites</p>	<p>z/OS processing capacity</p> <p>z/OS Connect EE V2.0 runtime requires IBM z/OS V1.13 or z/OS V2.1, or later, and one of the following:</p> <ul style="list-style-type: none"> • IBM 64-bit SDK for z/OS, Java™ Technology Edition V7.1.0 • IBM 64-bit SDK for z/OS, Java Technology Edition V8.0.0 <p>z/OS Connect EE V2.0 workstation tooling requires one of the following:</p>

SCHEDULE C.2 SERVICES CATALOG

	<ul style="list-style-type: none">• IBM CICS Explorer® V5.3• IBM Explorer for z/OS V3.0 Aqua• IBM IMS Explorer for Development V3.2
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_075

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – IBM – z/OS Connect EE (after 1 st year)
Provider Part Number	CCSI16250869-A
Orderable Unit	Per Instance
Description	<p>Extends z/OS Connect EE software license after first year license expires. Includes installing software maintenance updates for one (1) existing z/OS Connect EE instance.</p> <p>Includes:</p> <ul style="list-style-type: none"> • z/OS Connect Software upgrades and patching as needed <p>Excludes:</p> <ul style="list-style-type: none"> • Liberty Profile support and customization
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<p>Existing z/OS Connect EE instance (CCSI16250868-A)</p> <p>z/OS processing capacity</p> <p>z/OS Connect EE V2.0 runtime requires IBM z/OS V1.13 or z/OS V2.1, or later, and one of the following:</p> <ul style="list-style-type: none"> • IBM 64-bit SDK for z/OS, Java™ Technology Edition V7.1.0 • IBM 64-bit SDK for z/OS, Java Technology Edition V8.0.0 <p>z/OS Connect EE V2.0 workstation tooling requires one of the following:</p> <ul style="list-style-type: none"> • IBM CICS Explorer® V5.3 • IBM Explorer for z/OS V3.0 Aqua • IBM IMS Explorer for Development V3.2
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_075

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Informatica SSA-Name 3
Provider Part Number	CCSU13350045-A
Orderable Unit	Per License
Description	SSA Name3 is a system development kit that enables organizations to build business application programs to search and match records about people, companies, addresses, products and other naming data.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Infragistics NetAdvantage for .NET
Provider Part Number	CCSU13350046-A
Orderable Unit	Per License
Description	Provides a powerful toolset for building apps across Windows, Web and Mobile platforms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – KMSYS IQU Plus-1
Provider Part Number	CCSU13350047-A
Orderable Unit	Per License
Description	I-QU PLUS-1 is a high level, multi-mode database manipulation processor
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Levi, Ray & Shoup, Inc. – LCDS
Provider Part Number	CCSI15150581-A
Orderable Unit	Per one (1) software license renewal
Description	License renewal for three (3) supported printers greater than or equal to 91 pages per minute throughput.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of LCDS software.
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_040

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Levi, Ray, & Shoup, Inc. – VPS/PCL
Provider Part Number	CCSI13350048-A
Orderable Unit	License
Description	VPS/PCL software enables organizations to preserve their investment in existing AFP resources while taking advantage of new printer capabilities and output technologies.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS processing capacity up to 1000 MIPS.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Levi, Ray, & Shoup, Inc. – VPS/TCP/IP
Provider Part Number	CCSI13350049-A
Orderable Unit	License
Description	VPS/TCPIP software extends the capabilities of the Enterprise Output Server by delivering output from the mainframe JES spool to TCP/IP-defined printers, servers, and other destinations.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS processing capacity up to 1000 MIPS.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Levi, Ray, & Shoup, Inc. – VPS/DRS
Provider Part Number	CCSI13350050-A
Orderable Unit	License
Description	Each of the software items below are defined within Exhibit B.4. Vendor will provide the software license and ongoing maintenance.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS processing capacity up to 1000 MIPS.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Levi, Ray, & Shoup, Inc. – VPS
Provider Part Number	CCSI13350051-A
Orderable Unit	License
Description	Dynamic Report System (DRS) provides facilities for capturing, managing, and controlling documents created on any platform.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS processing capacity up to 1000 MIPS.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – MacKinney Systems, Inc. – CICS Response Time Monitor
Provider Part Number	CCSI13350052-A
Orderable Unit	License
Description	<p>Monitor all terminal response times and isolate those transactions which need attention.</p> <p>Virtually no overhead. CICS Response Time Monitor uses its own data collection technique. CICS RTM does not use the CICS monitoring facility.</p> <p>Great as a stand-alone or as a complement to your existing CICS monitor.</p> <p>Online displays of terminal transactions showing time-of-day, response time, terminal ID, transaction ID, and operator ID.</p> <p>Online displays of average response time graphically displayed for user specified intervals.</p> <p>Online displays of terminal transactions that have exceeded user specified thresholds.</p> <p>Online or console notification when user specified exception events are detected.</p> <p>Automatically LOGS all CICS terminal transactions.</p> <p>Menu and PF key driven with HELP screens throughout CICS Response Time Monitor.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Hard-capped at 181 MIPS of IBM Mainframe VM processing capacity and VSE guest(s).
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Marble Computer Inc. – OS DCD Data Correlation and Documentation System
Provider Part Number	CCSU15250708-A
Orderable Unit	Per Maintenance Renewal
Description	This is a software maintenance tool for COBOL programs running on the Unisys Mainframe.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of OS DCD Data Correlation and Documentation System Software
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_031

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – BizTalk Adaptor for MQSeries
Provider Part Number	CCSU13350054-A
Orderable Unit	License
Description	The Client-Based BizTalk Adapter for WebSphere MQ (MQSC Adapter) is a connectivity solution that enables you to use BizTalk Server in an enterprise with WebSphere MQ as the chosen messaging standard.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – BizTalk Server Enterprise (Single Processor)
Provider Part Number	CCSU13350055-A
Orderable Unit	License
Description	Provides enterprise application integration, business process automation, business-to-business communication, message broker and business activity monitoring.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – BizTalk Server Standard (Single Processor)
Provider Part Number	CCSU13350056-A
Orderable Unit	License
Description	Provides enterprise application integration, business process automation, business-to-business communication, message broker and business activity monitoring.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – SharePoint (with SA)
Provider Part Number	CCSU13350206-A
Orderable Unit	License
Description	Microsoft SharePoint is a browser-based collaboration and document management platform from Microsoft
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – SQL Server CAL
Provider Part Number	CCSU13350057-A
Orderable Unit	License
Description	Database Software
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – SQL Server Enterprise
Provider Part Number	CCSU13350059-A
Orderable Unit	Per Core
Description	<p>Database Software. The premium offering, SQL Server Enterprise delivers comprehensive high-end datacenter capabilities for demanding database and business intelligence requirements.</p> <p>This catalog item provides the Right to Use prior versions of the MS SQL server. The installed version must be supported by the manufacturer and not documented as end of life. The available versions are listed as part of the server build.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – SQL Server Standard
Provider Part Number	CCSU13350061-A
Orderable Unit	Per Core
Description	<p>Database Software. SQL Standard is for basic database, reporting, and analytics capabilities.</p> <p>This catalog item provides the Right to Use prior versions of the MS SQL server. The installed version must be supported by the manufacturer and not documented as end of life. The available versions are listed as part of the server build.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Minimum to order is 4 core licenses
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040
 Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – Visual Studio Foundation Server
Provider Part Number	CCSU13350063-A
Orderable Unit	License
Description	Visual Studio is a comprehensive collection of tools and services to help you create a wide variety of apps, both for the Microsoft platform and beyond.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – Visual Studio Foundation Server CAL
Provider Part Number	CCSU13350064-A
Orderable Unit	License
Description	Visual Studio is a comprehensive collection of tools and services to help you create a wide variety of apps, both for the Microsoft platform and beyond.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – Visual Studio Professional with MSDN
Provider Part Number	CCSU13350065-A
Orderable Unit	License
Description	Visual Studio is a comprehensive collection of tools and services to help you create a wide variety of apps, both for the Microsoft platform and beyond.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – Windows Remote Desktop Services Per User CAL
Provider Part Number	CCSU13350069-A
Orderable Unit	License
Description	Remote Desktop Services (terminal services) are Microsoft's implementation of thin client, where Windows software and the entire desktop of the computer running Remote Desktop Services, are made accessible to a remote client machine that supports Remote Desktop Protocol.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040
 Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Microsoft Corporation – Windows SysInternals Suite
Provider Part Number	CCSU13350201-A
Orderable Unit	License
Description	<p>Administrator's Pak is a comprehensive suite of powerful, versatile tools that allow you to repair damaged or unbootable systems, restore lost data, and diagnose problems associated with Windows operating systems and file systems. Administrator's Pak includes 1. ERD Commander 2003, 2. Disk Commander, 3. NTFS-DOS Professional, 4. Remote Recover, 5. Monitoring Tools, and 6. TCPView Pro. Incorporates the Locksmith utility for resetting lost Administrator passwords.</p> <p>Read more: Administrators Pack - Free download and software reviews - CNET Download.com http://download.cnet.com/Administrators-Pack/3000-18512_4-47538.html#ixzz2rFI6i2vj</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – McAfee Anti-Virus
Provider Part Number	CCSU13350070-A
Orderable Unit	Per License
Description	Anti-virus Software
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Novell PlateSpin Migrate
Provider Part Number	CCSU13350071-A
Orderable Unit	Per License
Description	PlateSpin® Migrate is a physical/virtual conversion tool that delivers the fastest and most efficient P2V (and in fact anywhere-to-anywhere) migration.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – Novell – SUSE Linux
Provider Part Number	CCSI15350751-A
Orderable Unit	Per License
Description	Linux Operating System
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Order for zLinux environment on IBM mainframe
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_041

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – OpenText Corp. – Metastorm Integration Manager for CICS (MIM for CICS)
Provider Part Number	CCSI13350073-A
Orderable Unit	License
Description	OpenText Metastorm Integration Manager (MIM) helps you rapidly integrate systems and share information regardless of the diverse technologies, geographic differences, or cross-departmental boundaries. OpenText MIM Integration Server focuses on the need for real-time, system-to-system business processes.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS processing capacity up to 566 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Advanced Compression Software - First 12 Months
Provider Part Number	CCSI16450928-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Advanced Compression software product.</p> <p>Oracle Advanced Compression helps businesses manage data growth more cost-effectively by automating data management processes that maximize resource utilization with compression rates of 2 to 4x across all types of data and applications, saving disk space and improving query performance.</p> <ul style="list-style-type: none"> • Advanced Row Compression reduces storage footprint, saving disk space and costs while improving query performance • Advanced Network Compression compresses network data to reduce network traffic and significantly improve CPU performance on narrow bandwidth connections • Advanced LOB Compression and Deduplication, with SecureFiles, provides a high performance infrastructure for managing unstructured data • Heat Map feature tracks access to tables, partitions, and individual blocks to provide deep insight into how your data is accessed by applications and end users • Automatic Data Optimization enables you to set policies that enforce data compression, including Hybrid Columnar Compression when used with Oracle NAS and SAN storage and Oracle Exadata Database Machine, moving data automatically with information maintained by heat-map tracking • Includes Flashback Data Archive for storing and auditing historical data. <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and</p>

SCHEDULE C.2 SERVICES CATALOG

	the vendor relationship for incident/problem/change management if/when needed.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Advanced Compression Software - Renewal after First 12 Months
Provider Part Number	CCSI16450929-A
Orderable Unit	Per IFL License Renewal
Description	<p>Renewal license and support* for Advanced Compression software that includes software maintenance updates for 12 months.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing Advanced Compression software per IFL zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Advanced Security - First 12 Months
Provider Part Number	CCSI16450936-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Advanced Security software product.</p> <p>Complies with privacy and regulatory mandates that require encrypting and redacting (display masking) application data, such as credit cards, social security numbers, or personally identifiable information (PII). By encrypting data at rest and masking data whenever it leaves the database, Oracle Advanced Security provides the most cost-effective solution for comprehensive data protection.</p> <ul style="list-style-type: none"> • Provides transparent data encryption and redaction within Oracle Database • Helps address regulatory requirements, including PCI DSS and HIPAA HITECH • Minimal performance overhead and no application changes • Integrates with Oracle technologies including Oracle Exadata, Oracle Advanced Compression, Oracle GoldenGate, and more. <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Advanced Security - Renewal after First 12 Months
Provider Part Number	CCSI16450937-A
Orderable Unit	Per IFL License Renewal
Description	<p>Renewal license and support* for Oracle Advanced Security software that includes software maintenance updates for 12 months.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<p>Existing Advanced Security software per IFL</p> <p>zLinux processing capacity and zLinux guest(s)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Change Management Pack
Provider Part Number	CCSU13350074-A
Orderable Unit	License
Description	Oracle Change Management Pack for Databases is a comprehensive solution for database administrators (DBAs) and application developers to automate the process of promoting planned schema changes from development to production.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Cloud Management Pack for Oracle D - First 12 Months
Provider Part Number	CCSI16450932-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* includes software installation and software maintenance updates for 12 months for the Oracle Cloud Management Pack for Oracle Database software product. This product delivers unique capabilities for organizations looking to leverage the operational efficiencies and agility of their databases in enterprise clouds. This pack enables administrators to discover, plan and track database resource utilization and consumption through sophisticated metering and chargeback reporting capabilities, ultimately helping IT to align with business goals.</p> <p>Key capabilities include:</p> <ul style="list-style-type: none"> • Self-service portal • Support for virtual and physical infrastructure • Single click provisioning • Resource and workload management • Role-based access and quota management • Metering and chargeback for IT accountability • API and command line interface for programmatic access <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Cloud Management Pack for Oracle D - Renewal after First 12 Months
Provider Part Number	CCSI16450933-A
Orderable Unit	Per IFL License Renewal
Description	<p>Renewal license and support* for Cloud Management Pack software that includes software maintenance updates for 12 months.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<p>Existing Cloud Management Pack software per IFL</p> <p>zLinux processing capacity and zLinux guest(s)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Database Enterprise Edition Software - First 12 Months
Provider Part Number	CCSI16450923-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Oracle Database Enterprise Edition software product. The multitenant database architecture enables higher levels of consolidation on the Cloud without the need to change existing applications. Automatic Data Optimization features efficiently manage more data, lower storage costs and improve database performance, and scalable discovery of business event sequences with enhanced in-Database MapReduce capabilities for Big Data.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Database Enterprise Edition Software
Provider Part Number	CCSI13350075-A
Orderable Unit	Per IFL License
Description	Oracle Database introduces a new multitenant architecture that makes it easy to deploy and manage database clouds. Innovations such as Oracle Multitenant, for consolidating multiple databases quickly, and Automatic Data Optimization with Heat Map, for compressing and tiering data at a higher density, maximize resource efficiency and flexibility.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of Oracle Database Enterprise Edition software per IFL zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_099
 Revised per PACS_CCR_040
 Revised per PACS_CCR_026

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Database Enterprise Edition
Provider Part Number	CCSU13350076-A
Orderable Unit	License
Description	Oracle Database 12c introduces a new multitenant architecture that makes it easy to deploy and manage database clouds. Innovations such as Oracle Multitenant, for consolidating multiple databases quickly, and Automatic Data Optimization with Heat Map, for compressing and tiering data at a higher density, maximize resource efficiency and flexibility.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Database Lifecycle Management Pack Software - First 12 Months
Provider Part Number	CCSI16450934-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Oracle Lifecycle Management Pack for Database software product.</p> <p>This product eliminates the often error-prone and time consuming manual tasks related to database discovery, configuration management, patching, provisioning, and ongoing change management. This Pack provides frameworks for managing regulatory and compliance standards throughout the database lifecycle. Along with its powerful automation capabilities for searching, comparing, and monitoring configurations across development and production environments, Oracle Lifecycle Management Pack for Database enables maintenance of configuration consistency through its policy management, security configuration scoring, and comprehensive reporting dashboards.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Database Lifecycle Management Pack Software - Renewal after First 12 Months
Provider Part Number	CCSI16450935-A
Orderable Unit	Per IFL License Renewal
Description	<p>Renewal license and support* for Oracle Database Lifecycle Management Pack software that includes software maintenance updates for 12 months.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	Existing Database Lifecycle Management software per IFL zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Diagnostic Pack Software - First 12 Months
Provider Part Number	CCSI16450925-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Oracle Diagnostics Pack which offers a comprehensive set of automatic performance diagnostics and monitoring functionality built into core database engine and Oracle Enterprise Manager.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Diagnostic Pack Software - Renewal after First 12 Months
Provider Part Number	CCSI15250706-A
Orderable Unit	Per IFL License Renewal
Description	Oracle Diagnostics Pack, a part of the Oracle Database 11g product set, offers a comprehensive set of automatic performance diagnostics and monitoring functionality built into core database engine and Oracle Enterprise Manager.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of Oracle Diagnostic Pack software per IFL zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_099
 Revised per PACS_CCR_040
 Added per PACS_CCR_026

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Diagnostic Pack
Provider Part Number	CCSU13350077-A
Orderable Unit	License
Description	Oracle Diagnostics Pack, a part of the Oracle Database product set, offers a comprehensive set of automatic performance diagnostics and monitoring functionality built into core database engine and Oracle Enterprise Manager.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Enterprise Linux
Provider Part Number	CCSU13350078-A
Orderable Unit	License
Description	Oracle Linux Operating System
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Exadata Storage Software
Provider Part Number	CCSU13350079-A
Orderable Unit	License
Description	Software to support and manage the Oracle Exadata Storage systems.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Multitenant - First 12 Months
Provider Part Number	CCSI16450930-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Oracle Multitenant software product. This product helps customers by simplifying consolidation, provisioning, upgrades, and more. It is supported by a new architecture that allows a multitenant container database to hold many pluggable databases. It fully complements other options, including Oracle Real Application Clusters and Oracle Active Data Guard.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Multitenant - Renewal after First 12 Months
Provider Part Number	CCSI16450931-A
Orderable Unit	Per IFL License Renewal
Description	<p>Renewal license and support* for Multitenant software that includes software maintenance updates for 12 months.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	<p>Existing Multitenant software per IFL</p> <p>zLinux processing capacity and zLinux guest(s)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Partitioning Software - First 12 Months
Provider Part Number	CCSI16450927-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Oracle Partitioning software product. This product enhances database manageability, performance, and availability for a wide variety of applications. Oracle Partitioning allows tables, indexes, and index-organized tables to be subdivided into smaller pieces and managed cost-effectively on different disk storage tiers with a finer level of granularity to improve access performance.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Partitioning Software - Renewal after First 12 Months
Provider Part Number	CCSI15350776-A
Orderable Unit	Per IFL License Renewal
Description	Oracle Partitioning enhances database manageability, performance, and availability for a wide variety of applications. Oracle Partitioning allows tables, indexes, and index-organized tables to be subdivided into smaller pieces and managed cost-effectively on different disk storage tiers with a finer level of granularity to improve access performance.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of Oracle Partitioning software per IFL zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_099

Added per PACS_CCR_041

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Partitioning
Provider Part Number	CCSU13350080-A
Orderable Unit	License
Description	Oracle Partitioning enhances database manageability, performance, and availability for a wide variety of applications. Oracle Partitioning allows tables, indexes, and index-organized tables to be subdivided into smaller pieces and managed cost-effectively on different disk storage tiers with a finer level of granularity to improve access performance.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – Oracle Corporation – Oracle Programmer for IBM z/OS
Provider Part Number	CCSI15150578-A
Orderable Unit	License
Description	This includes product support and license fees for Oracle Programmer for DOT based on capacity settings identified in Exhibit B.1
Service Customers / Users	Department of Transportation
Service Prerequisites	z/OS
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_040

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Real Application Cluster Software - Processor Perpetual - First 12 Months
Provider Part Number	CCSI16450924-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Oracle RAC software product. This product allows multiple computers to run Oracle RDBMS software simultaneously while accessing a single database.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Real Application Cluster Software - Processor Perpetual - Renewal after First 12 Months
Provider Part Number	CCSI15350753-A
Orderable Unit	Per IFL License Renewal
Description	Oracle RAC allows multiple computers to run Oracle RDBMS software simultaneously while accessing a single database.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of Oracle Real Application Cluster software per IFL zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_099
 Added per PACS_CCR_041

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Real Application Cluster – Processor Perpetual
Provider Part Number	CCSU13350082-A
Orderable Unit	License
Description	Oracle RAC allows multiple computers to run Oracle RDBMS software simultaneously while accessing a single database.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Spatial and Graph - Processor Perpetual - First 12 Months
Provider Part Number	CCSI16450922-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Oracle Spatial and Graph software product. This product includes advanced features for spatial data and analysis; physical, network, and social graph applications; and a foundation to help location-enable business applications.</p> <ul style="list-style-type: none"> • The most advanced, industry-leading spatial database platform • Easily location-enable all your enterprise applications and processes. <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Spatial and Graph - Processor Perpetual - Renewal after First 12 Months
Provider Part Number	CCSI15350754-A
Orderable Unit	Per IFL License Renewal
Description	The Oracle Spatial and Graph option for Oracle Database 12c includes advanced features for spatial data and analysis; physical, network, and social graph applications; and a foundation to help location-enable business applications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of Oracle Spatial and Graph – Processor Perpetual software per IFL zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_099

Added per PACS_CCR_041

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Spatial and Graph - Processor Perpetual
Provider Part Number	CCSU13350083-A
Orderable Unit	License
Description	The Oracle Spatial and Graph option for Oracle Database 12c includes advanced features for spatial data and analysis; physical, network, and social graph applications; and a foundation to help location-enable business applications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Tuning Pack Software - First 12 Months
Provider Part Number	CCSI16450926-A
Orderable Unit	Per IFL License
Description	<p>First year license and support* that includes software installation and software maintenance updates for 12 months for the Oracle Tuning Pack, an add-on pack for management of Oracle.</p> <p>Database offers an extremely cost effective and easy-to-use solution that automates the entire application tuning process. Enhancement of SQL performance is achieved through real-time monitoring and SQL Advisors that are seamlessly integrated with the Enterprise Manager, and together provide a comprehensive solution for automating the complex and time-consuming task of application tuning.</p> <p>License provisioning is per IFL.</p> <p>*Includes steady state support for incident/problem/change management, software upgrades/fixes, license management and the vendor relationship for incident/problem/change management if/when needed.</p>
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_099

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Tuning Pack Software - Renewal after First 12 Months
Provider Part Number	CCSI15350752-A
Orderable Unit	Per IFL License Renewal
Description	Oracle Tuning Pack, an add-on pack for management of Oracle Database offers an extremely cost effective and easy-to-use solution that automates the entire application tuning process. enhancement of SQL performance is achieved through real-time monitoring and SQL Advisors that are seamlessly integrated with the Enterprise Manager, and together provide a comprehensive solution for automating the complex and time-consuming task of application tuning
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of Oracle Tuning Pack software per IFL zLinux processing capacity and zLinux guest(s)
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_099

Added per PACS_CCR_041

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Oracle Corporation – Oracle Tuning Pack
Provider Part Number	CCSU13350081-A
Orderable Unit	License
Description	Oracle Tuning Pack, an add-on pack for management of Oracle Database offers an extremely cost effective and easy-to-use solution that automates the entire application tuning process. enhancement of SQL performance is achieved through real-time monitoring and SQL Advisors that are seamlessly integrated with the Enterprise Manager, and together provide a comprehensive solution for automating the complex and time-consuming task of application tuning
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Pitney Bowes Inc. – Finalist (Doc Sense)
Provider Part Number	CCSI13350084-A
Orderable Unit	License
Description	Address data cleansing Software.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Pitney Bowes Inc. – Online Window for Finalist
Provider Part Number	CCSI13350087-A
Orderable Unit	License
Description	Our Online Postage offers a browser-based online postage solution that delivers quick and easy access to a number of shipping services across major postal carriers, including Canada Post, Royal Mail and the USPS.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Progress Software Corporation – Corticon Business Rules Server and Studio License - First 12 Months
Provider Part Number	CCSU18150994-A
Orderable Unit	Per License (Onetime Payment)
Description	<p>Corticon Business Rules Server processes the rules that have been modeled, verified and tested in Corticon Studio, ensuring reliable results and delivering lightning fast performance.</p> <p>This RU is a onetime order and price is paid in the first month. It includes license, software maintenance upgrades and software license management for the first 12 months as well as the basic installation of the software with default configurations. Agency will be responsible for configuration and integration as per their application requirements. Agency can deploy unlimited instances (licenses) of this software on their PACS hosted infrastructure until the end of the 4-year Enterprise License Agreement (ELA) term which is 2022.</p> <p>Studio software is for end user desktops and agency is responsible for its deployment and configuration.</p>
Service Customers / Users	Department of Transportation
Service Prerequisites	x86 Virtual or Physical Server (CPU, Memory, Storage, x86 Server Management Service)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_115

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Progress Software Corporation – Corticon Business Rules Server and Studio License Annual Maintenance and Support - After First 12 Months
Provider Part Number	CCSU18150995-A
Orderable Unit	Per License Renewal (Onetime Payment per year)
Description	The 12 month license RU must be ordered once for each year of use after the initial 12 months procured via RU CCSU18150994-A. Price is paid once per year. It includes software maintenance upgrades and software license management for one (1) subsequent year after the first 12 months.
Service Customers / Users	Department of Transportation
Service Prerequisites	x86 Virtual or Physical Server (CPU, Memory, Storage, x86 Server Management Service) Third Party Software – Progress Software Corporation – Corticon Business Rules Server and Studio License - First 12 Months (RU CCSU18150994-A)
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_115

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Quest Foglight Performance Suite for SQL Server, Tier A
Provider Part Number	CCSU13350088-A
Orderable Unit	Per License
Description	The Foglight Performance Suite enables you to resolve issues before they impact users and makes your job easier by extending the capabilities of basic database monitoring tools and greatly reduces the risks associated with database vulnerability, performance bottlenecks, upgrades, patches, and more.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Quest Foglight Performance Suite for SQL Server, Tier B
Provider Part Number	CCSU13350089-A
Orderable Unit	Per License
Description	The Foglight Performance Suite enables you to resolve issues before they impact users and makes your job easier by extending the capabilities of basic database monitoring tools and greatly reduces the risks associated with database vulnerability, performance bottlenecks, upgrades, patches, and more.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Quest Foglight Database Management Suite for SQL Server
Provider Part Number	CCSU13350090-A
Orderable Unit	Per License
Description	The Foglight Performance Suite enables you to resolve issues before they impact users and makes your job easier by extending the capabilities of basic database monitoring tools and greatly reduces the risks associated with database vulnerability, performance bottlenecks, upgrades, patches, and more.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Foglight for SQL Server per CPU Socket
Provider Part Number	CCSU13350091-A
Orderable Unit	Per License
Description	With its non-stop data collection and instant metric-sensitive alerts, Foglight® for SQL Server ensures optimal database performance.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Foglight OS Management per CPU Socket
Provider Part Number	CCSU13350092-A
Orderable Unit	Per License
Description	Foglight for Operating Systems monitors and manages the operating system that underlies every application, database, network device and server running in your environment.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Foglight Management Server (FMS)
Provider Part Number	CCSU13350093-A
Orderable Unit	Per License
Description	Used to Manage Foglight environments.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – RealVNC VNC Enterprise Edition for Windows
Provider Part Number	CCSU13350094-A
Orderable Unit	Per License
Description	VNC is remote access and control software for an unrivalled mix of Windows, Mac, UNIX and Linux computers.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Schema Systems Limited – Q Editor Plus One
Provider Part Number	CCSU15250709-A
Orderable Unit	Per Maintenance Renewal
Description	This is a Code Editor for the Unisys Mainframe. The software vendor no longer maintains or supports this software so it will be maintained under reasonable and best effort terms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of Schema Systems Limited Q Editor Plus One Software
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_031

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Segus Inc. – TWS/Graph
Provider Part Number	CCSI13350097-A
Orderable Unit	License
Description	<p>TWS/Graph is an Add-On to TWS, basic functions are:</p> <ul style="list-style-type: none"> • Netplans • Monitoring • Documentation • AD Cross Reference, Forecast, Loop Analysis
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS processing capacity up to 566 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – Serena Software, Inc. – Comparex, First Year License
Provider Part Number	CCSI15250624-A
Orderable Unit	Per License
Description	Provide a license for Serena Comparex software for the z/OS Mainframe platform. Order this RU for the first 12 months.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS Mainframe processing capacity
Fulfillment Timeframe	30 Days

Added per PACS_CCR_024

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – Serena Software, Inc. – Comparex Maintenance
Provider Part Number	CCSI15250625-A
Orderable Unit	Per Maintenance Renewal
Description	Provide ongoing maintenance for Serena Comparex software for the z/OS Mainframe platform. This RU needs to be ordered for month 13 and forward after 12 months of ordering RU CCSU15250624-A.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS Mainframe processing capacity. Existing use of Serena Comparex software.
Fulfillment Timeframe	30 Days

Added per PACS_CCR_024

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – Serena Software, Inc. – Serena StarTool FDM, First Year License
Provider Part Number	CCSI15250626-A
Orderable Unit	Per License
Description	Provide a license for Serena StarTool FDM software for the z/OS Mainframe platform. Order this RU for the first 12 months.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS Mainframe processing capacity.
Fulfillment Timeframe	30 Days

Added per PACS_CCR_024

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Third Party Software – Serena Software, Inc. – StarTool FDM Maintenance
Provider Part Number	CCSI15250627-A
Orderable Unit	Per Maintenance Renewal
Description	Provide ongoing maintenance for Serena StarTool FDM software for the z/OS Mainframe platform. This RU needs to be ordered for month 13 and forward after 12 months of ordering RU CCSU15250626-A.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	z/OS Mainframe processing capacity. Existing use of Serena StarTool FDM software.
Fulfillment Timeframe	30 Days

Added per PACS_CCR_024

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - CMS/Telcon, SWG20
Provider Part Number	CCSU13350098-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 38 – 75 MIPS. Any increase in MIPS above this maximum partition requires the purchase of the incremental upgrade RU CCSU17150943-A.</p> <p>Telcon Statistics – Sightline enables you to view all Telcon network nodes so that any raw data collected by a node is seen in the context of its Telcon configuration. This capability stands in contrast with most Unisys network analysis tools that display only raw data and some limited derived variables. Sightline uses the derived statistics to generate aggregate utilization and load data for a node, including global system metrics such as Class/Event, Channel, Trunk, Line, Terminal, and Error Statistics.</p> <p>CMS Statistics – Communications Management System (CMS) data provides an event-by-event description of communication that passes through a system. Sightline collects activity data for one or more CMS instances, including Messages In and Out, Passoffs, Cancels and Requeues, MRF Reads/Writes and Space Releases, MCB Buffer Hits, MAD, and SLOT Pool Usage.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - CMS/Telcon, SWG40
Provider Part Number	CCSU13350099-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150943-A.</p> <p>Telcon Statistics – Sightline enables you to view all Telcon network nodes so that any raw data collected by a node is seen in the context of its Telcon configuration. This capability stands in contrast with most Unisys network analysis tools that display only raw data and some limited derived variables. Sightline uses the derived statistics to generate aggregate utilization and load data for a node, including global system metrics such as Class/Event, Channel, Trunk, Line, Terminal, and Error Statistics.</p> <p>CMS Statistics – Communications Management System (CMS) data provides an event-by-event description of communication that passes through a system. Sightline collects activity data for one or more CMS instances, including Messages In and Out, Passoffs, Cancels and Requeues, MRF Reads/Writes and Space Releases, MCB Buffer Hits, MAD, and SLOT Pool Usage</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - CMS/Telcon, SWG60
Provider Part Number	CCSU13350100-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150943-A.</p> <p>Telcon Statistics – Sightline enables you to view all Telcon network nodes so that any raw data collected by a node is seen in the context of its Telcon configuration. This capability stands in contrast with most Unisys network analysis tools that display only raw data and some limited derived variables. Sightline uses the derived statistics to generate aggregate utilization and load data for a node, including global system metrics such as Class/Event, Channel, Trunk, Line, Terminal, and Error Statistics.</p> <p>CMS Statistics – Communications Management System (CMS) data provides an event-by-event description of communication that passes through a system. Sightline collects activity data for one or more CMS instances, including Messages In and Out, Passoffs, Cancels and Requeues, MRF Reads/Writes and Space Releases, MCB Buffer Hits, MAD, and SLOT Pool Usage</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - CMS/Telcon, SWG80
Provider Part Number	CCSU13350101-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 390 – 484 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150943-A.</p> <p>Telcon Statistics – Sightline enables you to view all Telcon network nodes so that any raw data collected by a node is seen in the context of its Telcon configuration. This capability stands in contrast with most Unisys network analysis tools that display only raw data and some limited derived variables. Sightline uses the derived statistics to generate aggregate utilization and load data for a node, including global system metrics such as Class/Event, Channel, Trunk, Line, Terminal, and Error Statistics.</p> <p>CMS Statistics – Communications Management System (CMS) data provides an event-by-event description of communication that passes through a system. Sightline collects activity data for one or more CMS instances, including Messages In and Out, Passoffs, Cancels and Requeues, MRF Reads/Writes and Space Releases, MCB Buffer Hits, MAD, and SLOT Pool Usage</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - CMS/Telcon, SWG130
Provider Part Number	CCSU13350102-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150943-A.</p> <p>Telcon Statistics – Sightline enables you to view all Telcon network nodes so that any raw data collected by a node is seen in the context of its Telcon configuration. This capability stands in contrast with most Unisys network analysis tools that display only raw data and some limited derived variables. Sightline uses the derived statistics to generate aggregate utilization and load data for a node, including global system metrics such as Class/Event, Channel, Trunk, Line, Terminal, and Error Statistics.</p> <p>CMS Statistics – Communications Management System (CMS) data provides an event-by-event description of communication that passes through a system. Sightline collects activity data for one or more CMS instances, including Messages In and Out, Passoffs, Cancels and Requeues, MRF Reads/Writes and Space Releases, MCB Buffer Hits, MAD, and SLOT Pool Usage</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - CMS/Telcon SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150943-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This RU provides an incremental Software Group (SWG) upgrade for the Sightline OS 2200 Interface Agent - CMS/Telcon software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="672 837 1310 1730"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>Example 1: If Sightline OS 2200 Interface Agent - CMS/Telcon, SWG20 (CCSU13350098-A) is currently licensed and MIPS need</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
Software Group (SWG)	Minimum MIPS	Maximum MIPS																																																											
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50	190	265																																																											
60	266	332																																																											
70	333	389																																																											
80	390	484																																																											
90	485	569																																																											
100	570	664																																																											
110	665	759																																																											
120	760	854																																																											
130	855	1316																																																											
140	1317	2000																																																											
150	2001	3000																																																											
160	3001	4000																																																											
170	4001	5000																																																											
180	5001	6000																																																											
190	6001	7000																																																											
200	7001	8000																																																											

SCHEDULE C.2 SERVICES CATALOG

	<p>to be increased to 150 on that partition, the new tier would be SWG40 and two (2) units of this RU need to be ordered.</p> <p>Example 2: If Sightline OS 2200 Interface Agent - CMS/Telcon, SWG60 (CCSU133500100-A) is currently licensed and MIPS need to be increased to 375 on that partition, the new tier would be SWG70 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Interface Agent - CMS/Telcon, SWG20 (CCSU13350098-A)</p> <p>Sightline – OS 2200 Interface Agent - CMS/Telcon, SWG40 (CCSU13350099-A)</p> <p>Sightline – OS 2200 Interface Agent - CMS/Telcon, SWG60 (CCSU13350100-A)</p> <p>Sightline – OS 2200 Interface Agent - CMS/Telcon, SWG80 (CCSU13350101-A)</p> <p>Sightline – OS 2200 Interface Agent - CMS/Telcon, SWG130 (CCSU13350102-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - KONS/TIP Memory, SWG20
Provider Part Number	CCSU13350103-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 38 – 75 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150944-A.</p> <p>TIP KONS is an area of memory set aside by the Transaction Interface Processor (TIP) to record the performance and behavior of a TIP transaction environment. Sightline monitors these performance measures in System KONS to show how a metric can change over time. In addition, global metrics from System KONS can help identify a need to further analyze individual transaction statistics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - KONS/TIP Memory, SWG40
Provider Part Number	CCSU13350104-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150944-A.</p> <p>TIP KONS is an area of memory set aside by the Transaction Interface Processor (TIP) to record the performance and behavior of a TIP transaction environment. Sightline monitors these performance measures in System KONS to show how a metric can change over time. In addition, global metrics from System KONS can help identify a need to further analyze individual transaction statistics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - KONS/TIP Memory, SWG60
Provider Part Number	CCSU13350105-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150944-A.</p> <p>TIP KONS is an area of memory set aside by the Transaction Interface Processor (TIP) to record the performance and behavior of a TIP transaction environment. Sightline monitors these performance measures in System KONS to show how a metric can change over time. In addition, global metrics from System KONS can help identify a need to further analyze individual transaction statistics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - KONS/TIP Memory, SWG80
Provider Part Number	CCSU13350106-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 390 – 484 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150944-A.</p> <p>TIP KONS is an area of memory set aside by the Transaction Interface Processor (TIP) to record the performance and behavior of a TIP transaction environment. Sightline monitors these performance measures in System KONS to show how a metric can change over time. In addition, global metrics from System KONS can help identify a need to further analyze individual transaction statistics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - KONS/TIP Memory, SWG130
Provider Part Number	CCSU13350107-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150944-A.</p> <p>TIP KONS is an area of memory set aside by the Transaction Interface Processor (TIP) to record the performance and behavior of a TIP transaction environment. Sightline monitors these performance measures in System KONS to show how a metric can change over time. In addition, global metrics from System KONS can help identify a need to further analyze individual transaction statistics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - KONS/TIP Memory, SWG140
Provider Part Number	CCSU13350108-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 1317 – 2000 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150944-A.</p> <p>TIP KONS is an area of memory set aside by the Transaction Interface Processor (TIP) to record the performance and behavior of a TIP transaction environment. Sightline monitors these performance measures in System KONS to show how a metric can change over time. In addition, global metrics from System KONS can help identify a need to further analyze individual transaction statistics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - KONS/TIP Memory SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150944-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Interface Agent - KONS/TIP Memory software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="669 837 1308 1719"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>For example, if Sightline OS 2200 Interface Agent - KONS/TIP Memory, SWG20 (CCSU13350103-A) is currently licensed and</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
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SCHEDULE C.2 SERVICES CATALOG

	<p>MIPS need to be increased to 150 on that partition, the new tier would be SWG40 and two (2) units of this RU need to be ordered.</p> <p>Example 2: If Sightline OS 2200 Interface Agent - KONS/TIP Memory, SWG60 (CCSU133500105-A) is currently licensed and MIPS need to be increased to 375 on that partition, the new tier would be SWG70 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Interface Agent - KONS/TIP Memory, SWG20 (CCSU13350103-A)</p> <p>Sightline – OS 2200 Interface Agent - KONS/TIP Memory, SWG40 (CCSU13350104-A)</p> <p>Sightline – OS 2200 Interface Agent - KONS/TIP Memory, SWG60 (CCSU13350105-A)</p> <p>Sightline – OS 2200 Interface Agent - KONS/TIP Memory, SWG80 (CCSU13350106-A)</p> <p>Sightline – OS 2200 Interface Agent - KONS/TIP Memory, SWG130 (CCSU13350107-A)</p> <p>Sightline – OS 2200 Interface Agent - KONS/TIP Memory, SWG140 (CCSU13350108-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MAPPER, SWG20
Provider Part Number	CCSU13350109-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 38 – 75 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150945-A.</p> <p>Sightline’s MAPPER data is divided into six functional groups: Communication, Mass Storage, Memory Pool, Report Access, User Activity, and Workload. Workload data provides Utilization, Activity Counts, and Response Time statistics sorted by MAPPER function, department, user, run, and type.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MAPPER, SWG40
Provider Part Number	CCSU13350110-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150945-A.</p> <p>Sightline’s MAPPER data is divided into six functional groups: Communication, Mass Storage, Memory Pool, Report Access, User Activity, and Workload. Workload data provides Utilization, Activity Counts, and Response Time statistics sorted by MAPPER function, department, user, run, and type.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MAPPER, SWG60
Provider Part Number	CCSU13350111-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150945-A.</p> <p>Sightline’s MAPPER data is divided into six functional groups: Communication, Mass Storage, Memory Pool, Report Access, User Activity, and Workload. Workload data provides Utilization, Activity Counts, and Response Time statistics sorted by MAPPER function, department, user, run, and type.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MAPPER, SWG80
Provider Part Number	CCSU13350112-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 390 – 484 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150945-A.</p> <p>Sightline’s MAPPER data is divided into six functional groups: Communication, Mass Storage, Memory Pool, Report Access, User Activity, and Workload. Workload data provides Utilization, Activity Counts, and Response Time statistics sorted by MAPPER function, department, user, run, and type.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MAPPER, SWG130
Provider Part Number	CCSU13350113-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150945-A.</p> <p>Sightline’s MAPPER data is divided into six functional groups: Communication, Mass Storage, Memory Pool, Report Access, User Activity, and Workload. Workload data provides Utilization, Activity Counts, and Response Time statistics sorted by MAPPER function, department, user, run, and type.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MAPPER SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150945-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Interface Agent – MAPPER software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="667 842 1312 1734"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>For example, if Sightline OS 2200 Interface Agent - MAPPER, SWG20 (CCSU13350109-A) is currently licensed and MIPS need</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
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SCHEDULE C.2 SERVICES CATALOG

	<p>to be increased to 150 on that partition, the new tier would be SWG40 and two (2) units of this RU need to be ordered.</p> <p>Example 2: If Sightline OS 2200 Interface Agent - MAPPER, SWG60 (CCSU133500111-A) is currently licensed and MIPS need to be increased to 375 on that partition, the new tier would be SWG70 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Interface Agent - MAPPER, SWG20 (CCSU13350109-A)</p> <p>Sightline – OS 2200 Interface Agent - MAPPER, SWG40 (CCSU13350110-A)</p> <p>Sightline – OS 2200 Interface Agent - MAPPER, SWG60 (CCSU13350111-A)</p> <p>Sightline – OS 2200 Interface Agent - MAPPER, SWG80 (CCSU13350112-A)</p> <p>Sightline – OS 2200 Interface Agent - MAPPER, SWG130 (CCSU13350113-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MCB/Step Control, SWG20
Provider Part Number	CCSU13350114-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 38 – 75 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150946-A.</p> <p>Step Control/MCB Statistics – Step Control metrics record tree usage and queuing by node and priority. Message queuing can be isolated in the input tree queue but not appear directly as increased response time. Step Control identifies queued transactions before they are scheduled, unlike TIP Log, HVSTATs, and DMR data that does so after scheduling. Sightline collects statistics for all priorities and nodes, displaying messages as Active, Queued, and Total (input and output messages), or as Maximum Allowed (input messages only).</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MCB/Step Control, SWG40
Provider Part Number	CCSU13350115-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150946-A.</p> <p>Step Control/MCB Statistics – Step Control metrics record tree usage and queuing by node and priority. Message queuing can be isolated in the input tree queue but not appear directly as increased response time. Step Control identifies queued transactions before they are scheduled, unlike TIP Log, HVSTATs, and DMR data that does so after scheduling. Sightline collects statistics for all priorities and nodes, displaying messages as Active, Queued, and Total (input and output messages), or as Maximum Allowed (input messages only).</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MCB/Step Control, SWG60
Provider Part Number	CCSU13350116-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150946-A.</p> <p>Step Control/MCB Statistics – Step Control metrics record tree usage and queuing by node and priority. Message queuing can be isolated in the input tree queue but not appear directly as increased response time. Step Control identifies queued transactions before they are scheduled, unlike TIP Log, HVSTATs, and DMR data that does so after scheduling. Sightline collects statistics for all priorities and nodes, displaying messages as Active, Queued, and Total (input and output messages), or as Maximum Allowed (input messages only).</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MCB/Step Control, SWG80
Provider Part Number	CCSU13350117-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 390 – 484 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150946-A.</p> <p>Step Control/MCB Statistics – Step Control metrics record tree usage and queuing by node and priority. Message queuing can be isolated in the input tree queue but not appear directly as increased response time. Step Control identifies queued transactions before they are scheduled, unlike TIP Log, HVSTATs, and DMR data that does so after scheduling. Sightline collects statistics for all priorities and nodes, displaying messages as Active, Queued, and Total (input and output messages), or as Maximum Allowed (input messages only).</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MCB/Step Control, SWG130
Provider Part Number	CCSU13350118-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150946-A.</p> <p>Step Control/MCB Statistics – Step Control metrics record tree usage and queuing by node and priority. Message queuing can be isolated in the input tree queue but not appear directly as increased response time. Step Control identifies queued transactions before they are scheduled, unlike TIP Log, HVSTATs, and DMR data that does so after scheduling. Sightline collects statistics for all priorities and nodes, displaying messages as Active, Queued, and Total (input and output messages), or as Maximum Allowed (input messages only).</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MCB/Step Control, SWG140
Provider Part Number	CCSU13350119-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 1317 – 2000 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150946-A.</p> <p>Step Control/MCB Statistics – Step Control metrics record tree usage and queuing by node and priority. Message queuing can be isolated in the input tree queue but not appear directly as increased response time. Step Control identifies queued transactions before they are scheduled, unlike TIP Log, HVSTATs, and DMR data that does so after scheduling. Sightline collects statistics for all priorities and nodes, displaying messages as Active, Queued, and Total (input and output messages), or as Maximum Allowed (input messages only).</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - MCB/Step Control SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150946-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Interface Agent - MCB/Step Control software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="667 842 1312 1724"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>For example, if Sightline OS 2200 Interface Agent - MCB/Step Control, SWG20 (CCSU13350114-A) is currently licensed and</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
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SCHEDULE C.2 SERVICES CATALOG

	<p>MIPS need to be increased to 150 on that partition, the new tier would be SWG40 and two (2) units of this RU need to be ordered.</p> <p>Example 2: If Sightline OS 2200 Interface Agent - MCB/Step Control, SWG60 (CCSU133500116-A) is currently licensed and MIPS need to be increased to 375 on that partition, the new tier would be SWG70 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Interface Agent - MCB/Step Control, SWG20 (CCSU13350114-A)</p> <p>Sightline – OS 2200 Interface Agent - MCB/Step Control, SWG40 (CCSU13350115-A)</p> <p>Sightline – OS 2200 Interface Agent - MCB/Step Control, SWG60 (CCSU13350116-A)</p> <p>Sightline – OS 2200 Interface Agent - MCB/Step Control, SWG80 (CCSU13350117-A)</p> <p>Sightline – OS 2200 Interface Agent - MCB/Step Control, SWG130 (CCSU13350118-A)</p> <p>Sightline – OS 2200 Interface Agent - MCB/Step Control, SWG140 (CCSU13350119-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - System Log, SWG20
Provider Part Number	CCSU13350120-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 38 – 75 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150947-A.</p> <p>System Log Statistics – System logs provide detailed TIP, demand, and batch resource usage statistics sorted by Individual Run, Program, and Terminal. Sightline uses the data available through INSP\$ calls to link performance problems back to a specific user and transaction. Sightline also monitors disk errors and security violations, enabling you to detect failing hardware or unauthorized usage that impact your system. System Log data also provides performance information relative to StorageTek robotics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - System Log, SWG40
Provider Part Number	CCSU13350121-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150947-A.</p> <p>System Log Statistics – System logs provide detailed TIP, demand, and batch resource usage statistics sorted by Individual Run, Program, and Terminal. Sightline uses the data available through INSP\$ calls to link performance problems back to a specific user and transaction. Sightline also monitors disk errors and security violations, enabling you to detect failing hardware or unauthorized usage that impact your system. System Log data also provides performance information relative to StorageTek robotics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - System Log, SWG60
Provider Part Number	CCSU13350122-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150947-A.</p> <p>System Log Statistics – System logs provide detailed TIP, demand, and batch resource usage statistics sorted by Individual Run, Program, and Terminal. Sightline uses the data available through INSP\$ calls to link performance problems back to a specific user and transaction. Sightline also monitors disk errors and security violations, enabling you to detect failing hardware or unauthorized usage that impact your system. System Log data also provides performance information relative to StorageTek robotics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - System Log, SWG80
Provider Part Number	CCSU13350123-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 390 – 484 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150947-A.</p> <p>System Log Statistics – System logs provide detailed TIP, demand, and batch resource usage statistics sorted by Individual Run, Program, and Terminal. Sightline uses the data available through INSP\$ calls to link performance problems back to a specific user and transaction. Sightline also monitors disk errors and security violations, enabling you to detect failing hardware or unauthorized usage that impact your system. System Log data also provides performance information relative to StorageTek robotics.</p>
Service Customers / Users	Department of Human Services
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - System Log, SWG130
Provider Part Number	CCSU13350124-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150947-A.</p> <p>System Log Statistics – System logs provide detailed TIP, demand, and batch resource usage statistics sorted by Individual Run, Program, and Terminal. Sightline uses the data available through INSP\$ calls to link performance problems back to a specific user and transaction. Sightline also monitors disk errors and security violations, enabling you to detect failing hardware or unauthorized usage that impact your system. System Log data also provides performance information relative to StorageTek robotics.</p>
Service Customers / Users	Department of Human Services
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - System Log, SWG140
Provider Part Number	CCSU13350125-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 1317 – 2000 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150947-A.</p> <p>System Log Statistics – System logs provide detailed TIP, demand, and batch resource usage statistics sorted by Individual Run, Program, and Terminal. Sightline uses the data available through INSP\$ calls to link performance problems back to a specific user and transaction. Sightline also monitors disk errors and security violations, enabling you to detect failing hardware or unauthorized usage that impact your system. System Log data also provides performance information relative to StorageTek robotics.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - System Log SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150947-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Interface Agent - System Log software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="647 837 1330 1719"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>For example, if Sightline OS 2200 Interface Agent - System Log, SWG20 (CCSU13350120-A) is currently licensed and MIPS need</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
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SCHEDULE C.2 SERVICES CATALOG

	<p>to be increased to 150 on that partition, the new tier would be SWG40 and two (2) units of this RU need to be ordered.</p> <p>Example 2: If Sightline OS 2200 Interface Agent - System Log, SWG60 (CCSU133500122-A) is currently licensed and MIPS need to be increased to 375 on that partition, the new tier would be SWG70 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Interface Agent - System Log, SWG20 (CCSU13350120-A)</p> <p>Sightline – OS 2200 Interface Agent - System Log, SWG40 (CCSU13350121-A)</p> <p>Sightline – OS 2200 Interface Agent - System Log, SWG60 (CCSU13350122-A)</p> <p>Sightline – OS 2200 Interface Agent - System Log, SWG80 (CCSU13350123-A)</p> <p>Sightline – OS 2200 Interface Agent - System Log, SWG130 (CCSU13350124-A)</p> <p>Sightline – OS 2200 Interface Agent - System Log, SWG140 (CCSU13350125-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - UDS/DMS, SWG20
Provider Part Number	CCSU13350126-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 38 – 75 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150948-A.</p> <p>UDS Statistics – The Universal Data System (UDS) measures transaction volume, queuing and errors in any database managed under the UDS umbrella, including DMS and RDMS. UDS data is gathered from the published UMON interface or from the ACT, QAD, and BST Tables within UDS. This data enables you to determine hit rates, identify and resolve queuing problems, and optimize space usage. Sightline collects data for each DMR active on your system, covering three functional areas: Transaction Activity and DMR Slot Usage, Buffer Usage plus Rollbacks, and Queuing by Queue Reason</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - UDS/DMS, SWG40
Provider Part Number	CCSU13350127-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150948-A.</p> <p>UDS Statistics – The Universal Data System (UDS) measures transaction volume, queuing and errors in any database managed under the UDS umbrella, including DMS and RDMS. UDS data is gathered from the published UMON interface or from the ACT, QAD, and BST Tables within UDS. This data enables you to determine hit rates, identify and resolve queuing problems, and optimize space usage. Sightline collects data for each DMR active on your system, covering three functional areas: Transaction Activity and DMR Slot Usage, Buffer Usage plus Rollbacks, and Queuing by Queue Reason</p>
Service Customers / Users	Department of Human Services
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - UDS/DMS, SWG60
Provider Part Number	CCSU13350128-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150948-A.</p> <p>UDS Statistics – The Universal Data System (UDS) measures transaction volume, queuing and errors in any database managed under the UDS umbrella, including DMS and RDMS. UDS data is gathered from the published UMON interface or from the ACT, QAD, and BST Tables within UDS. This data enables you to determine hit rates, identify and resolve queuing problems, and optimize space usage. Sightline collects data for each DMR active on your system, covering three functional areas: Transaction Activity and DMR Slot Usage, Buffer Usage plus Rollbacks, and Queuing by Queue Reason</p>
Service Customers / Users	Department of Human Services
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - UDS/DMS, SWG80
Provider Part Number	CCSU13350129-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 390 – 484 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150948-A.</p> <p>UDS Statistics – The Universal Data System (UDS) measures transaction volume, queuing and errors in any database managed under the UDS umbrella, including DMS and RDMS. UDS data is gathered from the published UMON interface or from the ACT, QAD, and BST Tables within UDS. This data enables you to determine hit rates, identify and resolve queuing problems, and optimize space usage. Sightline collects data for each DMR active on your system, covering three functional areas: Transaction Activity and DMR Slot Usage, Buffer Usage plus Rollbacks, and Queuing by Queue Reason</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - UDS/DMS, SWG130
Provider Part Number	CCSU13350130-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150948-A.</p> <p>UDS Statistics – The Universal Data System (UDS) measures transaction volume, queuing and errors in any database managed under the UDS umbrella, including DMS and RDMS. UDS data is gathered from the published UMON interface or from the ACT, QAD, and BST Tables within UDS. This data enables you to determine hit rates, identify and resolve queuing problems, and optimize space usage. Sightline collects data for each DMR active on your system, covering three functional areas: Transaction Activity and DMR Slot Usage, Buffer Usage plus Rollbacks, and Queuing by Queue Reason</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - UDS/DMS, SWG140
Provider Part Number	CCSU13350131-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 1317 – 2000 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150948-A.</p> <p>UDS Statistics – The Universal Data System (UDS) measures transaction volume, queuing and errors in any database managed under the UDS umbrella, including DMS and RDMS. UDS data is gathered from the published UMON interface or from the ACT, QAD, and BST Tables within UDS. This data enables you to determine hit rates, identify and resolve queuing problems, and optimize space usage. Sightline collects data for each DMR active on your system, covering three functional areas: Transaction Activity and DMR Slot Usage, Buffer Usage plus Rollbacks, and Queuing by Queue Reason</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Interface Agent - UDS/DMS SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150948-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Interface Agent - UDS/DMS software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="651 837 1328 1717"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>For example, if Sightline OS 2200 Interface Agent - UDS/DMS, SWG20 (CCSU13350126-A) is currently licensed and MIPS need</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
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SCHEDULE C.2 SERVICES CATALOG

	<p>to be increased to 150 on that partition, the new tier would be SWG40 and two (2) units of this RU need to be ordered.</p> <p>Example 2: Sightline OS 2200 Interface Agent - UDS/DMS, SWG60 (CCSU133500128-A) is currently licensed and MIPS need to be increased to 375 on that partition, the new tier would be SWG70 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Interface Agent - UDS/DMS, SWG20 (CCSU13350126-A)</p> <p>Sightline – OS 2200 Interface Agent - UDS/DMS, SWG40 (CCSU13350127-A)</p> <p>Sightline – OS 2200 Interface Agent - UDS/DMS, SWG60 (CCSU13350128-A)</p> <p>Sightline – OS 2200 Interface Agent - UDS/DMS, SWG80 (CCSU13350129-A)</p> <p>Sightline – OS 2200 Interface Agent - UDS/DMS, SWG130 (CCSU13350130-A)</p> <p>Sightline – OS 2200 Interface Agent - UDS/DMS, SWG140 (CCSU13350131-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Power Agent, SWG20
Provider Part Number	CCSU13350132-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 38 – 75 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150949-A.</p> <p>The Sightline™ Power Agent™ for Unisys ClearPath OS 2200 Systems is the foundation of the Sightline software suite. The Sightline Power Agent resides on the ClearPath host and is easily configured to collect data on various key system components and on user-specified programs and groups of programs as single measurable workloads.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Power Agent, SWG40
Provider Part Number	CCSU13350133-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150949-A.</p> <p>The Sightline™ Power Agent™ for Unisys ClearPath OS 2200 Systems is the foundation of the Sightline software suite. The Sightline Power Agent resides on the ClearPath host and is easily configured to collect data on various key system components and on user-specified programs and groups of programs as single measurable workloads</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Power Agent, SWG60
Provider Part Number	CCSU13350134-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150949-A.</p> <p>The Sightline™ Power Agent™ for Unisys ClearPath OS 2200 Systems is the foundation of the Sightline software suite. The Sightline Power Agent resides on the ClearPath host and is easily configured to collect data on various key system components and on user-specified programs and groups of programs as single measurable workloads</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Power Agent, SWG80
Provider Part Number	CCSU13350135-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 390 – 484 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150949-A.</p> <p>The Sightline™ Power Agent™ for Unisys ClearPath OS 2200 Systems is the foundation of the Sightline software suite. The Sightline Power Agent resides on the ClearPath host and is easily configured to collect data on various key system components and on user-specified programs and groups of programs as single measurable workloads</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Power Agent, SWG130
Provider Part Number	CCSU13350136-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150949-A.</p> <p>The Sightline™ Power Agent™ for Unisys ClearPath OS 2200 Systems is the foundation of the Sightline software suite. The Sightline Power Agent resides on the ClearPath host and is easily configured to collect data on various key system components and on user-specified programs and groups of programs as single measurable workloads</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Power Agent, SWG140
Provider Part Number	CCSU13350137-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 1317 – 2000 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150949-A.</p> <p>The Sightline™ Power Agent™ for Unisys ClearPath OS 2200 Systems is the foundation of the Sightline software suite. The Sightline Power Agent resides on the ClearPath host and is easily configured to collect data on various key system components and on user-specified programs and groups of programs as single measurable workloads</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Power Agent SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150949-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Power Agent software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="669 837 1308 1719"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>For example, if Sightline OS 2200 Power Agent, SWG20 (CCSU13350132-A) is currently licensed and MIPS need to be</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
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SCHEDULE C.2 SERVICES CATALOG

	<p>increased to 150 on that partition, the new tier would be SWG40 and two (2) units of this RU need to be ordered.</p> <p>Example 2: Sightline OS 2200 Power Agent, SWG60 (CCSU133500134-A) is currently licensed and MIPS need to be increased to 375 on that partition, the new tier would be SWG70 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Power Agent, SWG20 (CCSU13350132-A)</p> <p>Sightline – OS 2200 Power Agent, SWG40 (CCSU13350133-A)</p> <p>Sightline – OS 2200 Power Agent, SWG60 (CCSU13350134-A)</p> <p>Sightline – OS 2200 Power Agent, SWG80 (CCSU13350135-A)</p> <p>Sightline – OS 2200 Power Agent, SWG130 (CCSU13350136-A)</p> <p>Sightline – OS 2200 Power Agent, SWG140 (CCSU13350137-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Capacity Manager Power Agent, SWG40
Provider Part Number	CCSU13350138-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150950-A.</p> <p>Torch Capacity Manager (TCMTorch) is a historical database performance management system used by Unisys ClearPath OS 2200 systems for long-term workload trend analysis and capacity planning.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Capacity Manager Power Agent, SWG60
Provider Part Number	CCSU13350139-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150950-A.</p> <p>Torch Capacity Manager (TCMTorch) is a historical database performance management system used by Unisys ClearPath OS 2200 systems for long-term workload trend analysis and capacity planning.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Capacity Manager Power Agent, SWG130
Provider Part Number	CCSU13350140-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150950-A.</p> <p>Torch Capacity Manager (TCMTorch) is a historical database performance management system used by Unisys ClearPath OS 2200 systems for long-term workload trend analysis and capacity planning.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Capacity Manager Power Agent, SWG140
Provider Part Number	CCSU13350141-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 1317 – 2000 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150950-A.</p> <p>Torch Capacity Manager (TCMTorch) is a historical database performance management system used by Unisys ClearPath OS 2200 systems for long-term workload trend analysis and capacity planning.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Torch Capacity Manager Power Agent SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150950-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Torch Capacity Manager Power Agent software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="659 842 1321 1728"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>Example 1: If Sightline OS 2200 Torch Capacity Manager Power Agent, SWG40 (CCSU13350138-A) is currently licensed and</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
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SCHEDULE C.2 SERVICES CATALOG

	<p>MIPS need to be increased to 250 on that partition, the new tier would be SWG50 and one (1) unit of this RU needs to be ordered.</p> <p>Example 2: Sightline OS 2200 Torch Capacity Manager Power Agent, SWG130 (CCSU133500140-A) is currently licensed and MIPS need to be increased to 1850 on that partition, the new tier would be SWG140 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Torch Capacity Manager Power Agent, SWG40 (CCSU13350138-A)</p> <p>Sightline – OS 2200 Torch Capacity Manager Power Agent, SWG60 (CCSU13350139-A)</p> <p>Sightline – OS 2200 Torch Capacity Manager Power Agent, SWG130 (CCSU13350140-A)</p> <p>Sightline – OS 2200 Torch Capacity Manager Power Agent, SWG140 (CCSU13350141-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - I/O TRACE, SWG40
Provider Part Number	CCSU13350142-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150951-A.</p> <p>A Torch module that reduces I/O Trace data. Torch/IO reads an I/O Trace tape and produces an IOT event file labeled IOT-EVENT. The file contains a detailed summary of the I/O Trace data from which Torch/IO produces I/O distribution reports.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - I/O TRACE, SWG60
Provider Part Number	CCSU13350143-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150951-A.</p> <p>A Torch module that reduces I/O Trace data. Torch/IO reads an I/O Trace tape and produces an IOT event file labeled IOT-EVENT. The file contains a detailed summary of the I/O Trace data from which Torch/IO produces I/O distribution reports.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - I/O TRACE, SWG130
Provider Part Number	CCSU13350144-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150951-A.</p> <p>A Torch module that reduces I/O Trace data. Torch/IO reads an I/O Trace tape and produces an IOT event file labeled IOT-EVENT. The file contains a detailed summary of the I/O Trace data from which Torch/IO produces I/O distribution reports.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - I/O TRACE SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150951-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Torch Interface Agent - I/O TRACE software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="651 842 1328 1696"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>Example 1: If Sightline OS 2200 Torch Interface Agent - I/O TRACE, SWG40 (CCSU13350142-A) is currently licensed and</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
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SCHEDULE C.2 SERVICES CATALOG

	<p>MIPS need to be increased to 250 on that partition, the new tier would be SWG50 and one (1) unit of this RU needs to be ordered.</p> <p>Example 2: Sightline OS 2200 Torch Interface Agent - I/O TRACE, SWG130 (CCSU133500144-A) is currently licensed and MIPS need to be increased to 1850 on that partition, the new tier would be SWG140 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Torch Interface Agent - I/O TRACE, SWG40 (CCSU13350142-A)</p> <p>Sightline – OS 2200 Torch Interface Agent - I/O TRACE, SWG60 (CCSU13350143-A)</p> <p>Sightline – OS 2200 Torch Interface Agent - I/O TRACE, SWG130 (CCSU13350144-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - LOG, SWG40
Provider Part Number	CCSU13350145-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150952-A.</p> <p>A Torch module that reduces Master Log File (MLF) or system log data. Torch/Alog is used to reduce ASCII Log cycle.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - LOG, SWG60
Provider Part Number	CCSU13350146-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150952-A.</p> <p>A Torch module that reduces Master Log File (MLF) or system log data. Torch/Alog is used to reduce ASCII Log cycle.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - LOG, SWG130
Provider Part Number	CCSU13350147-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150952-A.</p> <p>A Torch module that reduces Master Log File (MLF) or system log data. Torch/Alog is used to reduce ASCII Log cycle.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - LOG, SWG140
Provider Part Number	CCSU13350148-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 1317 – 2000 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150952-A.</p> <p>A Torch module that reduces Master Log File (MLF) or system log data. Torch/Alog is used to reduce ASCII Log cycle.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - LOG SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150952-A																																																												
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Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Torch Interface Agent – LOG software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="654 837 1325 1713"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>Example 1: If Sightline OS 2200 Torch Interface Agent - LOG, SWG40 (CCSU13350145-A) is currently licensed and MIPS need</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
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150	2001	3000																																																											
160	3001	4000																																																											
170	4001	5000																																																											
180	5001	6000																																																											
190	6001	7000																																																											
200	7001	8000																																																											

SCHEDULE C.2 SERVICES CATALOG

	<p>to be increased to 250 on that partition, the new tier would be SWG50 and one (1) unit of this RU needs to be ordered.</p> <p>Example 2: If Sightline OS 2200 Torch Interface Agent - LOG, SWG130 (CCSU133500147-A) is currently licensed and MIPS need to be increased to 1850 on that partition, the new tier would be SWG140 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Torch Interface Agent - LOG, SWG40 (CCSU13350145-A)</p> <p>Sightline – OS 2200 Torch Interface Agent - LOG, SWG60 (CCSU13350146-A)</p> <p>Sightline – OS 2200 Torch Interface Agent - LOG, SWG130 (CCSU13350147-A)</p> <p>Sightline – OS 2200 Torch Interface Agent - LOG, SWG140 (CCSU13350148-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - MAPPER, SWG40
Provider Part Number	CCSU13350149-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 124 – 189 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150953-A.</p> <p>A Torch module that reduces MAPPER data by merging data from multiple MAPPER systems into the same database.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - MAPPER, SWG60
Provider Part Number	CCSU13350150-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 266 – 332 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150953-A.</p> <p>A Torch module that reduces MAPPER data by merging data from multiple MAPPER systems into the same database.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - MAPPER, SWG130
Provider Part Number	CCSU13350151-A
Orderable Unit	Per License per Partition
Description	<p>This license covers one mainframe partition for 855 – 1316 MIPS. Any increase in MIPS above this maximum requires the purchase of the incremental upgrade RU CCSU17150953-A.</p> <p>A Torch module that reduces MAPPER data by merging data from multiple MAPPER systems into the same database.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>																																																												
Service Product Name	Third Party Software – Sightline OS 2200 Torch Interface Agent - MAPPER SWG Tier Upgrade																																																												
Provider Part Number	CCSU17150953-A																																																												
Orderable Unit	Per SWG Tier per Partition																																																												
Description	<p>This product provides an incremental Software Group (SWG) upgrade for Sightline OS 2200 Torch Interface Agent – MAPPER software which may be required with an increase in MIPS on the Unisys ClearPath. This RU may be cancelled if MIPS are reduced back to the original MIPS level or to the next lower tier. The following matrix provides the tier ranges:</p> <table border="1" data-bbox="657 837 1321 1713"> <thead> <tr> <th>Software Group (SWG)</th> <th>Minimum MIPS</th> <th>Maximum MIPS</th> </tr> </thead> <tbody> <tr><td>20</td><td>38</td><td>75</td></tr> <tr><td>30</td><td>76</td><td>123</td></tr> <tr><td>40</td><td>124</td><td>189</td></tr> <tr><td>50</td><td>190</td><td>265</td></tr> <tr><td>60</td><td>266</td><td>332</td></tr> <tr><td>70</td><td>333</td><td>389</td></tr> <tr><td>80</td><td>390</td><td>484</td></tr> <tr><td>90</td><td>485</td><td>569</td></tr> <tr><td>100</td><td>570</td><td>664</td></tr> <tr><td>110</td><td>665</td><td>759</td></tr> <tr><td>120</td><td>760</td><td>854</td></tr> <tr><td>130</td><td>855</td><td>1316</td></tr> <tr><td>140</td><td>1317</td><td>2000</td></tr> <tr><td>150</td><td>2001</td><td>3000</td></tr> <tr><td>160</td><td>3001</td><td>4000</td></tr> <tr><td>170</td><td>4001</td><td>5000</td></tr> <tr><td>180</td><td>5001</td><td>6000</td></tr> <tr><td>190</td><td>6001</td><td>7000</td></tr> <tr><td>200</td><td>7001</td><td>8000</td></tr> </tbody> </table> <p>Example 1: If Sightline OS 2200 Torch Interface Agent - MAPPER, SWG40 (CCSU13350149-A) is currently licensed and</p>	Software Group (SWG)	Minimum MIPS	Maximum MIPS	20	38	75	30	76	123	40	124	189	50	190	265	60	266	332	70	333	389	80	390	484	90	485	569	100	570	664	110	665	759	120	760	854	130	855	1316	140	1317	2000	150	2001	3000	160	3001	4000	170	4001	5000	180	5001	6000	190	6001	7000	200	7001	8000
Software Group (SWG)	Minimum MIPS	Maximum MIPS																																																											
20	38	75																																																											
30	76	123																																																											
40	124	189																																																											
50	190	265																																																											
60	266	332																																																											
70	333	389																																																											
80	390	484																																																											
90	485	569																																																											
100	570	664																																																											
110	665	759																																																											
120	760	854																																																											
130	855	1316																																																											
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SCHEDULE C.2 SERVICES CATALOG

	<p>MIPS need to be increased to 250 on that partition, the new tier would be SWG50 and one (1) unit of this RU needs to be ordered.</p> <p>Example 2: If Sightline OS 2200 Torch Interface Agent - MAPPER, SWG130 (CCSU133500151-A) is currently licensed and MIPS need to be increased to 1850 on that partition, the new tier would be SWG140 and one (1) unit of this RU needs to be ordered.</p>
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>One of the following RUs:</p> <p>Sightline – OS 2200 Torch Interface Agent - MAPPER, SWG40 (CCSU13350149-A)</p> <p>Sightline – OS 2200 Torch Interface Agent - MAPPER, SWG60 (CCSU13350150-A)</p> <p>Sightline – OS 2200 Torch Interface Agent - MAPPER, SWG130 (CCSU13350151-A)</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline Windows Interface Agent - Internet Information Server
Provider Part Number	CCSU13350152-A
Orderable Unit	Per License
Description	Sightline Agent for IIS, which collects activity and throughput metrics for Web and FTP publishing services.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline Windows Interface Agent - .NET
Provider Part Number	CCSU13350153-A
Orderable Unit	Per License
Description	Sightline Agent for .NET, which collects activity and throughput metrics for Web and FTP publishing services.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline Windows Interface Agent – SQL Server
Provider Part Number	CCSU13350154-A
Orderable Unit	Per License
Description	Sightline Agent for SQL Server, which collects database and user activity metrics that show which activities most impact server performance
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sightline Windows Power Agent Up to 32 CPU's
Provider Part Number	CCSU13350155-A
Orderable Unit	Per License
Description	Sightline Agent for Windows
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – SMA Solutions – OpCon/xps EXEC LSAM, Group 3
Provider Part Number	CCSU13350156-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – SMA Solutions – OpCon/xps EXEC LSAM, Group 12
Provider Part Number	CCSU13350157-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – SMA Solutions – OpCon/xps EXEC LSAM Development, Group 2
Provider Part Number	CCSU13350158-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – SMA Solutions – OpCon/xps EXEC LSAM Development, Group 12
Provider Part Number	CCSU13350159-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – SMA Solutions – OpCon/xps Microsoft LSAM Midrange
Provider Part Number	CCSU17150954-A
Orderable Unit	Per License per Server
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_095

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – SMA Solutions – OpCon/xps Production SAM
Provider Part Number	CCSU13350160-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – SMA Solutions – OpCon/xps Starter Kit
Provider Part Number	CCSU13350161-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – SMA Solutions – OpCon/xps User Interface
Provider Part Number	CCSU13350162-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sybase Inc. – EAServer Deploy Advanced - Active
Provider Part Number	CCSU13350163-A
Orderable Unit	License
Description	EAServer integrates J2EE 1.4 and SOA support with C/C++, PowerBuilder and CORBA components, providing the best platform to uncover the economic value of existing systems while building next-generation applications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Sybase Inc. – EAServer Deploy Advanced - Passive
Provider Part Number	CCSU13350164-A
Orderable Unit	License
Description	EAServer integrates J2EE 1.4 and SOA support with C/C++, PowerBuilder and CORBA components, providing the best platform to uncover the economic value of existing systems while building next-generation applications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Tone Software DYNA-STEP
Provider Part Number	CCSU13350188-A
Orderable Unit	Per License
Description	DYNA-STEP automates dynamic allocation of STEPLIB and ISPF libraries to save time, reduce maintenance and save system resources
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Unicon LOUIS II LCOM Host Module
Provider Part Number	CCSU13350189-A
Orderable Unit	Per License
Description	An efficient, high performance information retrieval and analysis software package
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – LOUIS II Extract & Reporting Module
Provider Part Number	CCSU13350190-A
Orderable Unit	Per License
Description	Louis II is a high performance database gateway to standard Unisys OS 2200 mainframes. This tool provides a single product for data retrieval, reporting, ad hoc query, data extraction, and sorting.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – LOUIS II DERIVE Option
Provider Part Number	CCSU13350191-A
Orderable Unit	Per License
Description	An efficient, high performance information retrieval and analysis software package
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – LOUIS II DMS Interface
Provider Part Number	CCSU13350192-A
Orderable Unit	Per License
Description	An efficient, high performance information retrieval and analysis software package for use on Unisys DMS Data
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – LOUIS II RDMS Interface
Provider Part Number	CCSU13350193-A
Orderable Unit	Per License
Description	An efficient, high performance information retrieval and analysis software package for use on Unisys RDMS data.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – LOUIS II RELATE Option
Provider Part Number	CCSU13350194-A
Orderable Unit	Per License
Description	An efficient, high performance information retrieval and analysis software package
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Unisys – Clearpath Visual Integrated Development Environment (IDE)
Provider Part Number	CCSU17450983-A
Orderable Unit	Per 5-User License
Description	<p>The Unisys ClearPath Visual IDE (Integrated Development Environment) leverages the capabilities built into Microsoft® Visual Studio® to develop ClearPath® MCP and OS 2200 applications. Use of this tool can reduce the time needed to become productive ClearPath application developers, while making distributed applications more cost-efficient to develop.</p> <p>ClearPath Visual IDE is a plug-in for Microsoft Visual Studio that can be used to create projects, edit ClearPath Forward™ source files, and build solutions using the familiar Visual Studio interfaces. When combined with other Microsoft Visual Studio plug-ins, ClearPath Visual IDE enables a developer to use a single tool – Microsoft Visual Studio – to develop distributed applications having components running in different environments such as ClearPath MCP, ClearPath OS 2200, Agile Business Suite, ClearPath Forward ePortal, Microsoft Windows, and others. Using a single tool can enhance production and reduce software licensing and support costs.</p> <p>ClearPath Visual IDE enables the user to leverage the capabilities of Microsoft Visual Studio to perform these important ClearPath OS 2200 application development tasks:</p> <ul style="list-style-type: none"> • Create OS 2200 Projects • Create and Edit OS 2200 Source Files • Source Control • Build OS 2200 Applications and Libraries • Run OS 2200 Projects - demand programs or TIP transaction programs. <p>Unisys ClearPath Visual IDE supports these ClearPath OS 2200 languages and file formats: UCS COBOL, UCS C and ECL.</p>

SCHEDULE C.2 SERVICES CATALOG

Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_112

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – USPS – Correct Address
Provider Part Number	CCSU13350204-A
Orderable Unit	License
Description	CorrectAddress® allows you to verify address, city, state and ZIP Code™ data against the USPS® database.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Vandyke Technologies VShell Workgroup Server
Provider Part Number	CCSU13350195-A
Orderable Unit	Per License
Description	VShell server has a full range of capabilities that enable you to: <ul style="list-style-type: none"> • Provide strong, multi-protocol security for data in transit • Control user access to features and files • Set up and configure easily • Monitor and log events with automation support • Tune licensing to your requirements with connection-based editions
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – VEEAM nWorks ESX Monitoring for SCOM
Provider Part Number	CCSU13350196-A
Orderable Unit	Per License
Description	Veeam® Management Pack™ (MP) v6.5 leverages your Microsoft System Center investment to integrate VMware vSphere into app-to-metal management, including monitoring, reporting and capacity planning
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Veeam nWorks Management Pack for VMWare
Provider Part Number	CCSU13350197-A
Orderable Unit	Per License
Description	Veeam® Management Pack™ (MP) v6.5 leverages your Microsoft System Center investment to integrate VMware vSphere into app-to-metal management, including monitoring, reporting and capacity planning
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Western American Data – Rlist
Provider Part Number	CCSU15250710-A
Orderable Unit	Per Maintenance Renewal
Description	RLIST software provides the ability to read and/or dump files of any type onto a mainframe. The software vendor no longer maintains or supports this software so it will be maintained under reasonable and best effort terms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of Western American Data Rlist Software
Fulfillment Timeframe	Not applicable

Added per PACS_CCR_031

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – WinZip
Provider Part Number	CCSU13350202-A
Orderable Unit	Per License
Description	WinZip is a shareware file archiver and compressor for Windows, OS X, iOS and Android
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Xerox – Xerox DocuShare
Provider Part Number	CCSU13350208-A
Orderable Unit	License
Description	DocuShare is one of the most flexible, easy-to-use content management platforms on the market today. It manages a wide range of paper and digital content and automates your business processes so your organization’s, customers, constituents, and partners can efficiently access, share and process business critical information 24 x 7.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Third Party Software – Xtremesoft AppMetrics
Provider Part Number	CCSU13350203-A
Orderable Unit	Per License
Description	AppMetrics monitors the health, and diagnoses problems with applications on Windows
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

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Third Party Software – Commonwealth Supplied License, Vendor Supplied Maintenance

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Astadia, Inc. – XGEN
Provider Part Number	CCSU13350229-A
Orderable Unit	License
Description	XGen source code generator creates text output from structured text input. It is typically used as a Java Source code generator.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – CA 90's Services (freeware)
Provider Part Number	CCSI13350209-A
Orderable Unit	License
Description	CA-90s is Computer Associates package of common tools/interfaces to allow for a single OS layer with products on top of it, thus allowing better and easier porting of products. It contains, among other thing, LMP (License Management Support) to control licenses for products on a CPU, CAIRIM (CA Resource Initialization Manager) to load OS dependent hooks and CSA/ECSA modules, Docview to view online docs loaded from tape, and Activator (CA's user-friendly interface to product installation and maintenance).
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>Fully Managed, Managed Only, or Mainframe servers supporting each software installation.</p> <p>Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:</p> <p>Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS</p> <p>Limited to use by Department of Labor and Industry - Unemployment Compensation for a capacity of 280 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS</p>
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_084
 Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies –Vision Builder
Provider Part Number	CCSI13350210-A
Orderable Unit	License
Description	CA VISION:Builder provides a quick and easy way to perform batch database retrievals, updates and reports from a variety of databases, including DB2 for z/OS, IMS for z/OS, VSAM and Sequential. Retrieved data may be presented as formatted pages for hardcopy printing, HTML documents for viewing with a browser or CSV (Comma Separated Value) format for import into other tools for further analysis.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Easytrieve Plus
Provider Part Number	CCSI13350211-A
Orderable Unit	License
Description	With CA Easytrieve report generator, you can easily, rapidly and flexibly create and publish comprehensive reports to traditional report images and Web portals—from enterprise data sources across many enterprise platforms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Labor and Industry - Unemployment Compensation for a capacity of 280 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Easytrieve Plus MVS
Provider Part Number	CCSI13350212-A
Orderable Unit	License
Description	With CA Easytrieve report generator, you can easily, rapidly and flexibly create and publish comprehensive reports to traditional report images and Web portals—from enterprise data sources across many enterprise platforms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>Fully Managed, Managed Only, or Mainframe servers supporting each software installation.</p> <p>Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:</p> <p>Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS</p> <p>Limited to use by Department of Labor and Industry - Unemployment Compensation for a capacity of 280 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS</p>
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Easytrieve Plus IMS
Provider Part Number	CCSI13350213-A
Orderable Unit	License
Description	With CA Easytrieve report generator, you can easily, rapidly and flexibly create and publish comprehensive reports to traditional report images and Web portals—from enterprise data sources across many enterprise platforms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Easytrieve Plus IMS Option MVS
Provider Part Number	CCSI13350214-A
Orderable Unit	License
Description	With CA Easytrieve report generator, you can easily, rapidly and flexibly create and publish comprehensive reports to traditional report images and Web portals—from enterprise data sources across many enterprise platforms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Labor and Industry - Unemployment Compensation for a capacity of 280 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Easytrieve Plus DB2 OPT
Provider Part Number	CCSI13350215-A
Orderable Unit	License
Description	With CA Easytrieve report generator, you can easily, rapidly and flexibly create and publish comprehensive reports to traditional report images and Web portals—from enterprise data sources across many enterprise platforms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Easytrieve Plus DB2 Option MVS
Provider Part Number	CCSI13350216-A
Orderable Unit	License
Description	With CA Easytrieve report generator, you can easily, rapidly and flexibly create and publish comprehensive reports to traditional report images and Web portals—from enterprise data sources across many enterprise platforms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Labor and Industry - Unemployment Compensation for a capacity of 280 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Endeavor/MVS Automated Configuration Mgr MVS
Provider Part Number	CCSI13350217-A
Orderable Unit	License
Description	CA OPS/MVS® Event Management and Automation automatically responds to system events, and can detect problems before users are affected.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Labor and Industry - Unemployment Compensation for a capacity of 280 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Endeavor/MVS External Security Int. MVS
Provider Part Number	CCSI13350218-A
Orderable Unit	License
Description	The CA OPS/MVS External Security feature lets you manage your CA OPS/MVS resources. You simply define a set of resources to your security product and set CA OPS/MVS parameters.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Labor and Industry - Unemployment Compensation for a capacity of 280 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Endeavor/MVS MVS
Provider Part Number	CCSI13350219-A
Orderable Unit	License
Description	CA OPS/MVS® Event Management and Automation automatically responds to system events, and can detect problems before users are affected.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Labor and Industry - Unemployment Compensation for a capacity of 280 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Endeavor/MVS Extended Processor
Provider Part Number	CCSI13350220-A
Orderable Unit	License
Description	CA OPS/MVS® Event Management and Automation automatically responds to system events, and can detect problems before users are affected.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Labor and Industry - Unemployment Compensation for a capacity of 280 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – CA-Librarian
Provider Part Number	CCSI13350221-A
Orderable Unit	License
Description	CA Librarian provides general-purpose library management services for mainframe environments. Its Change Control Facility (CCF) provides automated control features and procedures for manipulation of these libraries.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – CA-META COBOL
Provider Part Number	CCSI13350222-A
Orderable Unit	License
Description	COBOL pre-processor designed to enhance COBOL performance, and ease COBOL programming with additional functionality.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Panvalet
Provider Part Number	CCSI13350223-A
Orderable Unit	License
Description	Revision control and source code management system for mainframe computers such as the IBM System z and IBM System/370 running the z/OS and z/VSE operating systems.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – Panvalet ISPF
Provider Part Number	CCSI13350224-A
Orderable Unit	License
Description	The CA Panvalet Option for ISPF retains the advantages of the CA Panvalet library and provides the controls, information, and security of the original batch system in the online programming environment. The direct interface between IBM ISPF/PDF and the CA Panvalet library lets you perform online browse, edit, and utility functions on members in CA Panvalet libraries..
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – SORT (INCL DART)
Provider Part Number	CCSI13350225-A
Orderable Unit	License
Description	Simplify processing, reduce the potential for errors and enhance productivity with the ability to convert, select, sort and merge data in a single operation.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – CA Technologies – SRAM
Provider Part Number	CCSI13350226-A
Orderable Unit	License
Description	CA SRAM for z/os and z/vse is a callable, multi-output sort utility that provides an easy way to organize data into several defined sequences from within your applications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Direct Computer Resources, Inc. – DataVantage®
Provider Part Number	CCSI15150579-A
Orderable Unit	Per one (1) software license renewal
Description	License and support for Direct ComputerResources DataVantage for IMS for DOT at Exhibit B.1 capacity for DOT (1000 MIPS).
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of DataVantage® software per agency/LPAR. z/OS processing capacity up to 1000 MIPS
Fulfillment Timeframe	30 Business Days

Revised per PACS_CCR_040

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Formula Consultants Inc. – STAR-1100
Provider Part Number	CCSU13350228-A
Orderable Unit	License
Description	STAR-1100 (System for Tape Administration and Reporting) is a complete software system for managing tape resources for Unisys 2200 Series and ClearPath HMP/IX mainframe computers
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – HelpSystems, LLC – Robot SCHEDULE
Provider Part Number	CCSI13350043-A
Orderable Unit	Per one (1) software license renewal
Description	Robot SCHEDULE is easy-to-use, powerful, job scheduling software for Power Systems running IBM i (System i, iSeries, AS/400).
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing use of HelpSystems Robot SCHEDULE software per LPAR Existing use of IBM System i (iSeries, AS/400) environment.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica Change DataMove for DB2 Source
Provider Part Number	CCSI13350230-A
Orderable Unit	License
Description	Database-agnostic, real-time transaction replication software that’s highly scalable, reliable, and nondisruptive to the performance of operational source systems
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica DataMove for DB2 Source
Provider Part Number	CCSI13350231-A
Orderable Unit	License
Description	Database-agnostic, real-time transaction replication software that’s highly scalable, reliable, and nondisruptive to the performance of operational source systems
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica Change DataMove
Provider Part Number	CCSI13350232-A
Orderable Unit	License
Description	Database-agnostic, real-time transaction replication software that’s highly scalable, reliable, and nondisruptive to the performance of operational source systems
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica DataMove for IMS Source
Provider Part Number	CCSI13350233-A
Orderable Unit	License
Description	Database-agnostic, real-time transaction replication software that’s highly scalable, reliable, and nondisruptive to the performance of operational source systems
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica Change DataMove for IMS Source
Provider Part Number	CCSI13350234-A
Orderable Unit	License
Description	Database-agnostic, real-time transaction replication software that’s highly scalable, reliable, and nondisruptive to the performance of operational source systems
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica DataMove
Provider Part Number	CCSI13350235-A
Orderable Unit	License
Description	Database-agnostic, real-time transaction replication software that’s highly scalable, reliable, and nondisruptive to the performance of operational source systems
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica Change DataMove DB2 Target
Provider Part Number	CCSI13350236-A
Orderable Unit	License
Description	Database-agnostic, real-time transaction replication software that’s highly scalable, reliable, and nondisruptive to the performance of operational source systems
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica DataMove DB2 Target
Provider Part Number	CCSI13350237-A
Orderable Unit	License
Description	Database-agnostic, real-time transaction replication software that’s highly scalable, reliable, and nondisruptive to the performance of operational source systems.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica Change DataMove/Data Move Target for UDB
Provider Part Number	CCSI13350238-A
Orderable Unit	License
Description	Database-agnostic, real-time transaction replication software that’s highly scalable, reliable, and nondisruptive to the performance of operational source systems
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by Department of Revenue for a capacity of 566 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Informatica Corporation – SSA-NAME3
Provider Part Number	CCSU13350239-A
Orderable Unit	License
Description	System development kit that enables organizations to build business application programs to search and match records about people, companies, addresses, products and other naming data
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited for a capacity of 566 MIPS of IBM Mainframe total capacity of 2130 MIPS.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – KMSYS Worldwide, Inc. – IQU PLUS-1
Provider Part Number	CCSU13350240-A
Orderable Unit	License
Description	I-QU PLUS-1 is a high level, multi-mode database manipulation processor
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – KMSYS Worldwide, Inc. – I-QU ReorgComposer
Provider Part Number	CCSU13350241-A
Orderable Unit	License
Description	Automatically generates database reorganization code.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – KMSYS Worldwide, Inc. – QPLXSS
Provider Part Number	CCSU13350242-A
Orderable Unit	License
Description	Software providing concurrent QPlex Server Sessions.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – KMSYS Worldwide, Inc. – QPLXSV
Provider Part Number	CCSU13350243-A
Orderable Unit	License
Description	QPLEX Management Server
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – KMSYS Worldwide, Inc. – QPLXV
Provider Part Number	CCSU13350244-A
Orderable Unit	License
Description	QPLEX View - Server Software that manages the QPLEX web interface
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Microsoft Corporation – Microsoft SQL Server Enterprise Edition
Provider Part Number	CCSU13350246-A
Orderable Unit	License
Description	Database Software. The premium offering, SQL Server 2012 Enterprise delivers comprehensive high-end datacenter capabilities for demanding database and business intelligence requirements.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Pitney Bowes Inc. - CODE-1 Plus (Production / Test / Development)
Provider Part Number	CSSU15350727-A
Orderable Unit	Per Maintenance Renewal
Description	CODE-1 Plus validates, corrects, and standardizes customer address data. This includes software maintenance only on one (1) production and one (1) test/development license and covers up to sixteen (16) processor cores per environment. The software maintenance also provides access to the Pitney Bowes US Postal Database at no additional charge.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Existing license and use of Pitney Bowes CODE-1 Plus software.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_043

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software –SAS Base SAS
Provider Part Number	CCSI13350247-A
Orderable Unit	License
Description	Flexible and extensible fourth-generation programming language designed for data access, transformation and reporting
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>Fully Managed, Managed Only, or Mainframe servers supporting each software installation.</p> <p>Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:</p>
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SAS/ACCESS Interface for IMS
Provider Part Number	CCSI13350248-A
Orderable Unit	License
Description	SAS/ACCESS is an out-of-the-box solution for native integration between SAS and third-party databases
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>Fully Managed, Managed Only, or Mainframe servers supporting each software installation.</p> <p>Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:</p>
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SAS/ACCESS DB2
Provider Part Number	CCSI13350249-A
Orderable Unit	License
Description	SAS/ACCESS is an out-of-the-box solution for native integration between SAS and third-party databases
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>Fully Managed, Managed Only, or Mainframe servers supporting each software installation.</p> <p>Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:</p>
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SAS/AF
Provider Part Number	CCSI13350250-A
Orderable Unit	License
Description	SAS/AF is a development environment that enables you to create portable, point-and-click applications. You can build much of your application visually, using drag-and-drop components, and because SAS/AF applications are stored in SAS catalogs, they are portable to all SAS software platforms.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SAS/FSP
Provider Part Number	CCSI13350251-A
Orderable Unit	License
Description	<p>SAS/FSP software performs the following tasks:</p> <ul style="list-style-type: none"> • browse and edit the contents of SAS data sets • enter data into existing SAS data sets • create new SAS data sets • browse and edit SAS data views created with SAS/ACCESS software • browse SAS data views created with the SQL procedure in Base SAS software • create, edit, and print form letters and reports • build and customize end-user applications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	<p>Fully Managed, Managed Only, or Mainframe servers supporting each software installation.</p> <p>Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:</p>
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SAS/GRAPH
Provider Part Number	CCSI13350252-A
Orderable Unit	License
Description	SAS/GRAPH software creates and delivers accurate, high-impact visuals that enable decision makers to gain a quick understanding of critical business issues.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SAS/SHARE
Provider Part Number	CCSI13350253-A
Orderable Unit	License
Description	SAS/SHARE software is a data server that allows multiple users to gain simultaneous access to SAS files without having to use separate SAS/CONNECT remote logins for each user.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SAS/STAT
Provider Part Number	CCSI13350254-A
Orderable Unit	License
Description	SAS/STAT software enables you to evaluate data from a variety of sources, including clinical trials, marketing databases, health surveys, customer preference studies, stock market research, and so on.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation. Limited to use by PennDOT for a capacity of 1000 MIPS of DPH IBM Mainframe total capacity of 2130 MIPS:
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Hybrid Third Party Software – Silver Bay PDF417
Provider Part Number	CCSI15150580-A
Orderable Unit	Per one (1) software license renewal
Description	Encoder and Printer maintenance and support for Silver Bay PDF417 as Hybrid Third Party Software.
Service Customers / Users	Department of Transportation
Service Prerequisites	Existing use of PDF417, provided for the Department of Transportation only, configured at 1000 MIPS maximum.
Fulfillment Timeframe	30 Business Days

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SMA Solutions – OpCon/xps EXEC LSAM, Group 3
Provider Part Number	CCSU13350256-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SMA Solutions – OpCon/xps EXEC LSAM, Group 8
Provider Part Number	CCSU13350257-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SMA Solutions – OpCon/xps EXEC LSAM, Group 14
Provider Part Number	CCSU13350258-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SMA Solutions – OpCon/xps Microsoft LSAM
Provider Part Number	CCSU13350259-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – SMA Solutions – OpCon/xps User Interface
Provider Part Number	CCSU13350260-A
Orderable Unit	License
Description	OpCon/xps automates workflows and schedules.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Sybase Inc. – EAServer Deploy Advanced - Active
Provider Part Number	CCSU13350261-A
Orderable Unit	License
Description	EAServer integrates J2EE 1.4 and SOA support with C/C++, PowerBuilder and CORBA components, providing the best platform to uncover the economic value of existing systems while building next-generation applications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Sybase Inc. – EAServer Deploy Advanced - Passive
Provider Part Number	CCSU13350262-A
Orderable Unit	License
Description	EAServer integrates J2EE 1.4 and SOA support with C/C++, PowerBuilder and CORBA components, providing the best platform to uncover the economic value of existing systems while building next-generation applications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Symantec Corporation – Secure Site Pro SSL
Provider Part Number	CCSU13350270-A
Orderable Unit	License
Description	This website security solution features true 128-bit encryption, the Norton Secured Seal, and vulnerability assessment and website malware scanning to help you take action against critical website weaknesses.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

Revised per PACS_CCR_002

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – TriTune Automation Component (APC)
Provider Part Number	CCSI13350263-A
Orderable Unit	License
Description	TriTune® by TRILOGexpert is the most advanced solution for determining and correcting application inefficiencies for large scale z/OS environments. TriTune quickly locates the problems in application coding, providing faster response times and lower CPU consumption.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unicon Group Ltd. – LOUISII Database Gateway
Provider Part Number	CCSU13350264-A
Orderable Unit	License
Description	An efficient, high performance information retrieval and analysis software package for use on Unisys non-database data.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unicon Group Ltd. – LOUISII DMS Interface
Provider Part Number	CCSU13350265-A
Orderable Unit	License
Description	An efficient, high performance information retrieval and analysis software package for use on Unisys DMS data.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unicon Group Ltd. – LOUISII Extract & Reporting Module
Provider Part Number	CCSU13350266-A
Orderable Unit	License
Description	Louis II is a high performance database gateway to standard Unisys OS 2200 mainframes. This tool provides a single product for data retrieval, reporting, ad hoc query, data extraction, and sorting.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unicon Group Ltd. – LOUISII LCOM Host Module
Provider Part Number	CCSU13350267-A
Orderable Unit	License
Description	LCOM is the interface between ViewFinder/ds and LOUISII. When you decide to run a query, ViewFinder calls the LCOM processor. LCOM will then upload the query syntax, add the appropriate commands to initiate query execution, and execute the query.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unicon Group Ltd. – LOUISII Mapper Interface
Provider Part Number	CCSU13350268-A
Orderable Unit	License
Description	An efficient, high performance information retrieval and analysis software package for use on Unisys Mapper data.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unicon Group Ltd. – LOUISII RDMS Interface
Provider Part Number	CCSU13350269-A
Orderable Unit	License
Description	An efficient, high performance information retrieval and analysis software package for use on Unisys RDMS data.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage Client Work Manager (Unisys Style IF500-STD)
Provider Part Number	CCSU18251029-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the existing 217 licenses. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>A Client Work Manager (CWM) license is for InfoImage user workstation software installed on a Windows Workstation, providing access to documents and folders through the InfoImage workflow and file cabinet.</p> <p>CWM enables users to scan, process, and route work. CWM includes Scan Manager Basic Edition that provides basic image capture functionality.</p>
Service Customers / Users	Public School Employees' Retirement System only
Service Prerequisites	Existing InfoImage Client Work Manager license and current maintenance agreement
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage Client API (Unisys Style IF502-API)
Provider Part Number	CCSU18251030-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the existing 104 licenses. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>Client API software can be used to build a Unisys InfoImage integrated desktop environment. It contains a Kernel that handles calls to the application programming interface (API) and a user interface. The API is a collection of 32-bit multi-threaded functions implemented as a Dynamic Link Library (DLL) that can be called from a program that supplies a desktop or the equivalent.</p> <p>Custom workstations can be developed with the Client API to retrieve documents or folders from workflow or the File Cabinet, display document images, modify their form data, and route them. In this way, workstation software can be streamlined for particular production tasks. Users can also create custom modules that are installed on an image server or elsewhere, and automate tasks that do not require user interaction.</p>
Service Customers / Users	Public School Employees' Retirement System only
Service Prerequisites	Existing InfoImage Client API license and current maintenance agreement
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage CAS Manager to 10TB (Unisys Style IF510-CAS)
Provider Part Number	CCSU18251031-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the single existing license. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>CAS Manager Server is a Unisys InfoImage software component that provides the ability to store work items on an EMC Centera or EMC Elastic Cloud Storage (ECS) storage subsystem. IF510-CAS is used with EMC Centera or ECS units containing up to 10TB usable storage.</p> <p>CAS Manager is used in conjunction with the Catalog, which keeps track of the location of all work items.</p> <p>The license is based upon the usable storage required for a logical InfoImage Enterprise. Implementation may be multi-server or multi-domain.</p> <p>If additional usable storage beyond the IF510-CAS limit of 10TB is required, additional storage can be achieved by ordering one (1) IF511-ADD for each additional 10TB of usable ECM Centera storage required (RU will be added to the PACS service catalog at time needed).</p>
Service Customers / Users	Public School Employees' Retirement System only
Service Prerequisites	Existing InfoImage CAS Manager license and current maintenance agreement
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage Storage Manager Server (Unisys Style IF535-SM)
Provider Part Number	CCSU18251032-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the single existing license. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>Storage Manager Server is a Unisys InfoImage software component that provides the ability to store work items on an NTFS file system and retrieve them to a domain at the request of an InfoImage client.</p> <p>Storage Manager is used in conjunction with the Catalog, which keeps track of the location of all work items.</p>
Service Customers / Users	Public School Employees' Retirement System only
Service Prerequisites	Existing InfoImage Storage Manager license and current maintenance agreement
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage Relational Catalog to 4ARC+ (Unisys Style IF580-RL)
Provider Part Number	CCSU18251033-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the single existing license for an InfoImage UeWI domain with four (4) or more attached CAS Managers or Storage Manager Servers. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>Relational Catalog (REL), also referred to as Relational Locator, is a Unisys InfoImage software component responsible for keeping track of the physical addresses of all archived work items. This software requires database services of a supported database management system to issue retrieval commands to the appropriate image CAS Manager (IF510-CAS) or Storage Manager Server (IF535-SM).</p> <p>Each work item has a location record that maps it to a physical address comprised of the archive server location and optical platter location. The Relational Catalog works in conjunction with the database management system to issue retrieval commands to the appropriate archive server. To retrieve a work item from an archive, the server first searches for it in the Catalog. Then, using the returned information about the physical address, the server issues a retrieval command to the appropriate archive.</p>
Service Customers / Users	<p>Public School Employees' Retirement System only</p> <p>Customer provided Database Management System</p>
Service Prerequisites	Existing InfoImage REL Catalog license and current maintenance agreement
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage Relational Catalog to 3ARC (Unisys Style IF581-RLB)
Provider Part Number	CCSU18251034-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the single existing license for an InfoImage UeWI domain with up to three (3) attached CAS Managers or Storage Manager Servers. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>Relational Catalog (REL), also referred to as Relational Locator, is a Unisys InfoImage software component responsible for keeping track of the physical addresses of all archived work items. This software requires database services of a supported database management system to issue retrieval commands to the appropriate image CAS Manager (IF510-CAS) or Storage Manager Server (IF535-SM).</p> <p>Each work item has a location record that maps it to a physical address comprised of the archive server location and optical platter location. The Relational Catalog works in conjunction with the database management system to issue retrieval commands to the appropriate archive server. To retrieve a work item from an archive, the server first searches for it in the Catalog. Then, using the returned information about the physical address, the server issues a retrieval command to the appropriate archive.</p>
Service Customers / Users	Public School Employees' Retirement System only
Service Prerequisites	<p>Existing InfoImage REL Catalog license and current maintenance agreement</p> <p>Customer provided Database Management System</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage IIF ENT ADM 21U+ (Unisys Style IF851-IEA)
Provider Part Number	CCSU18251035-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the existing 3 licenses. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>InfoImage Enterprise Administrator (IEA) is a required Unisys InfoImage software component that serves as host to a variety of administrative tools. Two of these tools, the Administration and Operations Consoles, provide a central point of access where users can communicate with domain subsystems in multiple InfoImage domains while maintaining an enterprise level database. IEA provides the capability to start and stop servers, monitor and manage workflow, view log and debug information, and perform other administrative and operational tasks with emphasis on security and workflow administration.</p> <p>This style also packages the IEA API component which is a new scripting interface to IEA. This high level programming interface exposes certain IEA functionality via a Windows service (WFC) using XML inputs and outputs. Features include batch/bulk operations and the creation of jobs that run unattended scheduled.</p>
Service Customers / Users	Public School Employees' Retirement System only
Service Prerequisites	Existing InfoImage Enterprise Administrator license and current maintenance agreement
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage Work Manager Client 1-50 Users (Unisys Style IF5000-IWM)
Provider Part Number	CCSU18251036-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the single existing license. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>InfoImage Work Manager (IWM) is a fully functional Enterprise Content Management browser-based client for Unisys InfoImage that provides full InfoImage user and content access via the user desktop, the workflow inbox and File Cabinet queries. IWM users require and consume a user license. The same end-user may access the system by any of the licensed InfoImage clients.</p> <p>IWM installs as a collection of portlets within a LifeRay Portal (freeware that can be obtained by the customer), supported as a standard and recommended end-user interface for InfoImage. This style also includes the InfoImage Standard Web Services which provides access to the system from LifeRay. However, this IWM style does not include the right to access InfoImage using the web services for other purposes.</p>
Service Customers / Users	Public School Employees' Retirement System only
Service Prerequisites	<p>Existing InfoImage Work Manager Client 1-50 users license and current maintenance agreement</p> <p>Recommended LifeRay Portal software</p>
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage Rapid Batch Entry (Unisys Style IF5000-RBE)
Provider Part Number	CCSU18251037-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the existing 2 licenses. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>Rapid Batch Entry (RBE) takes groups of computer image, PDF or MS Office files from a file folder, along with associated data, and imports as batches of documents into a Unisys InfoImage server.</p>
Service Customers / Users	Public School Employees' Retirement System only
Service Prerequisites	Existing InfoImage Rapid Batch Entry license and current maintenance agreement.
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Unisys – InfoImage IMG & WF SVR 50U (Unisys Style IF5050-IS)
Provider Part Number	CCSU18251038-A
Orderable Unit	Per Annual License Renewal (Onetime Payment each July)
Description	<p>This RU is for the software license maintenance renewal of the single existing license. It includes software maintenance upgrades, software license management and 9x5 support services.</p> <p>InfoImage Workflow & Imaging Server software provides services to the workstations, including the workflow support required for an image-enabled transaction processing system. The InfoImage server maintains a cache of work items in the workflow and the databases containing information about each document and folder in the domain. Includes Workflow Designer that manages the automated transfer of documents using predefined work steps and queues.</p> <p>Order quantity of one for InfoImage domains in blocks of 50 users/clients.</p>
Service Customers / Users	Public School Employees' Retirement System only
Service Prerequisites	Existing InfoImage IMG & WF license and current maintenance agreement
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_120


SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Hybrid Third Party Software – Winzip Computing, S.L. – Winzip Self-Extractor 10-user license
Provider Part Number	CCSU13350272-A
Orderable Unit	License
Description	WinZip® Self-Extractor creates self-extracting Zip files
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	Fully Managed, Managed Only, or Mainframe servers supporting each software installation.
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_040

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Additional Technical Resources

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Services – IBM Mainframe Third Party Software Specialist – Installation & Software Updates
Provider Part Number	CCSI16450940-A
Orderable Unit	Per Hour
Description	<p>The IBM Mainframe 3rd Party Software Specialist has expertise in a wide range of 3rd party software and will assist in the installation and software updates of the 3rd party software per the Joint Responsibility Matrix below.</p> <div style="text-align: center;">  <p>Agency-owned Third Party Software JRM.xl</p> </div> <p>Exclusions:</p> <ul style="list-style-type: none"> • 3rd Party Software Vendor relationship including break/fix, license, and license keys • License management
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau; unless otherwise noted.
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_089

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Infrastructure (mainframe, mid-range and x86) Architects/Engineers
Provider Part Number	CCSZ13360001-A
Orderable Unit	Per Hour
Description	The Infrastructure Architect will be responsible for providing architectural direction and leadership to implementation and support teams, as well as conceptualizing, designing, guiding and enabling the construction and implementation of IT infrastructure solutions.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Microsoft Product Specialist 1 (e.g. Exchange, SharePoint)
Provider Part Number	CCSZ14360005-A
Orderable Unit	Per Hour
Description	The Microsoft Product Specialist is responsible for helping to design, plan, and implement and support Microsoft Products such as Exchange and Sharepoint. The Specialist is a SME on Microsoft Products with 1-2 years of experience
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Microsoft Product Specialist 2 (e.g. Exchange, SharePoint)
Provider Part Number	CCSZ14360009-A
Orderable Unit	Per Hour
Description	The Microsoft Product Specialist is responsible for helping to design, plan, and implement and support Microsoft Products such as Exchange and Sharepoint. The Specialist is a SME on Microsoft Products with 3-5 years of experience and holds at least one Microsoft Product Certification.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Microsoft Product Specialist 3 (e.g. Exchange, SharePoint)
Provider Part Number	CCSZ14360008-A
Orderable Unit	Per Hour
Description	The Microsoft Product Specialist is responsible for helping to design, plan, and implement and support Microsoft Products such as Exchange and Sharepoint. The Specialist is a SME on Microsoft Products with 5-7 years of experience and holds at least two Microsoft Product Certifications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Microsoft Product Specialist 4 (e.g. Exchange, SharePoint)
Provider Part Number	CCSZ13360002-A
Orderable Unit	Per Hour
Description	The Microsoft Product Specialist is responsible for helping to design, plan, and implement and support Microsoft Products such as Exchange and Sharepoint. The Specialist is a SME on Microsoft Products with 7-10 years of experience and holds a MCSE Certification.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Basis and SAP Oracle support
Provider Part Number	CCSD13360003-A
Orderable Unit	Per Hour
Description	The Basis and SAP Oracle support resource provides support and expertise to the agency.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Performance Specialists
Provider Part Number	CCSZ13360004-A
Orderable Unit	Per Hour
Description	The Performance Specialist is responsible for helping diagnose areas that are not optimized for performance or are underperforming. The Specialists have expertise that span across multiple areas of the data center.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Mainframe Systems Programmers
Provider Part Number	CCSZ13360005-A
Orderable Unit	Per Hour
Description	The Mainframe System Programmer works to maintain, install, document and customize the mainframe operating system and installed software
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Batch Administrators
Provider Part Number	CCSZ13360006-A
Orderable Unit	Per Hour
Description	The Batch Administrator reviews, analyzes and recommends changes to computer production job requests, production calendars, and new program and system documentation as well as schedules, stages and runs production job requests for various mainframe and client server computer systems.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - 3rd Party Software Product Specialist 1
Provider Part Number	CCSZ14360002-A
Orderable Unit	Per Hour
Description	The 3 rd Party Software Specialist has expertise in a wide range of 3 rd party software and will assist in the selection, installation, and customization of the 3 rd party software. The Specialist can also provide auditing of existing software to ensure licensing compliance. The Specialist has 1-3 years of experience as a 3 rd Party Software Product Specialist.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - 3rd Party Software Product Specialist 2
Provider Part Number	CCSZ143600012-A
Orderable Unit	Per Hour
Description	The 3 rd Party Software Specialist has expertise in a wide range of 3 rd party software and will assist in the selection, installation, and customization of the 3 rd party software. The Specialist can also provide auditing of existing software to ensure licensing compliance. The Specialist has 3-5 years of experience as a 3 rd Party Software Product Specialist and holds at least one product certification.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - 3rd Party Software Product Specialist 3
Provider Part Number	CCSZ14360006-A
Orderable Unit	Per Hour
Description	The 3 rd Party Software Specialist has expertise in a wide range of 3 rd party software and will assist in the selection, installation, and customization of the 3 rd party software. The Specialist can also provide auditing of existing software to ensure licensing compliance. The Specialist has 5-7 years of experience as a 3 rd Party Software Product Specialist and holds at least two product certifications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - 3rd Party Software Product Specialist 4
Provider Part Number	CCSZ13360007-A
Orderable Unit	Per Hour
Description	The 3 rd Party Software Specialist has expertise in a wide range of 3 rd party software and will assist in the selection, installation, and customization of the 3 rd party software. The Specialist can also provide auditing of existing software to ensure licensing compliance. The Specialist has 7-10 years of experience as a 3 rd Party Software Product Specialist and holds at least two product certifications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - 3rd Party Software Product Specialist 5
Provider Part Number	CCSZ14360011-A
Orderable Unit	Per Hour
Description	The 3 rd Party Software Specialist has expertise in a wide range of 3 rd party software and will assist in the selection, installation, and customization of the 3 rd party software. The Specialist can also provide auditing of existing software to ensure licensing compliance. The Specialist has more than 10 years of experience as a 3 rd Party Software Product Specialist and holds at least three product certifications.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - System Administrator (Windows, AIX, Linux)
Provider Part Number	CCSZ13360008-A
Orderable Unit	Per Hour
Description	System Administrators are responsible for maintaining computer systems including server management, installation, maintainance, backup and upgrade of servers. System administrators will also perform light programming (usually scripting, which involves writing programs to automate tasks, e.g. Powershell).
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - System Administrator (Middleware Support) 1
Provider Part Number	CCSZ13360009-A
Orderable Unit	Per Hour
Description	The Middleware Administrator will design, develop, and support application solutions which incorporate Middleware software. They design, develop, and re-engineer highly complex application components and integrate software packages, programs, and reusable objects residing on multiple platforms. The System Administrator has 1-3 years of experience as a Middleware Administrator.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - System Administrator 2 (Middleware Support)
Provider Part Number	CCSZ14360001-A
Orderable Unit	Per Hour
Description	The Middleware Administrator will design, develop, and support application solutions which incorporate Middleware software. They design, develop, and re-engineer highly complex application components and integrate software packages, programs, and reusable objects residing on multiple platforms. The System Administrator has 3-5 years of experience as a Middleware Administrator.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Storage Administrator
Provider Part Number	CCSZ13360010-A
Orderable Unit	Per Hour
Description	The Storage Administrator is responsible for the day-to-day support of Storage Administration. The Storage Administrator supports SAN Storage and works in tandem with Server Administrators.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources – Help Desk Systems Support Analyst 2
Provider Part Number	CCSZ15470828-A
Orderable Unit	Per Hour
Description	<p>The Pennsylvania Compute Services (PACS) Help Desk Systems Support Analyst 2 will monitor e-mail alerts received and respond to critical alerts. The specific checklists provided by EDC on each alert will be followed to validate if the Critical Alert is real or a false positive. If the critical alert is real, the PACS Help Desk Systems Support Analyst 2 will contact (phone) the EDC on-call technical staff to address the issue. If PACS Help Desk Systems Support Analyst 2 continues to receive critical alerts after 30 minutes, PACS Help Desk Systems Support Analyst 2 will escalate the issue to the EDC Service Delivery Manager.</p> <p>Assumptions:</p> <ul style="list-style-type: none"> • EDC staff will train the PACS Help Desk Systems Support Analyst 2 group on the following but not limited to: <ul style="list-style-type: none"> • CoPA ServiceNow integration • Process to validate false positives • Call escalation process • Server scripts to determine alert validity are developed, tested, and deployed by EDC staff. • E-mail alerts will be directed to a common Unisys email account for monitoring. • Access credentials will be provided for access to EDC SCOM system and all EDC servers. • No physical access to EDC facilities is required. • Scope of monitoring and incident escalation will be limited to response to email messages received. • PACS Help Desk Systems Support Analyst 2 monitoring support will be provided for the OA EDC environment. • OA is responsible for agency communications relative to critical alerts and incident and problem management.
Service Customers / Users	Office of Administration Enterprise Data Center

SCHEDULE C.2 SERVICES CATALOG

Service Prerequisites	None
Fulfillment Timeframe	N/A

Added per PACS_CCR_062

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Data Backup Administrator
Provider Part Number	CCSZ13360011-A
Orderable Unit	Per Hour
Description	The Data Backup Administrator performs daily backup and restore administration, maintenance, troubleshooting and monitoring functions.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Database Administrator 1
Provider Part Number	CCSZ14360010-A
Orderable Unit	Per Hour
Description	The Database Administrator performs installation, customization and support of the database application and the design of the database structures. The Database Administrator has 1-2 years of experience as a DBA.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Database Administrator 2
Provider Part Number	CCSZ14360007-A
Orderable Unit	Per Hour
Description	The Database Administrator performs installation, customization and support of the database application and the design of the database structures. The Database Administrator has 3-5 years of experience as a DBA.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Database Administrator 3
Provider Part Number	CCSZ13360012-A
Orderable Unit	Per Hour
Description	The Database Administrator performs installation, customization and support of the database application and the design of the database structures. The Database Administrator has 5-7 years of experience as a DBA and holds a database certification.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Database Administrator (Unisys Mainframe)
Provider Part Number	CCSZ14360003-A
Orderable Unit	Per Hour
Description	The Database Administrator performs installation, customization and support of the database application and the design of the database structures on Unisys Mainframes.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Database Architect 2
Provider Part Number	CCSZ13360013-A
Orderable Unit	Per Hour
Description	The Database Architect is responsible for designing/architecting/modeling databases; creating/turning stored procedures, triggers, indexes, functions and other database constraints; replicating/synchronizing databases in disconnected/reconnected environments. In addition, the Database Architect will also be responsible for developing and implementing the data architecture which includes gathering data requirements, developing the data architecture design, developing the logical data models, implementing the physical data models, and capturing metadata. Incumbent should have 3-5 years of experience.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_061

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Database Analyst 2
Provider Part Number	CCSZ13360014-A
Orderable Unit	Per Hour
Description	The database analyst performs the analysis and design of database structures. Incumbent should have 3-5 years of experience.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_061

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Project Management Support
Provider Part Number	CCSZ13360015-A
Orderable Unit	Per Hour
Description	The Project Management Administrator will provide direct support to Project Managers by updating project plans, creating and distributing project and meeting notes, and general support of the PM.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Network Administrator
Provider Part Number	CCSZ13360016-A
Orderable Unit	Per Hour
Description	The Network Administrator prepares plans and architectural drawings of LANs and WANs including such components as computer hardware, gateways, bridges, modems, monitors and other peripherals and all necessary software as well as managing, installing, evaluating and maintaining LANs and WANs according to the plans prepared.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Facilities Administrator
Provider Part Number	CCSZ13360017-A
Orderable Unit	Per Hour
Description	The Facilities Administrator maintains the Data Center buildings and ground, as well working to prioritize, perform and oversee tasks related to HVAC, electrical, plumbing, security, environmental, safety, custodial and event coordination and plan, coordinate, and accomplish facility projects.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Security Administrator
Provider Part Number	CCSZ13360018-A
Orderable Unit	Per Hour
Description	The Security Administrator is responsible for maintaining, auditing and protecting company's technical infrastructure and resources.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Security Architect 2
Provider Part Number	CCSZ13360019-A
Orderable Unit	Per Hour
Description	The Security Architect has expertise in information technology security including the design, implementation and operation of Information Technology solutions in order to improve the ability of the organization to protect the confidentiality, availability and integrity of its information assets. Incumbent should have 3-5 years of experience.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_061

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Security Analyst 2
Provider Part Number	CCSZ13360020-A
Orderable Unit	Per Hour
Description	The IT Security Analyst is responsible for implementing security procedures and methods necessary to ensure the safety of information systems and to protect the system from intentional (unauthorized) or accidental (inadvertent) access or destruction. Incumbent should have 3-5 years of experience.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Revised per PACS_CCR_061

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Asset Management Administrator
Provider Part Number	CCSZ13360021-A
Orderable Unit	Per Hour
Description	The Asset Management Adminstator oversees assets that are owned, leased and subleased by an organization as well as asset acquisition.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Quality Assurance Support
Provider Part Number	CCSZ13360022-A
Orderable Unit	Per Hour
Description	The Quality Assurance Analyst is responsible for quality management activities related to the development and support of products and services.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Remedy Support Specialist
Provider Part Number	CCSZ13360023-A
Orderable Unit	Per Hour
Description	The Remedy Support Specialist will be involved in the software and systems engineering, development, integration, testing, life-cycle support, and technical services that are needed to support the BMC Remedy Enterprise infrastructure for the Information Technology Service Management (ITSM)
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - IT Service Continuity Specialist
Provider Part Number	CCSZ13360024-A
Orderable Unit	Per Hour
Description	The IT continuity Specialist performs contingency planning consulting within the information processing industry.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources - Performance Specialist 1
Provider Part Number	CCSZ14360004-A
Orderable Unit	Per Hour
Description	The Performance Specialist is responsible for helping diagnose areas that are not optimized for performance or are underperforming. The Specialists have 1-3 years of expertise that span across multiple areas of the data center.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_004

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources – Senior Technology Consultant 1 - Unisys 2200 Database Support
Provider Part Number	CCSZ15360768-A
Orderable Unit	Per Hour
Description	This position provides support for the Unisys ClearPath OS2200 hierarchical and relational databases. This individual is also called upon to work on issues related to the synchronization of Agency’s open systems (Oracle and SQL Server) databases with Agency’s existing Unisys ClearPath OS2200 hierarchical and relational databases. This individual also provides database integrity services to ensure proper database back-ups exist and that database recoveries are successful.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	60 Business Days

Added per PACS_CCR_047

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources – Senior Technology Consultant 2 - Windows Servers and Advanced Networking
Provider Part Number	CCSZ15360769-A
Orderable Unit	Per Hour
Description	This position provides support for the Windows-based servers from a systems and application perspective so the server functions properly to handle the application workload and integrates with other server, application, security, and database components of the IT infrastructure. This individual provides support for Microsoft server-based software that Agency’s applications are built upon, like IIS, BizTalk, Team Foundation Server, as a few examples. This individual also architects, implements, and supports advanced networking for the Agency’s applications to provide access and meet security requirements for its diverse Agency and business partner user community.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	60 Business Days

Added per PACS_CCR_047

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources – Senior Systems Architect and Project Manager 4 - Mainframe, Windows
Provider Part Number	CCSZ15360770-A
Orderable Unit	Per Hour
Description	This position delivers services to the Agency’s senior IT management team focused on the Unisys OS2200 mainframe environment and on integration of the Agency’s open systems and Unisys OS2200 environments. This individual provides technical leadership on diagnosing and addressing issues that develop across the Agency’s entire IT environment and serves as the production problem manager. This individual also supports the Agency’s legacy custom-built Unisys 2200-based mainframe security application and the Unisys OS2200 operating system security. This individual also provides support for the Unisys middleware software that runs on the Unisys mainframe and Windows servers.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	60 Business Days

Added per PACS_CCR_047

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	Additional Technical Resources – Senior Database Administrator 5 - Mainframe, Oracle
Provider Part Number	CCSZ15360771-A
Orderable Unit	Per Hour
Description	This position provides design support and maintenance for the Agency's existing Unisys ClearPath OS2200 hierarchical and relational databases. This consultant provides support and utility programs for database maintenance. The types of database maintenance to be performed include the addition, modification, or deletion of database records and the addition, modification, or deletion of fields in database records. Other database maintenance areas involve the analysis and addition of access mechanisms to improve the performance of hierarchical database queries.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_047

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources – Senior Technology Consultant 6 - Data Warehouse Systems and Oracle Database Servers
Provider Part Number	CCSZ15360772-A
Orderable Unit	Per Hour
Description	This position provides deep-level expertise and support for the Oracle database software that the Agency uses to host mission-critical transaction applications and data warehouse applications. This individual provides planning support, administration support and problem resolution for all of the Agency’s Oracle databases. This individual also performs analysis to address application issues that involve or affect Oracle databases and recommends solutions to application issues involving Oracle databases.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	60 Business Days

Added per PACS_CCR_047

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources – Senior Performance Specialist 8 - Mainframe, Windows
Provider Part Number	CCSZ15360773-A
Orderable Unit	Per Hour
Description	This position serves as the leader in monitoring and analyzing system performance counters on the Agency’s Windows Servers and Unisys ClearPath OS2200 mainframes. This individual has deep knowledge of system performance counters and how they can be used to determine the health of the system and applications running on the system. This individual works to identify performance counters that can be used to monitor the health of individual systems and establish alerts when these performance counters exceed or go below established thresholds for a ‘healthy’ system. This individual also works at monitoring system performance counters to establish trends in system utilization for daily and seasonal workloads. Establishing these trends is needed for performing capacity planning to ensure adequate capacity for the customer’s servers and mainframe to meet objectives for acceptable end-user response times.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	60 Business Days

Added per PACS_CCR_047

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources – Senior Technology Consultant 9 - Checkpoint Firewall Engineer
Provider Part Number	CCSZ15360774-A
Orderable Unit	Per Hour
Description	This position provides support for the Agency’s Checkpoint firewalls and helps address access issues and develop firewall rules to protect the Agency’s IT infrastructure and confidential client information in compliance with state and federal guidelines.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	60 Business Days

Added per PACS_CCR_047

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	eGRC solution: Risk Assessment and Implementation Analyst/ Specialist/Architect /Manager
Provider Part Number	CCSD15170015-A
Orderable Unit	Per Hour
Description	<p>Based on the Client's requirements, the Contractor will bring in experienced enterprise Governance, Risk and Compliance (eGRC) solution specialists/architect, risk management specialists and/or eGRC analyst to design, develop, test and implement eGRC solution.</p> <p>Resource(s) will have experience in performing agency specific regulatory risk assessments.</p> <p>The resource(s) under this category may have one or more of the following certifications or depending on their role relevant eGRC product training or certification:</p> <ol style="list-style-type: none"> 1. ISACA Certified in Risk and Information Systems Control (CRISC) 2. (ISC)² Certified Information Systems Security Professional (CISSP)
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_012

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Product Name	eGRC solution Operational Support Analyst
Provider Part Number	CCSD15170016-A
Orderable Unit	Per Hour
Description	Based on the Client's requirements, the Contractor will bring in Operations Support Analyst to support Client's eGRC solution's infrastructure and enhancements (Maintenance and Operations), apply software patches and perform other operational tasks.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_012

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources – Systems Analyst 4
Provider Part Number	CCSU15460790-A
Orderable Unit	Per Hour
Description	Analyzes and evaluates major system project requirements of considerable complexity requiring a thorough understanding of all parameters affecting and interfacing with the system. Reviews user requirements and provides direction in the identification of problem and potential resolution. Provides analytical support in the conceptualization, development and implementation of complex, multiple inter-linked systems. Defines system objectives and prepares system design specifications to meet user requirements and satisfy interface problems. Formulates logical statements of user requirements and develops solutions through application of systems and methods of engineering techniques. Reviews alternate approaches and selects appropriate methodology. Addresses

SCHEDULE C.2 SERVICES CATALOG

	complex problems where analysis of situations or data requires and evaluation of often intangible factors. May provide work leadership for lower level employees. Considered expert in field with 5-10 years of experience.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_061

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources – Systems Architect 2
Provider Part Number	CCSU15460791-A
Orderable Unit	Per Hour
Description	Conceptualizes, architects, designs, implements and supports integrated solutions. Has extensive knowledge of industry, technology and strategy trends. Advises, analyzes, researches, designs, installs and implements complex integrated solutions. Develops the integrated technology requirements project plan. Integrates complex solutions into new or existing client environments. Uses advanced diagnostic analytical and design capabilities. Ensures that the best solution is provided to the customer (e.g., completes solution integrity engineering and development attributes). Incumbent should have 3-5 years of experience.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	None
Fulfillment Timeframe	Not Applicable

Added per PACS_CCR_061

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	Service Attribute Description
Service Name	Additional Technical Resources – Third Party Software Consulting Specialist 7 – Software Platform Upgrade, Conversion, or Migration
Provider Part Number	CCSI16260867-A
Orderable Unit	Per Hour
Description	The consulting specialist supports the planning, design and implementation of specialized software platform upgrades, conversions and migrations on a project defined basis. This project activity is critical to meeting the ongoing business operations of agencies and to maintain their technical environment applications running on environments within PACS. This specialist provides support for implementations based on a product vendor’s specific deployment methodology and practices.
Service Customers / Users	Any participating Commonwealth agency, office, board, commission, or bureau
Service Prerequisites	None
Fulfillment Timeframe	N/A

Added per PACS_CCR_073

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources - IBM Middleware Architect
Provider Part Number	CCSI15160013-A
Orderable Unit	Per Hour
Description	<ul style="list-style-type: none"> • Expert level knowledge and experience with IBM WebSphere and other middleware products. Extensive experience in architecture, design, build and implementation of mission critical IBM middleware solutions. Independently determines and develops approach to solutions. Provides guidance and consultation to other teams. • Ability to design and correctly implement workload management, such as WebSphere clusters. • Provide advanced security configurations, including the support for delegating to external industry standard authorizations. • Ability to configure JCA adapters for application communication with remote ERP platforms such as SAP or Oracle Financials. • Ability to provide a fully scripted configuration in Jython scripts, where an entire platform configuration can be rebuilt just by running a few master scripts. • Ability to back up and restore a middleware configuration. • Ability to provide consulting advice and design services on the middleware piece of a Disaster Recovery Plan. • Participate in the creation and modification of standards and best practices concerning the middleware application servers and HIS (IBM HTTP server). • Provide technical advice and assistance to users concerning middleware application servers. • Monitor middleware environments concerning capacity planning. • Evaluate current middleware software parameters and recommend tuning efforts. • Participate in providing training efforts in order to educate users of new functions and capabilities of the middleware Application Server products, as requested.

SCHEDULE C.2 SERVICES CATALOG

	<ul style="list-style-type: none">• Strong problem solving, analytical, troubleshooting and communication skills needed to assist users.• Strong writing skills useful when modifying or creating new training manuals for application developers and users of middleware software products.• Resolve recurring problems and develop written standards to prevent any future reoccurrence.
Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	60 Business Days

Revised per PACS_CCR_105

Added per PACS_CCR_016

SCHEDULE C.2 SERVICES CATALOG

Service Attribute	<i>Service Attribute Description</i>
Service Name	Additional Technical Resources - IBM Middleware Specialist
Provider Part Number	CCSI15160014-A
Orderable Unit	Per Hour
Description	<p>Provide technical expertise to perform daily admin tasks for IBM middleware software in a Windows environment. Analyze/Troubleshoot/Fix IBM middleware and HIS (IBM HTTP server) system problems. Monitor/tune system adjustments. Modify/create technical documents.</p> <ul style="list-style-type: none"> • Participate in the creation and modification of standards and best practices concerning the middleware application servers and HIS (IBM HTTP server). • Provide technical advice and assistance to users concerning middleware application servers. • Perform daily administration support tasks. • Monitor middleware environments concerning capacity planning. • Evaluate current middleware software parameters and recommend tuning efforts. • Participate in testing and validation of new releases or maintenance upgrades to the middleware. • Generate scripts in order to automate tasks or provide batch capabilities for the middleware software products. • Participate in providing training efforts in order to educate users of new functions and capabilities of the middleware application products. • Strong problem solving, analytical, troubleshooting and communication skills needed to assist users. • Strong writing skills useful when modifying or creating new training manuals for application developers and users of IBM middleware software products. • Resolve recurring problems and develop written standards to prevent any future reoccurrence. • Provide technical expertise and written procedures to support staff.

SCHEDULE C.2 SERVICES CATALOG

Service Customers / Users	Any participating Commonwealth agency, board, commission, bureau, or office.
Service Prerequisites	None
Fulfillment Timeframe	60 Business Days

Revised per PACS_CCR_105

Added per PACS_CCR_016