

**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST  
GSA Schedule 70**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage! ®, a menu-driven database system. The INTERNET address GSA Advantage! ® is: [GSAAdvantage.gov](http://GSAAdvantage.gov)

**Contract Services Offered:** Certified Secure Computer Data Recovery and eDiscovery/Forensics services for all operating systems and media including hard drives, Servers, NAS and SAN Devices, and select removable media.



**SPECIAL ITEM NUMBER 132-12 – EQUIPMENT MAINTENANCE**  
FSC/PSC Class J070 - Maintenance and Repair Service

**SPECIAL ITEM NUMBER 132-51 – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

**FPDS Code D317** Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)

**FPDS Code D399** - Other Information Technology Services, Not Elsewhere Classified

**Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

**DriveSavers, Inc.  
400 Bel Marin Keys Blvd.  
Novato, CA 94949  
Phone: 415-382-2000  
Phone: 800-440-1904  
[www.drivesavers.com](http://www.drivesavers.com)**

**Contract Number:** GS-35F-0121S  
**Contract Period:** 12/15/2005 – 12/14/2020

Pricelist current through Refresh #35, Modification# PO-0015, dated July 22, 2015.  
For more information on ordering from Federal Supply Schedule click the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

Prices Shown Herein are Net (discount deducted).

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**SIN: 132-12, 132-51**



**Certified Secure Data Recovery  
and eDiscovery/Forensics Services**

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**INFORMATION FOR ORDERING ACTIVITIES  
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service ([www.gsadvantage.gov](http://www.gsadvantage.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.gsa.gov/fas](http://www.gsa.gov/fas)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

**1. COMMERCIAL JOB TITLES**

**a) SIN 132-51: eDiscovery/Forensics Technician**

Minimum/General Experience: 2 years of technical experience in forensic computer imaging and analysis. Requires competence in all phases of eDiscovery and computer forensic techniques, concepts and methods; also requires knowledge of all available hardware, system software, input/output devices and forensic and management best practices. Minimum certifications required in EnCASE- Guidance Software. Training and experience includes use of Access Data (FTK), Nuix, Cellebrite and Paraben cell phone forensics.

Functional Responsibility: Utilizing forensic best practices, performs data collection and/or forensic imaging of hard drives, RAIDs, cell/smart phones and all removable media storage devices. Maintain chain of custody. Data culling, analysis and creating load files for review and final production. Technicians and Examiners use hardware and software techniques that are repeatable and defensible. Responsibilities also include expert reporting, testimony and consulting. Provide eDiscovery solutions and/or forensic analysis for ALL operating system environments, including encrypted data. Develops and advances the best possible technical solutions for data culling and analysis.

**b) Forensics Examiner**

Minimum/General Experience: 2 years of technical experience in forensic computer imaging and analysis. Requires competence in all phases of eDiscovery and computer forensic techniques, concepts and methods; also requires knowledge of all available hardware, system software, input/output devices and forensic and management best practices. Minimum certifications required in EnCASE- Guidance Software. Training and experience includes use of Access Data (FTK), Nuix, Cellebrite and Paraben cell phone forensics.

Functional Responsibility: Utilizing forensic best practices, performs data collection and/or forensic imaging of hard drives, RAIDs, cell/smart phones and all removable media storage devices. Maintain chain of custody. Data culling, analysis and creating load files for review and final production. Technicians and Examiners use hardware and software techniques that are repeatable and defensible. Responsibilities also include expert reporting, testimony and

consulting. Provide eDiscovery solutions and/or forensic analysis for ALL operating system environments, including encrypted data. Develops and advances the best possible technical solutions for data culling and analysis.

**c) SIN 132-51: Data Collection Expert**

Minimum/General Experience: 2 years of technical experience in forensic computer imaging and analysis. Requires competence in all phases of eDiscovery and computer forensic techniques, concepts and methods; also requires knowledge of all available hardware, system software, input/output devices and forensic and management best practices. Minimum certifications required in EnCASE- Guidance Software. Training and experience includes use of Access Data (FTK), Nuix, Cellebrite and Paraben cell phone forensics.

Functional Responsibility: Data collection involves the preservation and acquisition of electronically stored information (ESI) that is relevant in scope in a manner that is legally defensible, repeatable and efficient. DriveSavers utilizes forensic tools and consistent procedures that are widely tested and accepted in the industry.

DriveSavers' team of legal consul and certified forensic analysts can assist in identifying and gaining access to potential sources of ESI thus minimizing data loss and its destruction. DriveSavers, as a leader in data recovery industry, has cutting edge technology in house to meet any and all ESI challenges.

**d) SIN 132-51: Data Recovery Consultant**

Minimum/General Experience: 2 years of technical experience applicable to computer analysis. Requires competence in all phases of computer system techniques, concepts and methods; also requires knowledge of all available hardware, system software, input/output devices, structure and management practices. Strong analytical and detail-oriented mind to sift and evaluate technical alternatives and priorities.

Functional Responsibility: Performs data recovery from severely damaged and corrupt hard drives, RAIDs, and all removable media storage devices. Engineer will use proprietary hardware and software techniques, including Clean Room operations, to perform said recovery for ALL operating system environments, including encrypted data. Facilitates backups of recovered data. Develops and advances the best possible technical solutions for data recovery.

**2. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

The Maximum Order value for the following Special Item Numbers (SINs) is: \$500,000

**Special Item Number 132-12** – Equipment Maintenance

**Special Item Number 132-51** – Information Technology Professional Services

**3. MINIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

The Minimum Order value for the following Special Item Numbers (SINs) is: \$25

**Special Item Number 132-12** – Equipment Maintenance

**Special Item Number 132-51** – Information Technology Professional Services

**4. GEOGRAPHIC SCOPE OF CONTRACT: (delivery area)**

*Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

*Overseas delivery* is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.  
 The Geographic Scope of Contract will be overseas delivery only.  
 The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

N/A

5. **POINTS OF PRODUCTION: (service)**  
Novato, Marin County, CA
6. **STATEMENT OF NET PRICE:** see pricing under individual services
7. **QUANTITY DISCOUNTS:** None
8. **PROMPT PAYMENT TERMS:** None
9. **GOVERNMENT PURCHASE CARDS**
- a) Government purchase cards are accepted at or below the micro-purchase threshold. Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract.
- b) The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card).
- c) The following telephone number can be used by ordering activities to obtain technical and/or ordering assistance: **415.382.2000** or **800.440.1904**
10. **FOREIGN ITEMS** (list items by country of origin): Not applicable
11. **DELIVERY SCHEDULE**
- a) **Time of Delivery:**  
The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:
- | <u>SIN No.</u> | <u>DELIVERY TIME (Days ARO)</u>                        |
|----------------|--|
| 132-12         | As agreed upon between the vendor and ordering agency. |
| 132-51         | As agreed upon between the vendor and ordering agency. |
- b) **Expedited Delivery:**  
Items available for expedited delivery are noted in this price list; i.e. "Standard 1-2 Day Service" and "Priority ASAP Around-the-clock Service."
- c) **Overnight and 2-day delivery:**  
2-day Federal Express shipping is included with this contract at no additional charge. Schedule customer may contact the Contractor for rates for overnight delivery: **415.382.2000** or **800.440.1904**

**d) Urgent Requirements:**

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**12 F.O.B point: Destination****13 a) CONTRACTOR'S ORDERING ADDRESS:**

**DriveSavers, Inc.**  
**Attn: Job# \_\_\_\_\_**  
**400 Bel Marin Keys Blvd.**  
**Novato, CA 94949**  
**PH: 415.382.2000**

**b) ORDERING PROCEDURES:**

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3

**14 PAYMENT ADDRESS:**

**DriveSavers, Inc.**  
**Attn: Job# \_\_\_\_\_**  
**400 Bel Marin Keys Blvd.**  
**Novato, CA 94949**  
**PH: 415.382.2000**

**15. WARRANTY PROVISION**

**a)** Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.

**The Manufacturers standard commercial warranty applies.**

**b)** The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

**c) Limitation of Liability.** Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

**d)** If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows: 400 Bel Marin Keys Blvd., Novato, CA 94949.

**16. Export packing charges, if applicable: N/A**

**17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).** Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number can be used by ordering activities to obtain technical and/or ordering assistance: **415.382.2000 or 800.440.1904**

18. **Terms and conditions of rental, maintenance, and repair:** N/A
19. **Terms and conditions of installation:** N/A
20. **Terms and conditions**
  - a) Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A
  - b) Terms and conditions for any other services: N/A
21. **List of service and distribution points:** N/A
22. **List of participating dealers:** N/A
23. **Preventive maintenance:** N/A
24. **a) Special attributes such as environmental attributes** (e.g., recycled content, energy efficiency, and/or reduced pollutants). DriveSavers is a certified Green company, by the County of Marin, CA.
24. **b) If applicable, indicate that Section 508** compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found ([www.aces.biz](http://www.aces.biz)) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).  
N/A. DriveSavers does not sell a product that is subject to the Section 508 standards.
25. **Data Universal Number System (DUNS) number:** 61-511-3081
26. **Notification regarding registration in Central Contractor Registration (CCR) database:**  
Contractor has registered with the Central Contractor Registration Database.

**DriveSavers' GSA Schedule 70 Price List**  
**Contract# GS-35F-0121S**  
**SIN 132-12**

| Product Description | Media Capacity | Service Part Number | GSA Price Including IFF<br>MINIMUM COST | - | GSA Price Including IFF<br>MAXIMUM COST | GSA Price Including IFF<br>ATTEMPT FEE |
|---------------------|----------------|---------------------|---|---|---|--|
|---------------------|----------------|---------------------|---|---|---|--|

**HDD1: Hard Disk Drives - Level 1 (internal and external):** For Windows, Mac OS and Unix, Microdrives, iPods with data

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                    |               |              |       |   |         |    |
|--------------------|---------------|--------------|-------|---|---------|----|
| Economy Svc - HDD1 | 20 - 100 MB   | ES-HDD1-100  | \$256 | - | \$770   | No |
| Economy Svc - HDD1 | 101 - 999 MB  | ES-HDD1-999  | \$342 | - | \$1,455 | No |
| Economy Svc - HDD1 | 1.0 - 2.9 Gb  | ES-HDD1-2.9  | \$414 | - | \$1761  | No |
| Economy Svc - HDD1 | 3.0 - 9.9 Gb  | ES-HDD1-9.9  | \$414 | - | \$1968  | No |
| Economy Svc - HDD1 | 10 - 200 Gb   | ES-HDD1-200  | \$428 | - | \$1,985 | No |
| Economy Svc - HDD1 | 201 - 6000 GB | ES-HDD1-6000 | \$428 | - | \$2,312 | No |

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                     |               |              |       |   |         |    |
|---------------------|---------------|--------------|-------|---|---------|----|
| Standard Svc - HDD1 | 20 - 100 MB   | SS-HDD1-100  | \$428 | - | \$1,627 | No |
| Standard Svc - HDD1 | 101 - 999 MB  | SS-HDD1-999  | \$599 | - | \$2,483 | No |
| Standard Svc - HDD1 | 1.0 - 2.9 Gb  | SS-HDD1-2.9  | \$725 | - | \$3005  | No |
| Standard Svc - HDD1 | 3.0 - 9.9 Gb  | SS-HDD1-9.9  | \$725 | - | \$3005  | No |
| Standard Svc - HDD1 | 10 - 200 Gb   | SS-HDD1-200  | \$770 | - | \$3,339 | No |
| Standard Svc - HDD1 | 201 - 6000 GB | SS-HDD1-6000 | \$770 | - | \$3,339 | No |

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                     |                    |                 |         |   |         |     |
|---------------------|--------------------|-----------------|---------|---|---------|-----|
| Priority Svc - HDD1 | 20 - 100 MB        | PS-HDD1-100     | \$770   | - | \$5,052 | Yes |
| Priority Svc - HDD1 | <i>Attempt Fee</i> | PS-HDD1-100-AF  |         |   | \$685   |     |
| Priority Svc - HDD1 | 101 - 999 MB       | PS-HDD1-999     | \$1,198 | - | \$6,765 | Yes |
| Priority Svc - HDD1 | <i>Attempt Fee</i> | PS-HDD1-999-AF  |         |   | \$685   |     |
| Priority Svc - HDD1 | 1.0 - 2.9 Gb       | PS-HDD1-2.9     | \$1450  | - | \$7,621 | Yes |
| Priority Svc - HDD1 | <i>Attempt Fee</i> | PS-HDD1-2.9-AF  |         |   | \$685   |     |
| Priority Svc - HDD1 | 3.0 - 9.9 Gb       | PS-HDD1-9.9     | \$1450  | - | \$7,621 | Yes |
| Priority Svc - HDD1 | <i>Attempt Fee</i> | PS-HDD1-9.9-AF  |         |   | \$685   |     |
| Priority Svc - HDD1 | 10 - 200 Gb        | PS-HDD1-200     | \$1,541 | - | \$7,621 | Yes |
| Priority Svc - HDD1 | <i>Attempt Fee</i> | PS-HDD1-200-AF  |         |   | \$685   |     |
| Priority Svc - HDD1 | 201 - 6000 GB      | PS-HDD1-6000    | \$1,541 | - | \$7,621 | Yes |
| Priority Svc - HDD1 | <i>Attempt Fee</i> | PS-HDD1-6000-AF |         |   | \$685   |     |

**HDD2: Hard Disk Drives - Level 2:** For NetWare & O/S2 formatted hard drives; MFM & RLL hard drives

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                    |                 |              |       |   |         |    |
|--------------------|-----------------|--------------|-------|---|---------|----|
| Economy Svc - HDD2 | 20 - 100 MB     | ES-HDD2-100  | \$428 | - | \$1,627 | No |
| Economy Svc - HDD2 | 101 MB - 2.9 Gb | ES-HDD2-2.9  | \$428 | - | \$2,312 | No |
| Economy Svc - HDD2 | 3.0 - 9.9 Gb    | ES-HDD2-9.9  | \$428 | - | \$2,483 | No |
| Economy Svc - HDD2 | 10 - 600 GB     | ES-HDD2-600  | \$428 | - | \$3,168 | No |
| Economy Svc - HDD2 | 601 - 2000 GB   | ES-HDD2-2000 | \$770 | - | \$4,196 | No |

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                     |                 |              |         |   |         |    |
|---------------------|-----------------|--------------|---------|---|---------|----|
| Standard Svc - HDD2 | 20 - 100 MB     | SS-HDD2-100  | \$770   | - | \$2,483 | No |
| Standard Svc - HDD2 | 101 MB - 2.9 Gb | SS-HDD2-2.9  | \$770   | - | \$3,339 | No |
| Standard Svc - HDD2 | 3.0 - 9.9 Gb    | SS-HDD2-9.9  | \$770   | - | \$3,339 | No |
| Standard Svc - HDD2 | 10 - 600 GB     | SS-HDD2-600  | \$770   | - | \$4,196 | No |
| Standard Svc - HDD2 | 601 - 2000 GB   | SS-HDD2-2000 | \$1,198 | - | \$5,052 | No |

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                     |                    |                 |         |   |         |     |
|---------------------|--------------------|-----------------|---------|---|---------|-----|
| Priority Svc - HDD2 | 20 - 100 MB        | PS-HDD2-100     | \$770   | - | \$6,765 | Yes |
| Priority Svc - HDD2 | <i>Attempt Fee</i> | PS-HDD2-100-AF  |         |   | \$685   |     |
| Priority Svc - HDD2 | 101 MB - 2.9 Gb    | PS-HDD2-2.9     | \$1,198 | - | \$7,621 | Yes |
| Priority Svc - HDD2 | <i>Attempt Fee</i> | PS-HDD2-2.9-AF  |         |   | \$685   |     |
| Priority Svc - HDD2 | 3.0 - 9.9 Gb       | PS-HDD2-9.9     | \$1,198 | - | \$7,621 | Yes |
| Priority Svc - HDD2 | <i>Attempt Fee</i> | PS-HDD2-9.9-AF  |         |   | \$685   |     |
| Priority Svc - HDD2 | 10 - 600 GB        | PS-HDD2-600     | \$1,541 | - | \$8,478 | Yes |
| Priority Svc - HDD2 | <i>Attempt Fee</i> | PS-HDD2-600-AF  |         |   | \$685   |     |
| Priority Svc - HDD2 | 601 - 2000 GB      | PS-HDD2-2000    | \$1,541 | - | \$9,334 | Yes |
| Priority Svc - HDD2 | <i>Attempt Fee</i> | PS-HDD2-2000-AF |         |   | \$685   |     |

**ENTERPRISE Data Recovery-A:** Consumer Devices with 4 Drives or Less. Priced on Total Capacity (TC)  
i.e. USB, FW, and E-SATA attached storage systems, 2-Drive Mirrors, 2-DriveStripes, La Cie "BigDisk" and "BiggerDisk"

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

**TEMPORARY REDUCTION: Attempt Fee = \$0.00**

|                   |                    |                     |        |   |                         |    |
|-------------------|--------------------|---------------------|--------|---|-------------------------|----|
| Economy Svc-ENT-A | 0-500 GB           | ES-ENTA-TC-500      | \$685  | - | \$3,339                 | No |
| Economy Svc-ENT-A | <i>Attempt Fee</i> | ES-ENTA-TC-500-AF   |        |   | <del>\$171</del> \$0.00 |    |
| Economy Svc-ENT-A | 501-1000 GB        | ES-ENTA-TC-1000     | \$685  | - | \$4,196                 | No |
| Economy Svc-ENT-A | <i>Attempt Fee</i> | ES-ENTA-TC-1000-AF  |        |   | <del>\$171</del> \$0.00 |    |
| Economy Svc-ENT-A | 1001-2000 GB       | ES-ENTA-TC-2000     | \$685  | - | \$5,052                 | No |
| Economy Svc-ENT-A | <i>Attempt Fee</i> | ES-ENTA-TC-2000-AF  |        |   | <del>\$342</del> \$0.00 |    |
| Economy Svc-ENT-A | 2001-4000 GB       | ES-ENTA-TC-4000     | \$1027 | - | \$5,908                 | No |
| Economy Svc-ENT-A | <i>Attempt Fee</i> | ES-ENTA-TC-4000-AF  |        |   | <del>\$342</del> \$0.00 |    |
| Economy Svc-ENT-A | 4001-24000 GB      | ES-ENTA-TC-24000    | \$1027 | - | \$6,765                 | No |
| Economy Svc-ENT-A | <i>Attempt Fee</i> | ES-ENTA-TC-24000-AF |        |   | <del>\$342</del> \$0.00 |    |

**STANDARD SERVICE: 1-2 Business Day Turnaround**

**TEMPORARY REDUCTION: Attempt Fee = \$0.00**

|                    |                    |                     |         |   |                         |    |
|--------------------|--------------------|---------------------|---------|---|-------------------------|----|
| Standard Svc-ENT-A | 0-500 GB           | SS-ENTA-TC-500      | \$1027  | - | \$5,052                 | No |
| Standard Svc-ENT-A | <i>Attempt Fee</i> | SS-ENTA-TC-500-AF   |         |   | <del>\$171</del> \$0.00 |    |
| Standard Svc-ENT-A | 501-1000 GB        | SS-ENTA-TC-1000     | \$1027  | - | \$5,908                 | No |
| Standard Svc-ENT-A | <i>Attempt Fee</i> | SS-ENTA-TC-1000-AF  |         |   | <del>\$171</del> \$0.00 |    |
| Standard Svc-ENT-A | 1001-2000 GB       | SS-ENTA-TC-2000     | \$1,027 | - | \$7,621                 | No |
| Standard Svc-ENT-A | <i>Attempt Fee</i> | SS-ENTA-TC-2000-AF  |         |   | <del>\$342</del> \$0.00 |    |
| Standard Svc-ENT-A | 2001-4000 GB       | SS-ENTA-TC-4000     | \$3082  | - | \$8,478                 | No |
| Standard Svc-ENT-A | <i>Attempt Fee</i> | SS-ENTA-TC-4000-AF  |         |   | <del>\$342</del> \$0.00 |    |
| Standard Svc-ENT-A | 4001-24000 GB      | SS-ENTA-TC-24000    | \$3082  | - | \$10,190                | No |
| Standard Svc-ENT-A | <i>Attempt Fee</i> | SS-ENTA-TC-24000-AF |         |   | <del>\$342</del> \$0.00 |    |

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                    |                    |                    |         |   |          |     |
|--------------------|--------------------|--------------------|---------|---|----------|-----|
| Priority Svc-ENT-A | 0-500 GB           | PS-ENTA-TC-500     | \$2,055 | - | \$9334   | Yes |
| Priority Svc-ENT-A | <i>Attempt Fee</i> | PS-ENTA-TC-500-AF  |         |   | \$1,370  |     |
| Priority Svc-ENT-A | 501-1000 GB        | PS-ENTA-TC-1000    | \$2,055 | - | \$10,190 | Yes |
| Priority Svc-ENT-A | <i>Attempt Fee</i> | PS-ENTA-TC-1000-AF |         |   | \$1,370  |     |

|                    |                    |                      |         |   |          |     |
|--------------------|--------------------|----------------------|---------|---|----------|-----|
| Priority Svc-ENT-A | 1001-2000 GB       | PS -ENTA-TC-2000     | \$2,055 | - | \$11,903 | Yes |
| Priority Svc-ENT-A | <i>Attempt Fee</i> | PS -ENTA-TC-2000-AF  |         |   | \$1,370  |     |
| Priority Svc-ENT-A | 2001-4000 GB       | PS -ENTA-TC-4000     | \$6,165 | - | \$12,759 | Yes |
| Priority Svc-ENT-A | <i>Attempt Fee</i> | PS -ENTA-TC-4000-AF  |         |   | \$1,370  |     |
| Priority Svc-ENT-A | 4001-24000 GB      | PS -ENTA-TC-24000    | \$6,165 | - | \$14,472 | Yes |
| Priority Svc-ENT-A | <i>Attempt Fee</i> | PS -ENTA-TC-24000-AF |         |   | \$1,370  |     |

**ENTERPRISE Data Recovery-B:** All commercial Multiple-Drive Systems, **PRICED PER DRIVE (PD)**, up to 14 drives. Includes: SCSI, Ethernet, and NAS Enterprise Systems. NOTE: Prices not-to-exceed dictated amounts in each service level.

**ECONOMY SERVICE: 5-7 Business Day Turnaround** **TEMPORARY REDUCTION: Attempt Fee = \$0.00**

|                     |                       |                      |        |   |                          |    |
|---------------------|-----------------------|----------------------|--------|---|--------------------------|----|
| Economy Svc-ENT-B   | 0-80 GB PD            | ES-ENTB-PD-80        | \$428  | - | \$1,712                  | No |
| Economy Svc-ENT-B   | <i>Attempt Fee PD</i> | ES-ENTB-PD-80-AF     |        |   | <del>\$1712</del> \$0.00 |    |
| Economy Svc-ENT-B   | 81-250 GB PD          | ES-ENTB-PD-250       | \$428  | - | \$1,884                  | No |
| Economy Svc-ENT-B   | <i>Attempt Fee PD</i> | ES-ENTB-PD-250-AF    |        |   | <del>\$1712</del> \$0.00 |    |
| Economy Svc-ENT-B   | 251-500 GB PD         | ES-ENTB-PD-500       | \$428  | - | \$2,012                  | No |
| Economy Svc-ENT-B   | <i>Attempt Fee PD</i> | ES-ENTB-PD-500-AF    |        |   | <del>\$1712</del> \$0.00 |    |
| Economy Svc-ENT-B   | 501-1000 GB PD        | ES-ENTB-PD-1000      | \$428  | - | \$2,140                  | No |
| Economy Svc-ENT-B   | <i>Attempt Fee PD</i> | ES-ENTB-PD-1000-AF   |        |   | <del>\$1712</del> \$0.00 |    |
| Economy Svc-ENT-B   | 1001-2000 GB PD       | ES-ENTB-PD-2000      | \$428  | - | \$2,355                  | No |
| Economy Svc-ENT-B   | <i>Attempt Fee PD</i> | ES-ENTB-PD-2000-AF   |        |   | <del>\$1712</del> \$0.00 |    |
| Economy Svc-ENT-B   | 2001-6000 GB PD       | ES-ENTB-PD-6000      | \$642  | - | \$2,569                  | No |
| Economy Svc-ENT-B   | <i>Attempt Fee PD</i> | ES-ENTB-PD-6000-AF   |        |   | <del>\$1712</del> \$0.00 |    |
| NOTE: Data Recovery | <i>Total Cost</i>     | <i>Not To Exceed</i> | \$7707 | - | \$19696                  |    |
| NOTE: Attempt Fee   | <i>Total Cost</i>     | <i>Not To Exceed</i> |        |   | <del>\$1712</del> \$0.00 |    |

**STANDARD SERVICE: 1-2 Business Day Turnaround** **TEMPORARY REDUCTION: Attempt Fee = \$0.00**

|                     |                       |                      |         |   |                          |    |
|---------------------|-----------------------|----------------------|---------|---|--------------------------|----|
| Standard Svc-ENT-B  | 0-80 GB PD            | SS-ENTB-PD-80        | \$642   | - | \$2,569                  | No |
| Standard Svc-ENT-B  | <i>Attempt Fee PD</i> | SS-ENTB-PD-80-AF     |         |   | <del>\$1712</del> \$0.00 |    |
| Standard Svc-ENT-B  | 81-250 GB PD          | SS-ENTB-PD-250       | \$642   | - | \$2,826                  | No |
| Standard Svc-ENT-B  | <i>Attempt Fee PD</i> | SS-ENTB-PD-250-AF    |         |   | <del>\$1712</del> \$0.00 |    |
| Standard Svc-ENT-B  | 251-500 GB PD         | SS-ENTB-PD-500       | \$642   | - | \$2,997                  | No |
| Standard Svc-ENT-B  | <i>Attempt Fee PD</i> | SS-ENTB-PD-500-AF    |         |   | <del>\$1712</del> \$0.00 |    |
| Standard Svc-ENT-B  | 501-1000 GB PD        | SS-ENTB-PD-1000      | \$642   | - | \$3,168                  | No |
| Standard Svc-ENT-B  | <i>Attempt Fee PD</i> | SS-ENTB-PD-1000-AF   |         |   | <del>\$1712</del> \$0.00 |    |
| Standard Svc-ENT-B  | 1001-2000 GB PD       | SS-ENTB-PD-2000      | \$642   | - | \$3,425                  | No |
| Standard Svc-ENT-B  | <i>Attempt Fee PD</i> | SS-ENTB-PD-2000-AF   |         |   | <del>\$1712</del> \$0.00 |    |
| Standard Svc-ENT-B  | 2001-6000 GB PD       | SS-ENTB-PD-6000      | \$856   | - | \$3,853                  | No |
| Standard Svc-ENT-B  | <i>Attempt Fee PD</i> | SS-ENTB-PD-6000-AF   |         |   | <del>\$1712</del> \$0.00 |    |
| NOTE: Data Recovery | <i>Total Cost</i>     | <i>Not To Exceed</i> | \$10276 | - | \$29973                  |    |
| NOTE: Attempt Fee   | <i>Total Cost</i>     | <i>Not To Exceed</i> |         |   | <del>\$1712</del> \$0.00 |    |

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                    |                       |                   |         |   |         |     |
|--------------------|-----------------------|-------------------|---------|---|---------|-----|
| Priority Svc-ENT-B | 0-80 GB PD            | PS-ENTB-PD-80     | \$1,284 | - | \$5,138 | Yes |
| Priority Svc-ENT-B | <i>Attempt Fee PD</i> | PS-ENTB-PD-80-AF  |         |   | \$685   |     |
| Priority Svc-ENT-B | 81-250 GB PD          | PS-ENTB-PD-250    | \$1,284 | - | \$5,652 | Yes |
| Priority Svc-ENT-B | <i>Attempt Fee PD</i> | PS-ENTB-PD-250-AF |         |   | \$685   |     |

|                            |                       |                      |                   |   |                   |            |
|----------------------------|-----------------------|----------------------|-------------------|---|-------------------|------------|
| Priority Svc-ENT-B         | 251-500 GB PD         | PS-ENTB-PD-500       | \$1,284           | - | \$5,994           | Yes        |
| Priority Svc-ENT-B         | <i>Attempt Fee PD</i> | PS-ENTB-PD-500-AF    |                   |   | \$685             |            |
| Priority Svc-ENT-B         | 501-1000 GB PD        | PS-ENTB-PD-1000      | \$1,284           | - | \$6,337           | Yes        |
| Priority Svc-ENT-B         | <i>Attempt Fee PD</i> | PS-ENTB-PD-1000-AF   |                   |   | \$685             |            |
| Priority Svc-ENT-B         | 1001-2000 GB PD       | PS-ENTB-PD-2000      | \$1,284           | - | \$6,851           | Yes        |
| Priority Svc-ENT-B         | <i>Attempt Fee PD</i> | PS-ENTB-PD-2000-AF   |                   |   | \$685             |            |
| Priority Svc-ENT-B         | 2001-3000 GB PD       | PS-ENTB-PD-6000      | \$1,712           | - | \$7,707           | Yes        |
| Priority Svc-ENT-B         | <i>Attempt Fee PD</i> | PS-ENTB-PD-6000-AF   |                   |   | \$685             |            |
| <i>NOTE: Data Recovery</i> | <i>Total Cost</i>     | <i>Not To Exceed</i> | <i>\$20533.00</i> | - | <i>\$59946.25</i> | <i>Yes</i> |
| <i>NOTE: Attempt Fee</i>   | <i>Total Cost</i>     | <i>Not To Exceed</i> |                   |   | <i>\$4281.88</i>  |            |

**ENTERPRISE Data Recovery-C:** RAID5 with 15 (or more) drives, **PRICED PER DRIVE (PD)**. ALL EMC and SAN systems.

|                         |                       |                                    |  |   |                         |    |
|-------------------------|-----------------------|------------------------------------|--|---|-------------------------|----|
| <b>ECONOMY SERVICE:</b> |                       | <b>5-7 Business Day Turnaround</b> | <b>TEMPORARY REDUCTION: Attempt Fee = \$0.00</b> |   |                         |    |
| Economy Svc-ENT-C       | 0-80 GB PD            | ES-ENTC-PD-80                      | \$428  | - | \$1,712                 | No |
| Economy Svc-ENT-C       | <i>Attempt Fee PD</i> | ES-ENTC-PD-80-AF                   |  |   | <del>\$171</del> \$0.00 |    |
| Economy Svc-ENT-C       | 81-250 GB PD          | ES-ENTC-PD-250                     | \$428  | - | \$1,884                 | No |
| Economy Svc-ENT-C       | <i>Attempt Fee PD</i> | ES-ENTC-PD-250-AF                  |  |   | <del>\$171</del> \$0.00 |    |
| Economy Svc-ENT-C       | 251-500 GB PD         | ES-ENTC-PD-500                     | \$428  | - | \$2,012                 | No |
| Economy Svc-ENT-C       | <i>Attempt Fee PD</i> | ES-ENTC-PD-500-AF                  |  |   | <del>\$171</del> \$0.00 |    |
| Economy Svc-ENT-C       | 501-1000 GB PD        | ES-ENTC-PD-1000                    | \$428  | - | \$2,140                 | No |
| Economy Svc-ENT-C       | <i>Attempt Fee PD</i> | ES-ENTC-PD-1000-AF                 |  |   | <del>\$171</del> \$0.00 |    |
| Economy Svc-ENT-C       | 1001-2000 GB PD       | ES-ENTC-PD-2000                    | \$428  | - | \$2,355                 | No |
| Economy Svc-ENT-C       | <i>Attempt Fee PD</i> | ES-ENTC-PD-2000-AF                 |  |   | <del>\$171</del> \$0.00 |    |
| Economy Svc-ENT-C       | 2001-6000 GB PD       | ES-ENTC-PD-6000                    | \$642  | - | \$2,569                 | No |
| Economy Svc-ENT-C       | <i>Attempt Fee PD</i> | ES-ENTC-PD-6000-AF                 |  |   | <del>\$171</del> \$0.00 |    |

|                          |                       |                                    |  |   |                         |    |
|--------------------------|-----------------------|------------------------------------|--|---|-------------------------|----|
| <b>STANDARD SERVICE:</b> |                       | <b>1-2 Business Day Turnaround</b> | <b>TEMPORARY REDUCTION: Attempt Fee = \$0.00</b> |   |                         |    |
| Standard Svc-ENT-C       | 0-80 GB PD            | SS-ENTC-PD-80                      | \$642  | - | \$2,569                 | No |
| Standard Svc-ENT-C       | <i>Attempt Fee PD</i> | SS-ENTC-PD-80-AF                   |  |   | <del>\$171</del> \$0.00 |    |
| Standard Svc-ENT-C       | 81-250 GB PD          | SS-ENTC-PD-250                     | \$642  | - | \$2,826                 | No |
| Standard Svc-ENT-C       | <i>Attempt Fee PD</i> | SS-ENTC-PD-250-AF                  |  |   | <del>\$171</del> \$0.00 |    |
| Standard Svc-ENT-C       | 251-500 GB PD         | SS-ENTC-PD-500                     | \$642  | - | \$2,997                 | No |
| Standard Svc-ENT-C       | <i>Attempt Fee PD</i> | SS-ENTC-PD-500-AF                  |  |   | <del>\$171</del> \$0.00 |    |
| Standard Svc-ENT-C       | 501-1000 GB PD        | SS-ENTC-PD-1000                    | \$642  | - | \$3,168                 | No |
| Standard Svc-ENT-C       | <i>Attempt Fee PD</i> | SS-ENTC-PD-1000-AF                 |  |   | <del>\$171</del> \$0.00 |    |
| Standard Svc-ENT-C       | 1001-2000 GB PD       | SS-ENTC-PD-2000                    | \$642  | - | \$3,425                 | No |
| Standard Svc-ENT-C       | <i>Attempt Fee PD</i> | SS-ENTC-PD-2000-AF                 |  |   | <del>\$171</del> \$0.00 |    |
| Standard Svc-ENT-C       | 2001-6000 GB PD       | SS-ENTC-PD-6000                    | \$856  | - | \$3,853                 | No |
| Standard Svc-ENT-C       | <i>Attempt Fee PD</i> | SS-ENTC-PD-6000-AF                 |  |   | <del>\$171</del> \$0.00 |    |

|                          |                       |                                      |         |   |         |     |
|--------------------------|-----------------------|--------------------------------------|---------|---|---------|-----|
| <b>PRIORITY SERVICE:</b> |                       | <b>ASAP Around-the-Clock Service</b> |         |   |         |     |
| Priority Svc-ENT-C       | 0-80 GB PD            | PS-ENTB-PD-80                        | \$1,284 | - | \$5,138 | Yes |
| Priority Svc-ENT-C       | <i>Attempt Fee PD</i> | PS-ENTB-PD-80-AF                     |         |   | \$685   |     |
| Priority Svc-ENT-C       | 81-250 GB PD          | PS-ENTB-PD-250                       | \$1,284 | - | \$5,652 | Yes |
| Priority Svc-ENT-C       | <i>Attempt Fee PD</i> | PS-ENTB-PD-250-AF                    |         |   | \$685   |     |
| Priority Svc-ENT-C       | 251-500 GB PD         | PS-ENTB-PD-500                       | \$1,284 | - | \$5,994 | Yes |

|                    |                       |                    |         |   |         |     |
|--------------------|-----------------------|--------------------|---------|---|---------|-----|
| Priority Svc-ENT-C | <i>Attempt Fee PD</i> | PS-ENTB-PD-500-AF  |         |   | \$685   |     |
| Priority Svc-ENT-C | 501-1000 GB PD        | PS-ENTB-PD-1000    | \$1,284 | - | \$6,337 | Yes |
| Priority Svc-ENT-C | <i>Attempt Fee PD</i> | PS-ENTB-PD-1000-AF |         |   | \$685   |     |
| Priority Svc-ENT-C | 1001-2000 GB PD       | PS-ENTB-PD-2000    | \$1,284 | - | \$6,851 | Yes |
| Priority Svc-ENT-C | <i>Attempt Fee PD</i> | PS-ENTB-PD-2000-AF |         |   | \$685   |     |
| Priority Svc-ENT-C | 2001-6000 GB PD       | PS-ENTB-PD-6000    | \$1,712 | - | \$7,707 | Yes |
| Priority Svc-ENT-C | <i>Attempt Fee PD</i> | PS-ENTB-PD-6000-AF |         |   | \$685   |     |

**SSD: Solid-State Drives:**

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                   |             |             |       |   |        |    |
|-------------------|-------------|-------------|-------|---|--------|----|
| Economy Svc - SSD | 20-100 MB   | ES-SSD-100  | \$256 | - | \$770  | No |
| Economy Svc - SSD | 101-999 MB  | ES-SSD-999  | \$342 | - | \$1455 | No |
| Economy Svc - SSD | 1-200 GB    | ES-SSD-200  | \$428 |   | \$1985 | No |
| Economy Svc - SSD | 201-2000 GB | ES-SSD-2000 | \$599 | - | \$2312 | No |

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                    |            |             |       |   |        |    |
|--------------------|------------|-------------|-------|---|--------|----|
| Standard Svc - SSD | 20-100 MB  | SS-SSD-100  | \$428 | - | \$1627 | No |
| Standard Svc - SSD | 101-999 MB | SS-SSD-999  | \$599 | - | \$2483 | No |
| Standard Svc - SSD | 1-2000 GB  | SS-SSD-2000 | \$770 | - | \$3339 | No |

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                    |                    |                |        |   |        |     |
|--------------------|--------------------|----------------|--------|---|--------|-----|
| Priority Svc - SSD | 20-100 MB          | PS-SSD-100     | \$770  | - | \$5052 | Yes |
| Priority Svc - SSD | <i>Attempt Fee</i> | PS-SSD-100-AF  |        |   | \$685  |     |
| Priority Svc - SSD | 101-999 MB         | PS-SSD-999     | \$1198 | - | \$6765 | Yes |
| Priority Svc - SSD | <i>Attempt Fee</i> | PS-SSD-999-AF  |        |   | \$685  |     |
| Priority Svc - SSD | 1-2000 GB          | PS-SSD-2000    | \$1541 | - | \$7621 | Yes |
| Priority Svc - SSD | <i>Attempt Fee</i> | PS-SSD-2000-AF |        |   | \$685  |     |

**Image ONLY:** Only on mechanically failed hard drives with proprietary operating system.

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                 |               |             |  |   |        |    |
|-----------------|---------------|-------------|--|---|--------|----|
| Economy Svc-IMG | 1 MB - 150 GB | ES-IMG-150  |  | - | \$1284 | No |
| Economy Svc-IMG | 151 - 6000 GB | ES-IMG-6000 |  | - | \$2140 | No |

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                  |               |               |  |   |        |    |
|------------------|---------------|---------------|--|---|--------|----|
| Standard Svc-IMG | 1 MB - 150 GB | SS- IMG -150  |  | - | \$2140 | No |
| Standard Svc-IMG | 151 - 6000 GB | SS- IMG -6000 |  | - | \$2997 | No |

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                  |                    |                  |  |   |        |     |
|------------------|--------------------|------------------|--|---|--------|-----|
| Priority Svc-IMG | 1 MB - 150 GB      | PS- IMG -150     |  | - | \$5566 | Yes |
| Priority Svc-IMG | <i>Attempt Fee</i> | PS- IMG -150-AF  |  |   | \$685  |     |
| Priority Svc-IMG | 151 - 6000 GB      | PS- IMG -6000    |  | - | \$7279 | Yes |
| Priority Svc-IMG | <i>Attempt Fee</i> | PS- IMG -6000-AF |  |   | \$685  |     |

**FORENSIC Image ONLY:** Only on mechanically failed hard drives.

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                |               |              |  |   |        |    |
|----------------|---------------|--------------|--|---|--------|----|
| Economy Svc-FI | 1 MB - 150 GB | ES- FI -150  |  | - | \$1284 | No |
| Economy Svc-FI | 151 - 6000 GB | ES- FI -6000 |  | - | \$2140 | No |

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                 |               |              |  |   |        |    |
|-----------------|---------------|--------------|--|---|--------|----|
| Standard Svc-FI | 1 MB - 150 GB | SS- FI -150  |  | - | \$2140 | No |
| Standard Svc-FI | 151 - 6000 GB | SS- FI -6000 |  | - | \$2997 | No |

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                 |                    |                 |   |        |     |
|-----------------|--------------------|-----------------|---|--------|-----|
| Priority Svc-FI | 1 MB - 150 GB      | PS- FI -150     | - | \$5566 | Yes |
| Priority Svc-FI | <i>Attempt Fee</i> | PS- FI -150-AF  |   | \$685  |     |
| Priority Svc-FI | 151 - 6000 GB      | PS- FI -6000    | - | \$7279 | Yes |
| Priority Svc-FI | <i>Attempt Fee</i> | PS- FI -6000-AF |   | \$685  |     |

**eDiscovery Service:**

|                    |   |          |          |       |          |
|--------------------|---|----------|----------|-------|----------|
| eDiscovery Service | Pre-Processing                          | ED-PP-1  | Per GB   | \$128 | PER GB   |
| eDiscovery Service | Native Review<br>DB Creation            | ED-NR-3  | Per GB   | 256   | PER GB   |
| eDiscovery Service | All-inclusive Tiff<br>Image DB Creation | ED-TI-6  | Per GB   | 513   | PER GB   |
| eDiscovery Service | Conversion for<br>Production            | ED-CP-6  | Per GB   | 513   | PER GB   |
| eDiscovery Service | Nuix Processing                         | ED-NP-2  | Per GB   | 171   | PER GB   |
| eDiscovery Service | Analytic Proc. for<br>Review            | ED-APR-1 | Per GB   | 85    | PER GB   |
| eDiscovery Service | Electronic<br>Endorsement of<br>Images  | ED-EEI-1 | Per Page | .01   | PER PAGE |

*Additional eDiscovery, Forensics and Data Collection Services available in SIN 132-51, Page 31 of this document.*

**P2 CARD: High Performance Video Card**

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                |          |       |       |   |         |    |
|----------------|----------|-------|-------|---|---------|----|
| Economy Svc-P2 | 1-100 GB | ES-P2 | \$856 | - | \$4,196 | No |
|----------------|----------|-------|-------|---|---------|----|

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                 |          |       |         |   |         |    |
|-----------------|----------|-------|---------|---|---------|----|
| Standard Svc-P2 | 1-100 GB | SS-P2 | \$1,198 | - | \$5,908 | No |
|-----------------|----------|-------|---------|---|---------|----|

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                 |                    |          |        |       |          |     |
|-----------------|--------------------|----------|--------|-------|----------|-----|
| Priority Svc-P2 | 1-100 GB           | PS-P2    | \$2055 | -     | \$10,190 | Yes |
| Priority Svc-P2 | <i>Attempt Fee</i> | PS-P2-AF |        | \$685 |          |     |

**TAPE Data Recovery:** AIT, DAT, DLT, DDS, LTO, QIC, TRAVAN, VXA

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                    |              |             |         |   |         |    |
|--------------------|--------------|-------------|---------|---|---------|----|
| Economy Svc - Tape | Up to 400 GB | ES-TAPE-400 | \$1,541 | - | \$5,395 | No |
|--------------------|--------------|-------------|---------|---|---------|----|

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                     |              |             |         |   |         |    |
|---------------------|--------------|-------------|---------|---|---------|----|
| Standard Svc - Tape | Up to 400 GB | SS-TAPE-400 | \$2,226 | - | \$7,621 | No |
|---------------------|--------------|-------------|---------|---|---------|----|

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                     |                    |                |         |       |          |     |
|---------------------|--------------------|----------------|---------|-------|----------|-----|
| Priority Svc - Tape | Up to 400 GB       | PS-TAPE-400    | \$4,453 | -     | \$15,243 | Yes |
|                     | <i>Attempt Fee</i> | PS-TAPE-400-AF |         | \$856 |          |     |

**JPEG ONLY:** Limited to the recovery of JPEG format files only for Mac or PC

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                  |           |        |  |       |    |
|------------------|-----------|--------|--|-------|----|
| Economy Svc-JPEG | 1-6000 GB | ES-JPG |  | \$813 | No |
|------------------|-----------|--------|--|-------|----|

**Camera Recovery:** Flash Memory, CDs and DVDs from Cameras, iPod Shuffle (no Microdrives or Regular iPods)

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                   |            |            |     |       |    |
|-------------------|------------|------------|-----|-------|----|
| Economy Svc - Cam | 1 - 100 MB | ES-CAM-100 | N/A | \$178 | No |
| Economy Svc - Cam | 101-999 MB | ES-CAM-999 | N/A | \$216 | No |
| Economy Svc - Cam | 1 - 2 GB   | ES-CAM-2   | N/A | \$367 | No |

|                   |            |           |     |       |    |
|-------------------|------------|-----------|-----|-------|----|
| Economy Svc - Cam | 3 - 5 GB   | ES-CAM-5  | N/A | \$461 | No |
| Economy Svc - Cam | 6 - 9 GB   | ES-CAM-9  | N/A | \$555 | No |
| Economy Svc - Cam | 10 - 82 GB | ES-CAM-82 | N/A | \$744 | No |

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                    |            |            |     |       |    |
|--------------------|------------|------------|-----|-------|----|
| Standard Svc - Cam | 1 - 100 MB | SS-CAM-100 | N/A | \$301 | No |
| Standard Svc - Cam | 101-999 MB | SS-CAM-999 | N/A | \$320 | No |
| Standard Svc - Cam | 1 - 2 GB   | SS-CAM-2   | N/A | \$555 | No |
| Standard Svc - Cam | 3 - 5 GB   | SS-CAM-5   | N/A | \$649 | No |
| Standard Svc - Cam | 6 - 9 GB   | SS-CAM-9   | N/A | \$744 | No |
| Standard Svc - Cam | 10 - 82 GB | SS-CAM-82  | N/A | \$932 | No |

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                    |                    |               |     |         |     |
|--------------------|--------------------|---------------|-----|---------|-----|
| Priority Svc - Cam | 1 - 100 MB         | PS-CAM-100    | N/A | \$649   | Yes |
| Priority Svc - Cam | <i>Attempt Fee</i> | PS-CAM-100-AF | N/A | \$342   |     |
| Priority Svc - Cam | 101-999 MB         | PS-CAM-999    | N/A | \$744   | Yes |
| Priority Svc - Cam | <i>Attempt Fee</i> | PS-CAM-999-AF | N/A | \$513   |     |
| Priority Svc - Cam | 1 - 2 GB           | PS-CAM-2      | N/A | \$838   | Yes |
| Priority Svc - Cam | <i>Attempt Fee</i> | PS-CAM-2-AF   | N/A | \$513   |     |
| Priority Svc - Cam | 3 - 5 GB           | PS-CAM-5      | N/A | \$932   | Yes |
| Priority Svc - Cam | <i>Attempt Fee</i> | PS-CAM-5-AF   | N/A | \$685   |     |
| Priority Svc - Cam | 6 - 9.9 GB         | PS-CAM-9      | N/A | \$1019  | Yes |
| Priority Svc - Cam | <i>Attempt Fee</i> | PS-CAM-9-AF   | N/A | \$685   |     |
| Priority Svc - Cam | 10 - 82 GB         | PS-CAM-82     | N/A | \$1,361 | Yes |
| Priority Svc - Cam | <i>Attempt Fee</i> | PS-CAM-82-AF  | N/A | \$685   |     |

**Carts/Removable Media Data Recovery:** Floppies, Cartridges, USB Flash, CDs and DVDs NOT from Cameras

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                    |                    |             |       |   |         |    |
|--------------------|--------------------|-------------|-------|---|---------|----|
| Economy Svc - Cart | 1-19 MB (floppies) | ES-CART-19  | \$85  | - | \$256   | No |
| Economy Svc - Cart | 20 - 100 MB        | ES-CART-100 | \$235 | - | \$513   | No |
| Economy Svc - Cart | 101 MB - 2.9 GB    | ES-CART-2.9 | \$321 | - | \$770   | No |
| Economy Svc - Cart | 3.0 - 9.9 GB       | ES-CART-9.9 | \$428 | - | \$1,198 | No |
| Economy Svc - Cart | 10 - 300 GB        | ES-CART-300 | \$428 | - | \$2,312 | No |

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                     |                    |             |       |   |         |    |
|---------------------|--------------------|-------------|-------|---|---------|----|
| Standard Svc - Cart | 1-19 MB (floppies) | SS-CART-19  | \$107 | - | \$342   | No |
| Standard Svc - Cart | 20 - 100 MB        | SS-CART-100 | \$428 | - | \$770   | No |
| Standard Svc - Cart | 101 MB - 2.9 GB    | SS-CART-2.9 | \$513 | - | \$1,370 | No |
| Standard Svc - Cart | 3.0 - 9.9 GB       | SS-CART-9.9 | \$513 | - | \$1,627 | No |
| Standard Svc - Cart | 10 - 82 GB         | SS-CART-300 | \$770 | - | \$3,339 | No |

**PRIORITY SERVICE: ASAP Around-the-Clock Service**

|                     |                    |                |        |  |        |     |
|---------------------|--------------------|----------------|--------|--|--------|-----|
| Priority Svc - Cart | 1-19 MB (floppies) | PS-CART-19     | \$428  |  | \$1198 | Yes |
| Priority Svc - Cart | <i>Attempt Fee</i> | PS-CART-19-AF  |        |  | \$342  |     |
| Priority Svc - Cart | 20 - 100 MB        | PS-CART-100    | \$770  |  | \$3339 | Yes |
| Priority Svc - Cart | <i>Attempt Fee</i> | PS-CART-100-AF |        |  | \$342  |     |
| Priority Svc - Cart | 101 MB - 2.9 GB    | PS-CART 2.9    | \$1198 |  | \$3939 | Yes |
| Priority Svc - Cart | <i>Attempt Fee</i> | PS-CART-2.9-AF |        |  | \$342  |     |

|                     |                    |                |        |  |        |     |
|---------------------|--------------------|----------------|--------|--|--------|-----|
| Priority Svc - Cart | 3.0 - 9.9 GB       | PS-CART-9.9    | \$1198 |  | \$4196 | Yes |
| Priority Svc - Cart | <i>Attempt Fee</i> | PS-CART-9.9-AF |        |  | \$685  |     |
| Priority Svc - Cart | 10 - 82 GB         | PS-CART-82     | \$1541 |  | \$7621 | Yes |
| Priority Svc - Cart | <i>Attempt Fee</i> | PS-CART-82-AF  |        |  | \$685  |     |

**Consumer Device Disk Drives:** All smartphones, iPhone, iPad, Zune, iPods with music only (except iPod Shuffle - see "Camera" level)

**ECONOMY SERVICE: 5-7 Business Day Turnaround**

|                    |                 |              |       |   |         |    |
|--------------------|-----------------|--------------|-------|---|---------|----|
| Economy Svc - Cons | 101 MB - 2.9 GB | ES-CONS-2.9  | \$321 | - | \$770   | No |
| Economy Svc - Cons | 3 - 1000 GB     | ES-CONS-1000 | \$342 | - | \$1,198 | No |

**STANDARD SERVICE: 1-2 Business Day Turnaround**

|                     |                 |              |       |   |         |    |
|---------------------|-----------------|--------------|-------|---|---------|----|
| Standard Svc - Cons | 101 MB - 2.9 GB | SS-CONS-2.9  | \$513 | - | \$1,370 | No |
| Standard Svc - Cons | 3 - 1000 GB     | SS-CONS-1000 | \$599 | - | \$1,627 | No |

**PRIORITY SERVICE:**

|                     |                 |                 |        |   |        |     |
|---------------------|-----------------|-----------------|--------|---|--------|-----|
| Priority Svc - Cons | 101 MB - 2.9 GB | PS-CONS-2       | \$1198 | - | \$3939 | Yes |
|                     |                 | PS-CONS-2-AF    |        |   | \$342  |     |
| Priority Svc - Cons | 3 - 1000 GB     | PS-CONS-1000    | \$1198 | - | \$5052 | Yes |
|                     |                 | PS-CONS-1000-AF |        |   | \$685  |     |

**Media Degaussing Service:** Priced Per Item (PI)

|         |                  |                |            |  |       |     |
|---------|------------------|----------------|------------|--|-------|-----|
| Degauss | 1 - 3 Items      | Degauss-125-PI | (per item) |  | \$107 | N/A |
| Degauss | 4 - 9 Items      | Degauss-075-PI | (per item) |  | \$64  | N/A |
| Degauss | 10 or More Items | Degauss-025-PI | (per item) |  | \$21  | N/A |

**Shipping Rates for GSA Schedule:**

| <u>Storage Media</u> | <u>Approx Lbs.</u> | <u>2-day Delivery</u> | <u>Overnight</u> |
|----------------------|--------------------|-----------------------|------------------|
| CDs, DVDS, Memory    | < 1 Lb.            | <b>No Charge</b>      | \$15.00          |
| Cards/laptop drives  | 1 Lb.              | <b>No Charge</b>      | \$15.00          |
| Hard Drives          | 2-5 Lbs.           | <b>No Charge</b>      | \$30.00          |
| Laptops              | 10 Lbs.            | <b>No Charge</b>      | \$60.00          |
| Desktops             | 20 Lbs.            | <b>No Charge</b>      | \$75.00          |
| RAID/Large Encl.     | 20+ Lbs.           | <b>No Charge</b>      | Special Quote    |

## Pricing Determination for Data Recovery Service

Data Recovery is the process of retrieving computer data which, for various reasons, has become inaccessible using normal methods. A skilled data recovery engineer extracts lost data from damaged or corrupted storage media producing data that is once again accessible and functional. DriveSavers' research and development of proprietary hardware and software technology enable its engineering team to overcome both physical problems with the storage media and corruption issues.

DriveSavers' engineers first determine if the problem is hardware or software related. If it's a software problem, after making an exact copy of the drive's contents, and based on the operating system, they use specialized software that they have developed themselves to overcome any corruption obstacles and recover the data. For hardware problems, they tap an inventory that contains almost every drive part ever made.



Major mechanical problems require a trip to DriveSavers' ISO 5, government compliant, clean room where engineers perform repairs in an environment with air 10,000 times cleaner than normal office air. DriveSavers can usually recover data from most damaged hard drives, RAIDs, and all removable media devices within 24 – 48 hours.

### **Price Structure Determination:**

Our price structure is based on 4 major criteria:

- The full capacity of the hard drive or storage media.
- The operating system and environment for the specific media.
- The level of service required for the recovery of your data / How fast the data needs to be recovered.
- DriveSavers' 5-Point Ranking System.

### **Operating System / Storage Environment Criteria**

- **Camera Recovery:** Includes Flash Memory, CDs, and DVDs from Cameras and iPod Shuffle (regular iPods and MicroDrives not included in this level).
- **Consumer Device Disk Drives:** All smartphones, iPhone, iPad, Zune, iPod with music only (for iPod Shuffle – see “Camera” level)
- **Cartridges/Removable Media:** Floppies, Cartridges, USB Flash, CDs and DVDs NOT from cameras.
- **Hard Disk Drives – Level 1:** Windows, Mac OS, and UNIX formatted hard drives. Also includes Microdrives and iPods with data files.
- **Hard Disk Drives – Level 2:** Netware and O/S2 formatted hard drives. Also includes MFM & RLL drives.
- **Solid State Drives:** Flash-based memory storage device.
- **P2 Cards:** High performance Video Memory Card.
- **Enterprise Data Recovery – Level A:** Mirrors, 2-Drive Stripes, La Cie “Big Disk” and “Bigger Disk.”
- **Enterprise Data Recovery – Level B:** All commercial Multiple-Drive Systems up to 14 drives; ie. SCSI, Ethernet, and NAS Enterprise Systems.
- **Enterprise Data Recovery – Level C:** RAIDs with 15 or more drives; All EMC and SAN systems.
- **Tape Data Recovery –** AIT, DAT, DLT, DDS, LTO, QIC, Travan, VXA
- **Degaussing Services –** Any storage device
- **Select Services:** JPEG only recovery, iPhoto Library only recovery, Image only and Forensic Image only.

**Levels of Service**

- **Standard Service:** 1-2 Business Day Turnaround  
Our Standard turnaround time is the fastest in the industry. An engineer will complete the data recovery in 1-2 days during normal business hours, Monday through Friday.
- **Economy Service:** 5-7 Business Day Turnaround  
This service offers the lowest cost. An engineer will complete the data recovery within 5-7 business days.
- **Priority Service:** Time Critical Recovery  
If the need is urgent for time-critical situations, this service is designed to provide our customers with the fastest possible recovery. As soon as the drive is received, we will begin recovering the data any time of the day or night, seven days a week. DriveSavers commits to assigning engineers and support staff around-the-clock to enable completion of the recovery in the shortest possible time. This includes evening, weekend, and holiday hours. Your recovery is given top priority throughout the entire recovery process. Our customers will have continual access to their personal recovery advisor and the engineers working on the recovery.

**5-Point Ranking Process for Pricing Determination**

Final pricing on a successful recovery is not simply based on the number of hours involved in completing the recovery. Instead, the price is determined according to a formula that involves a five-point ranking of the *complexity* and *results* of the recovery.

The two variables under “Complexity” are for the mechanical and software aspects of the recovery. The three variables under “Results” include the following: 1) were the most critical files recovered, 2) are the file names and data structures intact and 3) what percentage of data was recovered overall.

The method of factoring in the difficulty and success of these results into the final price is the standard in the data recovery industry. These values govern the final recovery cost. DriveSavers will never exceed the price indicated on GSA Schedule.

**5-Point Ranking Variables**

| Complexity                                  |   |   |   |   | Results                                   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |  |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|--|---|---|---|---|
| Mechanical Complexity<br>(5 = most complex) |   |   |   |   | Software Complexity<br>(5 = most complex) |   |   |   |   | Are critical files present?<br>(5 = best outcome) |   |   |   |   | Integrity of Data structure / File Names.<br>(5 = best outcome) |   |   |   |   | Percent of data recovered overall.<br>(5 = best outcome) |   |   |   |   |
| 1   | 2 | 3 | 4 | 5 | 1   | 2 | 3 | 4 | 5 | 1   | 2 | 3 | 4 | 5 | 1   | 2 | 3 | 4 | 5 | 1  | 2 | 3 | 4 | 5 |

**What if DriveSavers can NOT recover the data?**

If the data is not recoverable, no matter what efforts were involved or how many hours were put in to the attempt, there is NO FEE for our Economy and Standard Service for this GSA Schedule solicitation.

Our Enterprise/RAID recoveries and Priority Service for data recovery have a minimal Attempt Fee that will be applied if NO data is recovered.

**DriveSavers' GSA Schedule 70 Price List**  
**Contract# GS-35F-0121S**  
**SIN 132-51**

| <b>Labor Description</b> | <b>GSA Schedule Price<br/>Including IFF<br/><br/>Hourly Rate</b> |
|--------------------------|--|
|--------------------------|--|

**eDiscovery/Forensics Services:** Priced Per Hour

|                 |                                    |  |   |       |          |
|-----------------|------------------------------------|--|---|-------|----------|
| Forensics       | Forensic Analysis Technician       | Performed during normal working hours: 9:00 am – 500 pm, M-F |   | \$256 | Per Hour |
| Forensics       | Expedited Analysis Technician      | Performed beyond normal working hours                        |   | \$445 | Per Hour |
| eDiscovery      | Technician Labor Time              | \$64.00  | - | \$128 | Per Hour |
| eDiscovery      | Manual Excel Formatting Technician |  |   | \$42  | Per Hour |
| Data Collection | Data Collection Expert             |  |   | \$256 | Per Hour |

**Data Recovery Consulting Priced Per Hour**

|               |                       |          |  |       |          |
|---------------|-----------------------|----------|--|-------|----------|
| Data Recovery | Consulting Technician | DR-ENG-1 |  | \$124 | Per Hour |
|---------------|-----------------------|----------|--|-------|----------|

|   |   |   |
|---|---|---|
|  | <p><b>DriveSavers, Inc.</b><br/>                     400 Bel Marin Keys Blvd.<br/>                     Novato, CA 94949<br/>                     PH: 415.382.2000<br/>                     PH: 800.440.1904<br/>                     FX: 415.382.9030<br/> <a href="http://www.drivesavers.com">www.drivesavers.com</a></p> | <p><b>GSA Schedule Contract Number:</b><br/>                     GS-35F-0121S<br/> <b>DUNS:</b> 61-511-3081<br/> <b>Contract Period:</b><br/>                     12/15/2005 – 12/14/2015<br/> <b>Ordering/Helpdesk Phone#:</b><br/>                     800.440.1904, 415.382.2000</p> |
|---|---|---|