

**GENERAL SERVICES ADMINISTRATION  
REVISED FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

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On-line access to contract ordering information, term and condition, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage, a menu-driven database system. The Internet address for GSA Advantage is: <http://gsaadvantage.gov>

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**MULTIPLE AWARD SCHEDULE (MAS)**

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**Sin 511210 - TERM SOFTWARE LICENSE - SUBJECT TO COOPERATIVE PURCHASING**

**FSC/PSC Class 7030 ADP Software**

Application Software  
Digital Content Management (Term)

**Sin 54151 - MAINTENANCE AS A SERVICE – SUBJECT TO COOPERATIVE PURCHASING**

**Sin 518210C - CLOUD COMPUTING SERVICES – SUBJECT TO COOPERATIVE PURCHASING**

**FSC/PSC Class D305 IT AND TELECOM-TELEPROCESSING, TIMESHARE, AND CLOUD COMPUTING**

Digital Content Management (SaaS)  
Digital Library (SaaS)

**Sin 54151s - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES - SUBJECT TO COOPERATIVE PURCHASING**

**FSC/PSC Class D399 IT AND TELECOM-OTHER IT AND TELECOMMUNICATIONS**

Program Manager	Developer
Project Manager	Business Consultant
Trainer	Quality Assurance Manager
Sr. Business Consultant	Quality Assurance Tester
Product Architect	IT Director
Technology Consultant	IT Manager
Sr. Developer	IT Support Administrator
Technical Product Support	

Contract Number: 47QTCA18D001K  
Period Covered by Contract: 10/30/2017 – 10/29/2022  
Business Size: Small

<p><b>Image API, LLC</b> 2002 Old St. Augustine Road, Bldg. D Tallahassee, FL 32301 PHONE: 850-222-1400 <b>Contract Administrator: Aaron Hall</b> PHONE: 850-701-2040 FAX: 850-224-3367 EMAIL: aaron.hall@imageapi.com</p>
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For more information on ordering from Federal Supply Schedules, click on the FSS Schedules at <http://www.fss.gsa.gov>

## CUSTOMER INFORMATION

1. **1a. SIN(S)** 511210 TERM SOFTWARE LICENSE  
54150 MAINTENANCE AS A SERVICE  
518210C CLOUD COMPUTING SERVICES  
54151S INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
  - 1b. **Lowest Price Item:** Axiom Digital Library
  - 1c. **Hourly Rates:** See pricing at end of this document
2. **Maximum order** \$500,000
3. **Minimum order** \$100
4. **Geographic coverage** 48 Contiguous States and District of Columbia
5. **Point(s) of production** USA
6. **Discount from list prices** Prices shown are net prices, discounts have been deducted
7. **Volume / Quantity discounts** At the task order level for substantial orders, additional negotiations may occur
8. **Prompt payment terms** Not applicable
- 9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold**
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold**
10. **Foreign items** Not applicable
- 11a. **Time of delivery** 30 days to provision
- 11b. **Expedited Delivery** Contact Contractor
- 11c. **Overnight and 2-day delivery** Contact Contractor
- 11d. **Urgent Requirements** Contact Contractor
12. **F.O.B. point(s)** FOB Destination for delivery within the 48 contiguous states and Washington, D.C.
- 13a. **Ordering address** 2002 OLD ST. AUGUSTINE ROAD, BLDG. D, TALLAHASSEE, FL 32301
- 13b. **Ordering procedures:** 2002 OLD ST. AUGUSTINE ROAD, BLDG. D, TALLAHASSEE, FL 32301
14. **Payment address:** 2002 OLD ST. AUGUSTINE ROAD, BLDG. D, TALLAHASSEE, FL 32301
15. **Warranty provision** Per EULA
16. **Export packing charges** Not applicable
17. **Terms and conditions of Government purchase card acceptance** No thresholds
18. **Terms and conditions of rental, maintenance, and repair** Not applicable
19. **Terms and conditions of installation** Contact Contractor

**20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices** Not applicable

**20a. Terms and conditions for any other services** (if applicable) Not applicable

**21. List of service and distribution points** (if applicable) Contact Contractor

**22. List of participating dealers** Not applicable

**23. Preventive maintenance** Not applicable

**24a. Special attributes such as environmental attributes** Not applicable

**24b. 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 (e.g. contractor's website or other location.)** The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/). Please see [www.imageapi.com](http://www.imageapi.com)

**25. Data Universal Number System (DUNS) number** 879943769

**26. Contractor is registered with the System for Award Management. CAGE Code:** 3E4D4



**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210), AND MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 54151) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

**1. INSPECTION / ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

**2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)**

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

**3. GUARANTEE/WARRANTY**

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

**Maintenance and Support Services Warranty.** The Maintenance and Support Services to be provided by Service Provider hereunder shall be performed in a timely and professional manner by qualified software support personnel familiar with the Software Product and shall conform to the standards generally observed in the industry for similar services at the time such services are rendered. Customer's sole remedy in the event of a breach shall be re-performance of the services.

**WARRANTY LIMITATION. THE SERVICE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND IMPLIED WARRANTIES OF MERCHANTABILITY. SERVICE PROVIDER HEREBY DISCLAIMS AND CUSTOMER HEREBY WAIVES, ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND IMPLIED WARRANTIES OF MERCHANTABILITY. EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT, THE SERVICES AND SOFTWARE PRODUCT ARE PROVIDED TO CUSTOMER "AS IS."**

**Third Party Technology Disclaimer.** Service Provider makes no representations or warranties with respect to third party technology. Service Provider shall not be responsible for the software in connection with third party technology.

**Express Warranties.** Customer hereby acknowledges and agrees that Service Provider (including officers, employees, agents, directors and independent contractors of Service Provider) has not made or granted any express warranties concerning the Software Product warranty.

The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2).

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.

#### **4. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number [866.815.8557](tel:866.815.8557) is available from [8:00 AM to 6:00 PM Eastern time](#).

#### **5. SOFTWARE MAINTENANCE**

Software maintenance as it is defined: (select software maintenance type):

  X        **1. Software Maintenance as a Product (SIN 511210)**

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and Frequently Asked Questions (FAQ's), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance services.

Software Maintenance as a product is billed at the time of purchase.

The following is included in Software Maintenance as a Product:

- Resolution of errors in the product that are not caused by Client changes to configuration, or use of the product outside of its intended scope
- Access to Image API's customer support portal and the ability to manage incidents
- User Guide for supported product version in use by Client
- Installation guides for product updates in on-premise installations
- Access to product updates for client installation

  X        **2. Software Maintenance as a Service (SIN 54151)**

Software maintenance services creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance services includes person-to-person communications regardless of the medium used to communicate: telephone support, on- line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance services are billed in arrears in accordance with 31 U.S.C. § 3324.

Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. § 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

#### **6. PERIODS OF TERM LICENSES (SIN 511210) AND MAINTENANCE (SIN 54151)**

- a) The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b) Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days' written notice to the Contractor.
- c) Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d) Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e) Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

**\*\*The phrase, "Term Licenses and/or Software Maintenance Service" in the preceding paragraphs may need to be revised in order to be consistent with the Offeror's proposal; e.g., if only software maintenance is offered, all references to "term licenses" should be deleted from the preceding paragraphs.\*\***

#### **7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE – NOT OFFERED**

- a. When a contractor commercially offers conversions of term licenses to perpetual licenses, and an ordering activity requests such a conversion, the contractor shall provide the total amount of conversion credits available for the subject software within ten (10) calendar days after placing the order.
- b. When conversion credits are provided, they shall continue to accrue from one contract period to the next, provided the software has been continually licensed without interruption.

- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. When conversion from term licenses to perpetual licenses is offered, the price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to a percentage of all term license payments during the period that the software was under a term license within the ordering activity.

#### **8. TERM LICENSE CESSATION – NOT OFFERED**

- a. After a software product has been on a continuous term license for a period of \* months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited. Contractors who do not commercially offer conversions of term licenses to perpetual licenses shall indicate that their term licenses are not eligible for conversion at any time.

**\*\*Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.\*\***

- b. The Contractor agrees to provide updates and software maintenance services for the software after a perpetual license has accrued, at the prices and terms of Special Item Number I32-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

#### **9. UTILIZATION LIMITATIONS - (SIN 511210 AND SIN 54151)**

- a) Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b) When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
  - 1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
  - 2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the

computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

- 3) Except as is provided in paragraph 9.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
- 4) The ordering activity shall have the right to use the software and documentation with the run-time computing environment (e.g. operating system, virtual machine, mobile operating system, processor etc.) to be specifically identified for which it is acquired at any other facility/user device to which that time computing environment may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site/user device if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the software and documentation with a backup time computing environment when the primary is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site/user for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- 5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.
- 6) Licensee Data belongs exclusively to Licensee, regardless of where the Data may reside at any moment in time including, but not limited to Licensor hardware, networks or other infrastructure and facilities where Data may reside, transit through or be stored from time to time. Licensor makes no claim to a right of ownership in Licensee Data. Licensor agrees to keep the Licensee Data Confidential as that term is defined in the relevant FAR and DFARS provisions pertaining to Confidential Information and Confidentiality. Licensor is not permitted to use Licensee's data for a purpose that is not explicitly granted in writing by Licensee. Upon Licensee request, for any reason whatsoever, Licensor must promptly return all Licensee Data in Licensor's possession in a format as may be designated at the time of request by Licensee.
- 7) Licensee may create or hire others (including Licensor) to create modifications, customizations or other enhancements to the Software which might be classified as "Derivative Works" of the software. Unless otherwise negotiated and mutually agreed upon at the order level, the intellectual property (IP) rights to the Derivative Works shall be owned by the owner of the underlying intellectual property. The Derivative Work[s] shall be made available to the Licensee through a royalty free, perpetual worldwide, no charge license to the Licensee.

8) Software Asset Identification Tags (SWID) (Option 1 SIN 132-33)

Option 1 is applicable when the Offeror agrees to include the International Organization for Standardization/International Electrotechnical Commission 19770-2 (ISO/IEC 19770- 2:2015) standard identification tag (SWID Tag) as an embedded element in the software. An ISO/IEC 19970-2 tag is a discoverable identification element in software that provides licensees enhanced asset visibility. Enhance visibility supports both the goals of better software asset management and license compliance. Offerors may use the National Institute of Standards and Technology (NIST) document “NISTIR 8060: Guidelines for Creation of Interoperable Software Identification (SWID) Tags,” December 2015 to determine if they are in compliance with the ISO/IEC 19770-2 standard.

Section 837 of The Federal Information Technology Acquisition Reform Act (FITARA) of 2014, requires GSA to seek agreements with software vendors that enhance government- wide acquisition, shared use, and dissemination of software, as well as compliance with end user license agreements. The Megabyte Act of 2016 requires agencies to inventory software assets and to make informed decisions prior to new software acquisitions. In June of 2016, the Office of Management and Budget issued guidance on software asset management requiring each CFO Act (Public Law 101-576 – 11/15/1990) agency to begin software inventory management (M-16-12). To support these requirements, Offerors may elect to include the terms of Option 1 and/or Option 2, which support software asset management and government-wide reallocation or transferability of perpetually licensed software.

9) Reallocation of Perpetual Software (Option 2 SIN 132-33)

a. The purpose of SIN 132-33 OPTION 2 is to allow ordering activities to transfer software assets for a pre-negotiated charge to other ordering activities.

b. When an ordering activity becomes aware that a reusable software asset may be available for transfer, it shall contact the Contractor, identify the software license or licenses in question, and request that these licenses be reallocated or otherwise made available to the new ordering activity.

c. Contractors shall release the original ordering activity from all future obligations under the original license agreement and shall present the new ordering activity with an equivalent license agreement. When the new ordering activity agrees to the license terms, henceforth any subsequent infringement or breach of licensing obligations by the new ordering activity shall be a matter exclusively between the new ordering activity and the Contractor.

d. The original ordering activity shall de-install, and/or make unusable all of the software assets that are to be transferred. It shall have no continuing right to use the software and any usage shall be considered a breach of the Contractor’s intellectual property and a matter of dispute between the original ordering activity/original license grantee and the licensor.

e. As a matter of convenience, once the original licenses are deactivated, de-installed, or made otherwise unusable by the original ordering activity or license grantee, the Contractor may elect to issue new licenses to the new ordering activity to replace the old licenses. When new licenses are not issued, the Contractor shall provide technical advice on how best to achieve the functional transfer of the software assets.

f. Software assets that are eligible for transfer that have lapsed Software Maintenance Services (SIN 54151) may require a maintenance reinstatement fee, chargeable to the new

ordering activity or license grantee. When such a fee is paid, the new ordering activity shall receive all the rights and benefits of Software Maintenance Services.

g. When software assets are eligible for transfer, and are fully covered under pre-paid Software Maintenance Services (SIN 54151), the new ordering activity shall not be required to pay maintenance for those license assets prior to the natural termination of the paid for maintenance period. The rights associated with paid for current Software Maintenance Services shall automatically transfer with the software licenses without fee. When the maintenance period expires, the new ordering activity or license grantee shall have the option to renew maintenance.

h. The administrative fee to support the transfer of licenses, exclusive of any new incremental licensing or maintenance costs shall be \_\_\_\_\_ percentage (%) of the original license fee. The fee shall be paid only at the time of transfer. In applying the transfer fee, the Software Contractor shall provide transactional data that supports the original costs of the licenses.

#### **10. SOFTWARE CONVERSIONS - (SIN 511210 AND SIN 132-33) – NOT OFFERED**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (511210), if conversion credits had accrued while the earlier version was under a term license, those credits shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

#### **11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

For Axiom Pro offered as Term Software, the following requirements must be met by on-premise infrastructure as of Axiom Pro v3.1:

##### **Web/Application Server**

- Windows Server 2012
- .NET 4.5
- 6GB RAM
- 100GB of disk space
- 4 core CPU made after 2008

##### **Database Server**

- MS SQL Server 2008
- 8GB of RAM
- 500GB of disk space

4 Core CPU made after 2008

File Store

Windows share (SMB / CIFS)

Share size = (Expected size of all current files + files to be added over the next 5 years) \* number of repositories

User Machines

Modern web browser: IE11+, Chrome, Firefox

If using folder load: .NET 4.5

**12. RIGHT-TO-COPY PRICING – NOT OFFERED**

Image API does not offer right-to-copy licenses.

**13. GSA Pricing**

**Axiom Pro Catalog – Term Subscription Price List**

Axiom Pro is a highly configurable and scalable solution for digital content management that allows an organization to go paperless – access content anytime, anywhere – and utilize full document management features. Available on a catalog basis, it allows scalability over time.

SIN	Part Number	Product	Description	GSA Price
511210	AXP-C-TERM	<b>Axiom Pro Catalog – Term Subscription</b> 	Term Subscription for one Axiom Pro Catalog, for up to 500 Authorized Users. Term Subscription software is hosted by the client. Available on an annual basis and includes Axiom Pro Catalog Term License, Maintenance, and Level II Support services. Product updates are available for download and client installation. Remote access is required for Level II support services.  <b>PRICE IS PER YEAR PER CATALOG</b>  <a href="http://www.imageapi.com">www.imageapi.com</a>	<b>\$ 37,688.93</b> <b>per year</b> <b>per catalog</b>
511210	AXP-C-TERM-ADD	<b>Axiom Pro Catalog – Additional Users</b> 	Additional 500 Authorized Users to an Axiom Pro catalog Term Subscription.  <b>PRICE IS PER YEAR PER CATALOG</b>  <a href="http://www.imageapi.com">www.imageapi.com</a>	<b>\$11,919.40</b> <b>per year</b> <b>per catalog</b>

## Axiom Pro Setup – Price List

SIN	Part Number	Product	Description	GSA Price
511210	AXP-C-SVCS-BASE-TERM	<b>Axiom Pro – Base Product and Catalog Setup</b>  	<p>Axiom Pro base product and catalog setup, including:</p> <ul style="list-style-type: none"> <li>• Provisioning of Axiom Pro environment, product install, and license activation</li> <li>• Catalog structure, to include up to 6 search/index elements with dropdowns</li> <li>• Retention schedule setup</li> <li>• Security configuration, including role-based security and initial users</li> <li>• Remote Axiom Pro Training – including User and Admin training (2 sessions)</li> <li>• Remote Axiom Capture Training (1 session), as applicable</li> </ul> <p>Services for integration, workflow configuration, additional training, or other requirements are addressed by SIN 132-51.</p> <p><a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$ 45,123.44</b>
511210	AXP-C-SVCS-ADD-TERM	<b>Axiom Pro – Add-on Catalog Setup</b>  	<p>Axiom Pro add-on catalog setup, including:</p> <ul style="list-style-type: none"> <li>• Provisioning of Axiom Pro add-on catalog and license activation</li> <li>• Catalog structure, to include up to 6 search/index elements with dropdowns</li> <li>• Retention schedule setup</li> <li>• Security configuration, including role-based security and initial users</li> <li>• Remote Axiom Pro Training – including User and Admin training (2 sessions)</li> <li>• Remote Axiom Capture Training (1 session), as applicable</li> </ul> <p>Services for integration, workflow configuration, additional training, or other requirements are addressed by SIN 132-51.</p> <p>PRICE IS PER CATALOG</p> <p><a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$ 34,906.81 per catalog</b>
511210	AX-HST-PRE	<b>Axiom Pro On-Premise</b>  	Axiom Pro On-premise	<b>\$ 17,126.64</b>

## TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF

### CLOUD COMPUTING SERVICES SPECIAL ITEM NUMBER 518210C

#### 1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud Computing Services (i.e. IaaS, etc.) and Cloud-Related Professional Services apply exclusively to Cloud Computing Services (i.e. IaaS, etc.) and Cloud-Related Professional Services within the scope of this Information Technology Schedule.

This SIN provides ordering activities with access to Cloud (i.e. SaaS, etc.) technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Cloud Services [(i.e. SaaS, etc.)] relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs. (For example: Software subscription services or Software as a Service offerings that do not meet the essential “measured service” requirement may meet the definition of “Term Licenses” under SIN 511210. See the Measured Service requirement in Table 2, below.)

The scope of this SIN is limited to cloud capabilities provided entirely as a “pay as you go” service and cloud-related IT professional services. Hardware, software and other artifacts acquired to supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build private on-premise cloud functionality, through combining different services on other IT Schedule 70 SINs (e.g. 132-8, 511210, 132-33, 54151, 132-52, 54151S).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.

See service model guidance for advice on sub-category selection.

Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing service (i.e. IaaS, etc.) technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

See Table 1 for a representation of the scope and sub-categories.

**Table 1: Cloud Computing Services (i.e. IaaS, etc.)**

SIN Description	Sub-Categories <sup>1</sup>
<ul style="list-style-type: none"> <li>• Commercially available cloud computing services</li> <li>• Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics</li> <li>• Open to all deployment models (private, public, community or hybrid), vendors specify deployment models</li> </ul>	<ol style="list-style-type: none"> <li>1. <b>Software as a Service (SaaS):</b> Consumer uses provider’s applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.</li> <li>2. <b>Platform as a Service (PaaS):</b> Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure.</li> <li>3. <b>Infrastructure as a Service (IaaS):</b> Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.</li> </ol>

<sup>1</sup> Offerors may optionally select the single sub-category that best fits each cloud service offering, per Service Model Guidance, or select no sub-category if the offering does not fit an existing NIST service model.

**2. DESCRIPTION OF CLOUD COMPUTING SERVICES (i.e. IaaS etc.) AND PRICING**

a) Service Description Requirements for Listing Contractors

The description requirements below are in addition to the overall Schedule 70 evaluation criteria described in SCP-FSS-001-N Instructions Applicable to New Offerors (Alternate I – MAR 2016) or SCP-FSS-001-S Instructions Applicable to Successful FSS Program Contractors, as applicable, SCP-FSS-004 and other relevant publications.

Refer to overall Schedule 70 requirements for timelines related to description and other schedule updates, including but not limited to clauses 552.238-81 – section E and clause I-FSS-600.

Table 2 summarizes the additional Contractor-provided description requirements for services proposed under the Cloud Computing Services (i.e. IaaS, etc.). All mandatory description requirements must be complete, and adequate according to evaluation criteria.

In addition there is one “Optional” reporting descriptions which exists to provide convenient service selection by relevant criteria. Where provided, optional description requirements must be complete and adequate according to evaluation criteria:

- 1) The NIST Service Model provides sub-categories for the Cloud SIN and is strongly encouraged, but not required. The Service Model based sub-categories provide this SIN with a structure to assist ordering activities in locating and comparing services of interest. Contractors may optionally select the single service model most closely corresponding to the specific service offering.
- 2) (2) If a sub-category is selected it will be evaluated with respect to the NIST Service Model definitions and guidelines in “Guidance for Contractors”.

**Table 2: Cloud Service Description Requirements**

#	Description Requirement	Reporting Type	Instructions
1	Provide a brief written description of how the proposed cloud computing services (i.e. IaaS, etc.) satisfies each individual essential NIST Characteristic	Mandatory	The cloud service must be capable of satisfying each of the five NIST essential Characteristics as outlined in NIST Special Publication 800-145. See ‘GUIDANCE FOR CONTRACTORS: NIST Essential Characteristics’ below in this document for detailed overall direction, as well as guidance on inheriting essential characteristics. The NIST “Measured Service” characteristic requires a minimal “pay as you go” unit of measurement appropriate for the service. In the case of SaaS, the appropriate maximum measured increment of service shall be no more than 30 days per user, or some other equivalent discrete measurement that provides the government with the advantage of frequent (approximately every 30 days) “pay as you go” metering cycles. SaaS products, where consumption is only measured on an annual basis, may better fit under “Term Software License” SIN 132-32. Likewise, offers of any combinations of IaaS, PaaS or any other cloud product services in a bundle or other fashion that do not meet the frequency requirements of approximately 30-day measurement and billing cycles, will not be accepted as complying with the NIST Measured Service characteristic.
2	Select NIST deployment models for the cloud computing service proposed.	Mandatory	Contractors must select at least one NIST deployment model as outlined in NIST Special Publication 800-145 describing how the proposed cloud computing service is deployed. Select multiple deployment models if the service is offered in more than one deployment model. See ‘GUIDANCE FOR CONTRACTORS: NIST Deployment Model’ below in this document for detailed direction on how to best categorize a service for the NIST deployment models.
3	Optionally select the most appropriate NIST service model that will be the designated sub-category, or may select no sub-category.	Optional	Contractors may select a single NIST Service model to sub-categorize the service as outlined in NIST Special Publication 800-145. Sub-category selection is optional but recommended. See ‘GUIDANCE FOR CONTRACTORS: NIST Service Model’ below in this document for detailed direction on how to best categorize a service for the NIST IaaS, PaaS, and SaaS service models.

b) Pricing of Cloud Computing Services

All current pricing requirements for Schedule 70, including provision SCP-FSS-001-N (Section III Price Proposal), SCP-FSS-001-S, SCP-FSS-004 (Section III Price Proposal), and clause I-FSS-600 Contract Price Lists, apply. At the current time there is no provision for reducing or eliminating standard price list posting requirements to accommodate rapid cloud price fluctuations.

In addition to standard pricing requirements, all pricing models must have the core capability to meet the NIST Essential Cloud Characteristics, particularly with respect to on-demand self-service, while allowing alternate variations at the task order level at agency discretion, pursuant to the guidance on NIST Essential Characteristics

### **3. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

#### **a. Acceptance Testing**

Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

#### **b. Training**

If training is provided commercially, the Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. Contractor is responsible for indicating if there are separate training charges.

#### **c. Information Assurance/Security Requirements**

The contractor shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.

#### **d. Related Professional Services**

The Contractor is responsible for working with the Ordering Activity to identify related professional services and any other services available on other SINs that may be associated with deploying a complete cloud service (i.e. IaaS, etc.) solution. Any additional substantial and ongoing IT professional services related to the offering such as assessing, preparing, refactoring, migrating, DevOps, developing new cloud-based applications and managing/governing a cloud implementation may be offered per the guidelines below.

#### **e. Performance of Cloud Computing Services (i.e. IaaS, etc.)**

The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases the Contractor shall clearly indicate standard service levels, performance and scale capabilities.

The Contractor shall provide appropriate cloud computing services (i.e. IaaS, etc.) on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.

#### **f. Reporting**

The Contractor shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability.

In accordance with commercial practices, the Contractor may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

#### **4. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN or IT Schedule 70 Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.

Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models. Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

##### **a. Ordering Activity Information Assurance/Security Requirements Guidance**

- 1) The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.
- 2) The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work.<sup>2</sup> The Contractor must be capable of meeting at least the minimum security requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.
- 3) Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.
- 4) The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance.<sup>3</sup>
- 5) Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

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<sup>2</sup> Per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, "Standards for Security Categorization of Federal Information and Information Systems") (FIPS 200, "Minimum Security Requirements for Federal Information and Information Systems")

<sup>3</sup> MEMORANDUM FOR CHIEF INFORMATION OFFICERS: Security Authorization of Information Systems in Cloud Computing Environments. December 8, 2011.

**b. Deployment Model**

If a particular deployment model (Private, Public, Community, or Hybrid) is desired, Ordering Activities are responsible for identifying the desired model(s). Alternately, Ordering Activities could identify requirements and assess Contractor responses to determine the most appropriate deployment model(s).

**c. Delivery Schedule**

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers.

**d. Interoperability**

Ordering Activities are responsible for identifying interoperability requirements. Ordering Activities should clearly delineate requirements for API implementation and standards conformance.

**e. Performance of Cloud Computing Services**

The Ordering Activity should clearly indicate any custom minimum service levels, performance and scale requirements as part of the initial requirement.

**f. Reporting**

The Ordering Activity should clearly indicate any cost, performance or availability reporting as part of the initial requirement.

**g. Privacy**

The Ordering Activity should specify the privacy characteristics of their service and engage with the Contractor to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-122<sup>4</sup> and OMB memos M-06-16<sup>5</sup> and M-07-16<sup>6</sup> An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

**h. Accessibility**

The Ordering Activity should specify the accessibility characteristics of their service and engage with the Contractor to determine the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could require assurance that the service is capable of providing accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

**i. Geographic Requirements**

Ordering activities are responsible for specifying any geographic requirements and engaging with the Contractor to determine that the cloud services offered have the capabilities to meet geographic requirements for all anticipated task orders. Common geographic concerns could include whether service data, processes and related artifacts can be confined on request to the United States and its territories, or the continental United States (CONUS).

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<sup>4</sup> NIST SP 800-122, "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)"

<sup>5</sup> OMB memo M-06-16: Protection of Sensitive Agency Information  
<http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2006/m06-16.pdf>

<sup>6</sup> MB Memo M-07-16: Safeguarding Against and Responding to the Breach of Personally Identifiable Information  
<http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2007/m07-16.pdf>

**j. Data Ownership and Retrieval and Intellectual Property**

Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

General considerations of data ownership and retrieval are covered under the terms of Schedule 70 and the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with the Contractor to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government.

The Ordering Activity should expect that the Contractor shall transfer data to the government at the government's request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

- Configuration information created by the government and affecting the government's use of the cloud provider's service.
- Virtual machine configurations created by the government but operating on the cloud provider's service.
- Profile, configuration and other metadata used to configure SaaS application services or PaaS platform services.

The key is to determine in advance the ownership of classes of data and the means by which Government owned data can be returned to the Government.

**k. Service Location Distribution**

The Ordering Activity should determine requirements for continuity of operations and performance and engage with the Contractor to ensure that cloud services have adequate service location distribution to meet anticipated requirements. Typical concerns include ensuring that:

- 1) Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.
- 2) Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.

## 5. GUIDANCE FOR CONTRACTORS

This section offers guidance for interpreting the Contractor Description Requirements in Table 2, including the NIST essential cloud characteristics, service models and deployment models. This section is not a list of requirements.

Contractor-specific definitions of cloud computing characteristics and models or significant variances from the NIST essential characteristics or models are discouraged and will **not** be considered in the scope of this SIN or accepted in response to Factors for Evaluation. The only applicable cloud characteristics, service model/subcategories and deployment models for this SIN will be drawn from the NIST 800-145 special publication. Services qualifying for listing as cloud computing services under this SIN must substantially satisfy the essential characteristics of cloud computing as documented in the NIST Definition of Cloud Computing SP 800-145<sup>7</sup>.

Contractors must select deployment models corresponding to each way the service can be deployed. Multiple deployment model designations for a single cloud service are permitted but at least one deployment model must be selected.

In addition, contractors submitting Cloud services (i.e. IaaS, etc.) for listing under this SIN are encouraged to select a sub-category for each Cloud service (i.e. IaaS, etc.) proposed under this SIN with respect to a single principal NIST cloud service model that most aptly characterizes the service. Cloud Service model (i.e. IaaS, etc.) categorization is optional.

Both Cloud service model (i.e. IaaS, etc.) and deployment model (i.e. public, etc.) designations must accord with NIST definitions. Guidance is offered in this document on making the most appropriate selection

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<sup>7</sup> <http://csrc.nist.gov/publications/nistpubs/800-145/SP800-145.pdf>

**a. NIST Essential Characteristics**

**General Guidance**

NIST’s essential cloud characteristics provide a consistent metric for whether a service is eligible for inclusion in this SIN. It is understood that due to legislative, funding and other constraints that government entities cannot always leverage a cloud service to the extent that all NIST essential characteristics are commercially available. For the purposes of the Cloud SIN, meeting the NIST essential characteristics is determined by whether each essential capability of the commercial service is available for the service, whether or not the Ordering Activity actually requests or implements the capability. The guidance in Table 3 offers examples of how services might or might not be included based on the essential characteristics, and how the Contractor should interpret the characteristics in light of current government contracting processes.

**Table 3: Guidance on Meeting NIST Essential Characteristics:**

Characteristic	Capability	Guidance
<b>On-demand Self-Service</b>	<ul style="list-style-type: none"> <li>Ordering activities can directly provision services without requiring Contractor intervention.</li> <li>This characteristic is typically implemented via a service console or programming interface for provisioning</li> </ul>	<p>Government procurement guidance varies on how to implement on-demand provisioning at this time.</p> <p>Ordering activities may approach on-demand in a variety of ways, including “not-to-exceed” limits, or imposing monthly or other appropriate payment cycles on what are essentially on demand services.</p> <p>Services under this SIN must be capable of true on- demand self-service, and ordering activities and Contractors must negotiate how they implement on demand capabilities in practice at the task order level:</p> <ul style="list-style-type: none"> <li>Ordering activities must specify their procurement approach and requirements for on-demand service</li> <li>Contractors must propose how they intend to meet the approach</li> <li>Contractors must certify that on-demand self-service is technically available for their service should procurement guidance become available.</li> </ul>
<b>Broad Network Access</b>	<ul style="list-style-type: none"> <li>Ordering activities are able to access services over standard agency networks</li> <li>Service can be accessed and consumed using standard devices such as browsers, tablets and mobile phones</li> </ul>	<ul style="list-style-type: none"> <li>Broad network access must be available without significant qualification and in relation to the deployment model and security domain of the service</li> <li>Contractors must specify any ancillary activities, services or equipment required to access cloud services or integrate cloud with other cloud or non- cloud networks and services. For example, a private cloud might require an Ordering Activity to purchase or provide a dedicated router, etc. which is acceptable but should be indicated by the Contractor.</li> </ul>
<b>Resource Pooling</b>	<ul style="list-style-type: none"> <li>Pooling distinguishes cloud services from offsite hosting</li> <li>Ordering activities draw resources from a common pool maintained by the Contractor</li> <li>Resources may have general</li> </ul>	<ul style="list-style-type: none"> <li>The cloud service must draw from a pool of resources and provide an automated means for the Ordering Activity to dynamically allocate them.</li> <li>Manual allocation, e.g., manual operations at a physical server farm where Contractor staff configure servers in response to Ordering Activity requests, does not meet this requirement</li> <li>Similar concerns apply to software and platform models;</li> </ul>

Characteristic	Capability	Guidance
	characteristics such as regional location	<p>automated provisioning from a pool is required</p> <ul style="list-style-type: none"> <li>Ordering activities may request dedicated physical hardware, software or platform resources to access a private cloud deployment service. However, the provisioned cloud resources must be drawn from a common pool and automatically allocated on request.</li> </ul>
<b>Rapid Elasticity</b>	<ul style="list-style-type: none"> <li>Rapid provisioning and de-provisioning commensurate with demand</li> </ul>	<ul style="list-style-type: none"> <li>Rapid elasticity is a specific demand-driven case of self-service</li> <li>'Rapid' should be understood as measured in minutes and hours, not days or weeks.</li> <li>Elastic capabilities by manual request, e.g. via a console operation or programming interface call, are required.</li> <li>Automated elasticity which is driven dynamically by system load, etc. is optional. Contractors must specify whether automated demand-driven elasticity is available and the general mechanisms that drive the capability.</li> </ul>
<b>Measured Service</b>	<ul style="list-style-type: none"> <li>Measured service should be understood as a reporting requirement that enables an Ordering Activity to control their use in cooperation with self service</li> </ul>	<ul style="list-style-type: none"> <li>Procurement guidance for on-demand self-service applies to measured service as well, i.e. rapid elasticity must be technically available but ordering activities and Contractors may mutually designate other contractual arrangements.</li> <li>Regardless of specific contractual arrangements, reporting must indicate actual usage, be continuously available to the Ordering Activity, and provide meaningful metrics appropriate to the service measured</li> <li>Contractors must specify that measured service is available and the general sort of metrics and mechanisms available</li> <li>The goal of the Measured Service requirement is to ensure Ordering Activities realize the full benefit of "pay as you go" consumption models. Consumption measurements that are not discrete enough or frequent enough (greater than 30 days), will not fulfill this NIST essential characteristic and will not be eligible for inclusion in this SIN.</li> </ul>

**Inheriting Essential Characteristics**

Cloud Services (i.e. IaaS, etc.) may depend on other cloud services, and cloud service models such as PaaS and SaaS are able to inherit essential characteristics from other cloud services that support them. For example, a PaaS platform service can inherit the broad network access made available by the IaaS service it runs on, and in such a situation would be fully compliant with the broad network access essential characteristic. Cloud Services (i.e. IaaS, etc.) inheriting essential characteristics must make the inherited characteristic fully available at their level of delivery to claim the relevant characteristic by inheritance.

Inheriting characteristics does not require the inheriting provider to directly bundle or integrate the inherited service, but it does require a reasonable measure of support and identification. For example, the Ordering Activity may acquire an IaaS service from "Provider A" and a PaaS service from "Provider B". The PaaS service may inherit broad network access from "Provider A" but must identify and support the inherited service as an acceptable IaaS provider.

### Accessing Broad Network Access

Typically, broad network access for public deployment models implies high bandwidth access from the public internet for authorized users. In a private cloud deployment, internet access might be considered broad access, as might be access through a dedicated shared high bandwidth network connection from the Ordering Activity, in accord with the private nature of the deployment model.

### Resource Pooling and Private Cloud

All cloud resource pools are finite, and only give the appearance of infinite resources when sufficiently large, as is sometimes the case with a public cloud. The resource pool supporting a private cloud is typically smaller with more visible limits. A finite pool of resources purchased as a private cloud service qualifies as resource pooling so long as the resources within the pool can be dynamically allocated to the ultimate users of the resource, even though the pool itself appears finite to the Ordering Activity that procures access to the pool as a source of dynamic service allocation.

#### **b. NIST Service Model**

The Contractor may optionally document the service model of cloud computing (e.g. IaaS, PaaS, SaaS, or a combination thereof, that most closely describes their offering, using the definitions in The NIST Definition of Cloud Computing SP 800-145. The following guidance is offered for the proper selection of service models.

NIST's service models provide this SIN with a set of consistent sub-categories to assist ordering activities in locating and comparing Cloud services (i.e. IaaS, etc.) of interest. Service model is primarily concerned with the nature of the service offered and the staff and activities most likely to interact with the service. Contractors should select a single service model most closely corresponding to their proposed service based on the guidance below. It is understood that cloud services can technically incorporate multiple service models and the intent is to provide the single best categorization of the service.

Contractors should take care to select the NIST service model most closely corresponding to each service offered. Contractors should not invent, proliferate or select multiple cloud service model sub-categories to distinguish their offerings, because ad-hoc categorization prevents consumers from comparing similar offerings. Instead vendors should make full use of the existing NIST categories to the fullest extent possible.

For example, in this SIN an offering commercially marketed by a Contractor as "Storage as a Service" would be properly characterized as Infrastructure as a Service (IaaS), storage being a subset of infrastructure. Services commercially marketed as "LAMP as a Service" or "Database as a Service" would be properly characterized under this SIN as Platform as a Service (PaaS), as they deliver two kinds of platform services. Services commercially marketed as "Travel Facilitation as a Service" or "Email as a Service" would be properly characterized as species of Software as a Service (SaaS) for this SIN.

However, Contractors can and should include appropriate descriptions (include commercial marketing terms) of the service in the full descriptions of the service's capabilities.

When choosing between equally plausible service model sub-categories, Contractors should consider several factors:

- 1) Visibility to the Ordering Activity. Service model sub-categories in this SIN exist to help Ordering Activities match their requirements with service characteristics. Contractors should select the most intuitive and appropriate service model from the point of view of an Ordering Activity.
- 2) Primary Focus of the Cloud Service (i.e. IaaS, etc.). Services may offer a mix of capabilities that span service models in the strict technical sense. For example, a service may offer both IaaS capabilities for processing and storage, along with some PaaS capabilities for application deployment, or SaaS capabilities for specific applications. In a service mix situation, the Contractor should select the service model that is their primary focus. Alternatively, contractors may choose to submit multiple service offerings for the SIN, each optionally and separately subcategorized.
- 3) Ordering Activity Role. Contractors should consider the operational role of the Ordering Activity's primary actual consumer or operator of the service. For example, services most often consumed by system managers are likely to fit best as IaaS; services most often consumed by application deployers or developers as PaaS, and services most often consumed by business users as SaaS.
- 4) Lowest Level of Configurability. Contractors can consider IaaS, PaaS and SaaS as an ascending hierarchy of complexity, and select the model with the lowest level of available Ordering Activity interaction. As an example, virtual machines are an IaaS service often bundled with a range of operating systems, which are PaaS services. The Ordering Activity usually has access to configure the lower level IaaS service, and the overall service should be considered IaaS. In cases where the Ordering Activity cannot configure the speed, memory, network configuration, or any other aspect of the IaaS component, consider categorizing as a PaaS service.

Cloud management and cloud broker services should be categorized based on their own characteristics and not those of the other cloud services that are their targets. Management and broker services typically fit the SaaS service model, regardless of whether the services they manage are SaaS, PaaS or IaaS. Use Table 3 to determine which service model is appropriate for the cloud management or cloud broker services, or, alternately choose not to select a service model for the service.

The guidance in Table 4 offers examples of how services might be properly mapped to NIST service models and how a Contractor should interpret the service model sub-categories.

**Table 4: Guidance on Mapping to NIST Service Models:**

Service Model	Guidance
Infrastructure as a Service (IaaS)	<p>Select an IaaS model for service-based equivalents of hardware appliances such as virtual machines, storage devices, routers and other physical devices.</p> <ul style="list-style-type: none"> <li>• IaaS services are typically consumed by system or device managers who would configure physical hardware in a non-cloud setting</li> <li>• The principal customer interaction with an IaaS service is provisioning then configuration, equivalent to procuring and then configuring a physical device.</li> </ul> <p>Examples of IaaS services include virtual machines, object storage, disk block storage, network routers and firewalls, software defined networks.</p> <p>Gray areas include services that emulate or act as dedicated appliances and are directly used by applications, such as search appliances, security appliances, etc. To the extent that these services or</p>

Service Model	Guidance
	<p>their emulated devices provide direct capability to an application they might be better classified as Platform services (PaaS). To the extent that they resemble raw hardware and are consumed by other platform services they are better classified as IaaS.</p>
<p>Platform as a Service (PaaS)</p>	<p>Select a PaaS model for service-based equivalents of complete or partial software platforms. For the purposes of this classification, consider a platform as a set of software services capable of deploying all or part of an application.</p> <ul style="list-style-type: none"> <li>• A complete platform can deploy an entire application. Complete platforms can be proprietary or open source</li> <li>• Partial platforms can deploy a component of an application which combined with other components make up the entire deployment</li> <li>• PaaS services are typically consumed by application deployment staff whose responsibility is to take a completed agency application and cause it to run on the designated complete or partial platform service</li> <li>• The principal customer interaction with a PaaS service is deployment, equivalent to deploying an application or portion of an application on a software platform service.</li> <li>• A limited range of configuration options for the platform service may be available.</li> </ul> <p>Examples of complete PaaS services include:</p> <ul style="list-style-type: none"> <li>• A Linux/Apache/MySQL/PHP (LAMP) platform ready to deploy a customer PHP application,</li> <li>• a Windows .Net platform ready to deploy a .Net application</li> </ul> <p>A custom complete platform ready to develop and deploy an customer application in a proprietary language</p> <ul style="list-style-type: none"> <li>• A multiple capability platform ready to deploy an arbitrary customer application on a range of underlying software services.</li> </ul> <p>The essential characteristic of a complete PaaS is defined by the customer’s ability to deploy a complete custom application directly on the platform.</p> <p>PaaS includes partial services as well as complete platform services. Illustrative examples of individual platform enablers or components include:</p> <ul style="list-style-type: none"> <li>• A database service ready to deploy a customer’s tables, views and procedures,</li> <li>• A queuing service ready to deploy a customer’s message definitions</li> <li>• A security service ready to deploy a customer’s constraints and target applications for continuous monitoring</li> </ul> <p>The essential characteristic of an individual PaaS component is the customer’s ability to deploy their unique structures and/or data onto the component for a partial platform function.</p> <p>Note that both the partial and complete PaaS examples all have two things in common:</p> <ul style="list-style-type: none"> <li>• They are software services, which offer significant core functionality out of the box</li> <li>• They must be configured with customer data and structures to deliver results</li> </ul> <p>As noted in IaaS, operating systems represent a gray area in that OS is definitely a platform service but is typically bundled with IaaS infrastructure. If your service provides an OS but allows for interaction with infrastructure, please sub-categorize it as IaaS. If your service “hides” underlying infrastructure, consider it as PaaS.</p>
<p>Software as a Service (SaaS)</p>	<p>Select a SaaS model for service-based equivalents of software applications.</p> <ul style="list-style-type: none"> <li>• SaaS services are typically consumed by business or subject-matter staff who would interact directly with the application in a non-cloud setting</li> <li>• The principal customer interaction with a SaaS service is actual operation and consumption of the application services the SaaS service provides.</li> </ul> <p>Some minor configuration may be available, but the scope of the configuration is limited to the scope and then the permissions of the configuring user. For example, an agency manager might be</p>

Service Model	Guidance
	<p>able to configure some aspects of the application for their agency but not all agencies. An agency user might be able to configure some aspects for themselves but not everyone in their agency. Typically, only the Contractor would be permitted to configure aspects of the software for all users.</p> <p>Examples of SaaS services include email systems, business systems of all sorts such as travel systems, inventory systems, etc., wiki's, websites or content management systems, management applications that allow a customer to manage other cloud or non-cloud services, and in general any system where customers interact directly for a business purpose.</p> <p>Gray areas include services that customers use to configure other cloud services, such as cloud management software, cloud brokers, etc. In general, these sorts of systems should be considered SaaS, per guidance in this document.</p>

**c. Deployment Model**

Deployment models (e.g. private, public, community, or hybrid) are not restricted at the SIN level and any specifications for a deployment model are the responsibility of the Ordering Activity.

Multiple deployment model selection is permitted, but at least one model must be selected. The guidance in Table 4 offers examples of how services might be properly mapped to NIST deployment models and how the Contractor should interpret the deployment model characteristics. Contractors should take care to select the range of NIST deployment models most closely corresponding to each service offered.

Note that the scope of this SIN does not include hardware or software components used to construct a cloud, only cloud capabilities delivered as a service, as noted in the Scope section.

**Table 5: Guidance for Selecting a Deployment Model**

Deployment Model	Guidance
<b>Private Cloud</b>	The service is provided exclusively for the benefit of a definable organization and its components; access from outside the organization is prohibited. The actual services may be provided by third parties, and may be physically located as required, but access is strictly defined by membership in the owning organization.
<b>Public Cloud</b>	The service is provided for general public use and can be accessed by any entity or organization willing to contract for it.
<b>Community Cloud</b>	The service is provided for the exclusive use of a community with a definable shared boundary such as a mission or interest. As with private cloud, the service may be in any suitable location and administered by a community member or a third party.
<b>Hybrid Cloud</b>	The service is composed of one or more of the other models. Typically hybrid models include some aspect of transition between the models that make them up, for example a private and public cloud might be designed as a hybrid cloud where events like increased load permit certain specified services in the private cloud to run in a public cloud for extra capacity (e.g., bursting).

## 6. INFORMATION PERTAINING TO CLOUD RELATED IT PROFESSIONAL SERVICES

NOTE: Offerors may offer Cloud Services (i.e. IaaS, etc.) exclusively; it is not a requirement to also offer Cloud Related IT Professional Services. Similarly, offerors of Cloud Related IT Professional Services are not required to also offer Cloud Services (i.e. IaaS, etc.). Offerors who have capabilities in both Cloud Services (i.e. IaaS, etc.) and Cloud Related IT Professional Services may offer both, under this SIN.

NOTE: \*\*\*\*Labor categories under Special Item Number 54151S "Information Technology Professional Services may remain under SIN 54151S, unless they are specific to the Cloud Computing Products and IT Professional Services 518210C. Labor specific to Cloud Computing should be positioned by Contractors under SIN 518210C in order for Contractors to have the opportunity to bid on requests for quotes that are generated exclusively under the Cloud SIN. Offerors may offer Cloud IT Professional Services exclusively; it is not a requirement to also offer Cloud Services (i.e. IaaS).

### a. SCOPE OF 518210C Cloud Related IT Professional Services

- 1) The labor categories, prices, terms and conditions stated under Special Item Numbers 518210C Cloud Services and Related IT Professional Services apply exclusively to this SIN within the scope of this Information Technology Schedule. It is anticipated that the relevant IT Professional Services for this SIN (518210C) are related to the following: assessing cloud solutions, preparing for cloud solutions, refactoring legacy solutions for cloud migration, migrating legacy or other systems to cloud solutions, DevOps, developing new cloud based applications and providing management/governance for cloud solutions. Contractors may propose other types of relevant professional services as long as they are specifically designed to work within and/or support the types of cloud product services described in SIN 132-40.
- 2) Cloud Related IT Professional Services provided under this SIN shall comply with all certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.
- 3) The Contractor shall provide Cloud Related IT Professional Services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

### b. ORDER

- 1) Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The order shall specify the availability of funds and the period for which funds are available.
- 2) All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

### c. PERFORMANCE OF SERVICES

- 1) The Contractor shall commence performance of Cloud Related IT Professional Services on the date agreed to by the Contractor and the ordering activity.
- 2) The Contractor agrees to render Cloud Related IT Professional Services during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

- 3) The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Cloud Related IT Professional Services shall be completed in a good and workmanlike manner.
- 4) Any Contractor travel required in the performance of Cloud Related IT Professional Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor's travel.

d. INSPECTION OF SERVICES

Inspection of services is in accordance with 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007) (DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007) for Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

e. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (MAY 2014) Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

f. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to the ordering activity's security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Cloud Computing IT Professional Services.

g. INDEPENDENT CONTRACTOR

All Cloud Computing IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

h. ORGANIZATIONAL CONFLICTS OF INTEREST

1) Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates,

chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

i. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for Cloud Computing IT Professional Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring IT professional services performed during the preceding month.

j. PAYMENTS

The ordering activity shall pay the Contractor upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. Payments shall be made in accordance with:

For orders that are NOT time-and-materials/labor hours (fixed price applicable).

- GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007) (DEVIATION - FEB 2018)

For orders that are time-and-materials/labor hours.

- GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007)
- FAR 52.216-31 (Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(f)(3), insert the following provision:
  1. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
  2. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by-
    - i. The offeror;
    - ii. Subcontractors; and/or
    - iii. Divisions, subsidiaries, or affiliates of the offeror under a common control.]

k. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

l. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

m. DESCRIPTION OF CLOUD COMPUTING LABOR HOURS AND PRICING

1. The Contractor shall provide a description of each type of Cloud Computing Professional Service offered under Special Item Numbers 132-40 and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job

titles (labor categories) for those individuals who will perform the service should be provided.

2. Pricing for all Cloud Computing IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented (see SCP FSS 004).

EXAMPLE

Commercial Job Title: Senior Cloud Subject Matter Expert

Description: Provides highest-level cloud computing domain expertise to large scale and complex projects as a client resource. Leads teams and client interaction from workflow design to cloud solution deliverables.

Professionals involved in this specialty perform the following tasks:

- Provides in-depth knowledge and expertise from cloud computing and business domains
- Develops and improves technical and business requirements documentation and specifications
- Reviews client requirements during on-boarding and other project phases
- Presents alternatives to client-based designs based on impact to cost, performance and outcomes
- Incorporates enterprise architecture designs from business unit services strategies
- Provides advisory services to the service provider, cross functional teams, and clients

Knowledge, Skills and Abilities: Documented track record of successful client engagements in large public sector enterprise environments. 10+ years' experience with SOAP, JSON, J2EE, SML, REST, OAuth, SAML, and OpenID. 4+ years' experience with AD, LDAP, ODBC, SSO, CAC/PIV, STS, SSL, IEP, 3DES, 2-Factor, and STIG. Proficient with SDLC, AWS, and Oracle. Ability to thrive in a dynamic public sector environment.

Minimum Experience: 10 Years

Highly Desirable: Deep knowledge of Microsoft Azure and Amazon Web Services core service offerings

## FACTOR FOUR – CLOUD COMPUTING SERVICES

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### ADHERENCE TO ESSENTIAL CLOUD CHARACTERISTICS

*Within a two-page limitation for each cloud service submitted, provide a description of how the cloud computing service meets each of the five essential cloud computing characteristics as defined in described in National Institute of Standards and Technology (NIST) Special Publication 800-145 and subsequent versions of this publication. This standard specifies the definition of cloud computing for the use by Federal agencies. The cloud service must be capable of satisfying each of the five NIST essential Characteristics as follows:*

- o *On-demand self-service*

- o Broad network access
- o Resource Pooling
- o Rapid Elasticity
- o Measured Service

Refer to the ‘Guidance for Contractors’ section of the Terms & Conditions for the Cloud Computing Services SIN for guidance on meeting the NIST characteristics. For the purposes of the Cloud Computing Services SIN, meeting the NIST essential characteristics is concerned primarily with whether the underlying capability of the commercial service is available, whether or not an Ordering Activity actually requests or implements the capability.

Image API provides SaaS-based digital content management products – Axiom Digital Library and Axiom Pro – to the public sector. These products leverage Amazon Web Services IaaS services and comply with the National Institute of Standards and Technology (NIST) Special Publication 800-145 in each of the five NIST areas as follows:

NIST Essential Characteristic	Image API Adherence
<b>On-Demand Self-Service</b>	<p>Image API confirms and certifies that on-demand self-service is technically available for the service should further procurement guidance become available.</p> <p>During the ordering activity for either Axiom Digital Library or Axiom Pro, Image API will confirm and provision the infrastructure sizing required to meet agency requirements. The monthly or annual payment is based upon the sizing requirements. The SaaS pricing structure has ‘not to exceed’ limits for numbers of users, concurrent users, and storage.</p> <p>Image API handles initial provisioning, including infrastructure services, software licensing, and security setup. For Axiom Pro document management, Image API performs initial configuration of global settings.</p> <p>Ongoing on-demand self-services are available to the end user. The on-demand self-services are available by logging into the SaaS interface using a URI specified by the agency, and making changes as needed from the initial configuration settings.</p>
<b>Broad Network Access</b>	<p>Axiom Digital Library and Axiom Pro are made available over the Internet and accessed through standard web browsers that reside on mobile phones, tablets, laptops, and workstations.</p>
<b>Resource Pooling</b>	<p>Axiom Digital Library and Axiom Pro leverage Amazon Web Services’ infrastructure as a service. Cloud services are provisioned through AWS’ services and drawn from a common pool to serve a set of clients, with different physical and virtual resources dynamically assigned and reassigned according to end user demand. Axiom Digital Library and Axiom Pro are location agnostic in that the end user does not have to manage the status, location or monitoring of any pooled resources.</p> <p>The monthly or annual payment is based upon the sizing requirements. The SaaS pricing structure has ‘not to exceed’ limits for numbers of users, concurrent users, and storage. Should additional resources be required above the procured service, IAPI has the ability to use automated provisioning to dynamically allocate resources to meet additional requirements upon request.</p>
<b>Rapid Elasticity</b>	<p>Axiom Digital Library and Axiom Pro leverage Amazon Web Services’ infrastructure as a service. The monthly or annual payment is based upon the sizing requirements. The SaaS pricing structure has ‘not to exceed’ limits for numbers of users, concurrent users, and storage. Should additional resources be required above the procured service, IAPI has the ability to provide elastic capabilities by manual request, in minutes or hours, to meet additional demand.</p> <p>Although the ability to provide <i>automated, demand-driven elasticity</i> to scale up or down commensurate with demand (transparent to the user) exists, the Axiom Digital Library and Axiom Pro products are not yet offered with this as an option.</p>
<b>Measured Service</b>	<p>Axiom Digital Library and Axiom Pro leverage Amazon Web Services’ infrastructure as a service. The monthly or annual payment is based upon the sizing requirements. The SaaS pricing structure has ‘not to exceed’ limits for numbers of users, concurrent users, and storage.</p>

NIST Essential Characteristic	Image API Adherence
	The Measured Service metrics related to storage are available via the System Diagnostics web page in the solution, visible to the user. System response time and system availability are tracked on a monthly basis for Axiom Digital Library and Axiom Pro. Usage statistics detailing total web requests, bandwidth, data transfer usage and security threats stopped are handled by Image API and are transparent to the end user.

## DEPLOYMENT MODEL

*For each cloud service submitted, provide a written description of how the proposed service meets the NIST definition of a particular deployment model (Public, Private, Community, or Hybrid), within a one half (1/2) page limitation for each designated deployment model of each cloud service submitted. Multiple deployment model selection is permitted, but at least one model must be indicated.*

*Refer to the ‘Guidance for Contractors’ section of the Terms & Conditions for the Cloud Computing Services SIN for guidance on identifying the appropriate deployment model according to the NIST service model definitions.*

### Private Cloud

The private cloud provisioned by Image API to support Axiom Digital Library and Axiom Pro SaaS solutions is provided exclusively for the benefit of a definable organization and its components. External access from outside the organization is prohibited. The IaaS services that support Image API products are provided by AWS and are physically located in AWS regions in the United States. Access to any data and compute resources is strictly defined and evidenced by SOC 2 Type II audits from both AWS and Image API. These audits are made available to any client upon request.

## NIST SERVICE MODEL

*For each cloud computing service proposed to be categorized under a specific sub-category (IaaS, PaaS or SaaS), provide a written description of how the proposed service meets the NIST definition of that service model, within a half (1/2) page limitation for each cloud service submitted.*

*Refer to the ‘Guidance for Contractors’ section of the Terms & Conditions for the Cloud Computing Services SIN for guidance on categorizing the service into a sub-category according to the NIST service model definitions.*

*Note that it is not mandatory to select a sub-category, and therefore this factor for evaluation applies ONLY to cloud services proposed to fall under a specific sub-category. If no sub-category is selected, this factor does not need to be addressed. The two other factors (‘Adherence to Essential Cloud Characteristics’ and ‘Cloud Computing Services Deployment Model’) apply to all cloud services.*

### Software as a Service (SaaS)

Image API’s SaaS products are consumed by end users of the Axiom Digital Library and Axiom Pro digital content management solutions. These end users are often business users who directly interact with the application in a browser-based setting. Both of Image API’s SaaS products offer functionality for scanning paper or uploading digital files and managing digital content in a central repository that

makes search and retrieval fast and easy. End users can also print, email, or download digital content stored within the system. Axiom Digital Library and Axiom Pro are licensed by catalog.

In Axiom Pro, document management and workflow functionality allow paperless processing and streamlined business processes. Initial configuration of Axiom Pro includes the areas of input, catalog setup, document management, and user permissions. For example, a State agency manager might be set up to configure some aspects of the human resources catalog but not be able to configure the contracts catalog. An agency user might also be able to configure some aspects of end user security for staff reporting to them but would not be able to configure security across other catalogs. Only Image API can configure aspects of the software for all users, and end users do not have access to provision storage or compute resources.

### Axiom Pro Catalog –SAAS Subscription - Price List

Axiom Pro is a highly configurable and scalable solution for digital content management that allows an organization to go paperless – access content anytime, anywhere – and utilize full document management features. Available on a catalog basis, it allows scalability over time.

SIN	Part Number	Product	Description	GSA Price
518210C	AXP-C-SAAS-SM	<b>Axiom Pro Catalog – SAAS Subscription (Small)</b> 	<p>Axiom Pro is a highly configurable and scalable digital content management solution, available by catalog on an annual basis. SAAS Subscription (Small) for one Axiom Pro Catalog is based on maximum thresholds:</p> <ul style="list-style-type: none"> <li>• Up to 3 TB standard storage</li> <li>• Up to 500 Authorized Users</li> <li>• Up to 125 Concurrent Users</li> </ul> <p>Sizing must be confirmed by Image API.  <b>PRICE IS PER YEAR PER CATALOG</b>  <a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$ 46,627.22 per year per catalog</b>
518210C	AXP-C-SAAS-MED	<b>Axiom Pro Catalog – SAAS Subscription (Medium)</b> 	<p>Axiom Pro is a highly configurable and scalable digital content management solution, available by catalog on an annual basis. SAAS Subscription (Medium) for one Axiom Pro Catalog is based on maximum thresholds:</p> <ul style="list-style-type: none"> <li>• Up to 5 TB standard storage</li> <li>• Up to 1,000 Authorized Users</li> <li>• Up to 250 Concurrent Users</li> </ul> <p>Sizing must be confirmed by Image API.  <b>PRICE IS PER YEAR PER CATALOG</b>  <a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$ 61,007.58 per year per catalog</b>
518210C	AXP-C-SAAS-LG	<b>Axiom Pro Catalog – SAAS Subscription (Large)</b>	<p>Axiom Pro is a highly configurable and scalable digital content management solution, available by catalog on an annual basis. SAAS Subscription (Large) for one Axiom Pro Catalog is based on maximum thresholds:</p> <ul style="list-style-type: none"> <li>• Up to 7 TB standard storage</li> </ul>	<b>\$ 83,667.53 per year per catalog</b>

SIN	Part Number	Product	Description	GSA Price
			<ul style="list-style-type: none"> <li>Up to 2,500 Authorized Users</li> <li>Up to 500 Concurrent Users</li> </ul> Sizing must be confirmed by Image API. <b>PRICE IS PER YEAR PER CATALOG</b> <a href="http://www.imageapi.com">www.imageapi.com</a>	
518210C	AXP-C-SAAS-XLG	<b>Axiom Pro Catalog – SAAS Subscription (X-Large)</b> 	Axiom Pro is a highly configurable and scalable digital content management solution, available by catalog on an annual basis. SAAS Subscription (X-Large) for one Axiom Pro Catalog is based on maximum thresholds: <ul style="list-style-type: none"> <li>Up to 11 TB standard storage</li> <li>Up to 5,000 Authorized Users</li> <li>Up to 1,000 Concurrent Users</li> </ul> Sizing must be confirmed by Image API. <b>PRICE IS PER YEAR PER CATALOG</b> <a href="http://www.imageapi.com">www.imageapi.com</a>	<b>\$178,665.05 per year per catalog</b>
518210C	AXP-C-SAAS-ADD	<b>Axiom Pro Catalog – Additional Users or Storage</b> 	Additional Standard Storage, Authorized Users, OR Concurrent Users to an Axiom Pro SaaS catalog: <ul style="list-style-type: none"> <li>3 TB standard storage, OR</li> <li>1,000 Authorized Users, OR</li> <li>500 Concurrent Users</li> </ul> <b>PRICE IS PER YEAR PER CATALOG</b> <a href="http://www.imageapi.com">www.imageapi.com</a>	<b>\$11,919.40 per year per catalog</b>
518210C	AXP-CSP-BASE	<b>Axiom Pro CSP-Base System</b>	Axiom Pro CSP Base System	<b>\$ 4,281.02</b>
518210C	AX-CSP-ADD	<b>Axiom Pro CSP-Additional Catalog</b>	Axiom Pro CSP Additional Catalog	<b>\$ 3,424.64</b>
518210C	AX-CSP-MUL	<b>Axiom Pro Multi-Tenant</b>	Axiom Pro Multi-tenant	<b>\$ 2,140.08</b>
518210C	AX-HST-SIN	<b>Axiom Pro Single-Tenant</b>	Axiom Pro Single-tenant	<b>\$ 8,562.89</b>
518210C	AX-HST-GOV	<b>Axiom Pro Gov Cloud</b>	Axiom Pro Gov Cloud	<b>\$ 2,569.13</b>
518210C	AX-HST-STO	<b>Axiom Pro Storage (TB)</b>	Axiom Pro Storage TB	<b>\$ 2,671.89</b>
518210C	AX-CSP-CAP	<b>Axiom Capture</b>	Axiom Capture Desktop Scanning	<b>\$ 1,711.89</b>
518210C	AX-CSP-OC1	<b>Axiom Pro OCR (Light)</b>	Axiom Pro OCR (Light)	<b>\$ 855.52</b>
518210C	AX-CSP-RET	<b>Axiom Pro Retention</b>	Retention Schedule Setup	<b>\$ 855.52</b>
518210C	AX-CSP-SSO	<b>Axiom Pro SSO</b>	Axiom Pro Single Sign-on	<b>\$ 427.33</b>

SIN	Part Number	Product	Description	GSA Price
518210C	AX-CSP-DAT	<b>Axiom Pro Data Integration</b>	Axiom Pro Data Lookup / Export	\$ 855.52
518210C	AX-CSP-OC2	<b>Axiom Pro OCR (Heavy)</b>	Axiom Pro OCR (Heavy)	\$ 1,711.89
518210C	AX-CSP-CON	<b>Axiom Pro Connector API</b>	Axiom Pro Connector Toolkit (Light Integration)	\$ 1,711.89
518210C	AX-CSP-API	<b>Axiom Pro API Toolkit</b>	Axiom Pro API Toolkit (Heavy Integration)	\$10,275.64
518210C	AX-CSP-WOR	<b>Axiom Pro CSP – Workflow Module</b>	Axiom Pro CSP – Workflow Module	\$ 3,424.64
518210C	AX-CSP-FOR	<b>Axiom Pro CSP – Form Module</b>	Axiom Pro CSP – Forms Module	\$ 5,993.77
518210C	AX-CSP-PP	<b>Axiom Pro CSP – Print Plus</b>	Axiom Pro – Print Plus	\$ 2,140.08
518210C	DISOL	DISOL	Production level scanning solution – smart barcodes, multifunctional, digital imaging solution that optimizes your ability to scan, index, and export electronic documents to your content management solution	\$ 428.19
518210C	DISOL-CAP1	<b>DISOL – Capture 1</b>	Per Image (minimum 300k image/yr)	\$ 2,569.13
518210C	DISOL-CAP2	<b>DISOL – capture 2</b>	Per 100K transactions (over minimum)	\$ 642.28

### Axiom Pro Setup – Price List

SIN	Part Number	Product	Description	GSA Price
518210C	AXP-C-SVCS-BASE-SAAS	<b>Axiom Pro – Base Product and Catalog Setup</b> 	Axiom Pro base product and catalog setup, including: <ul style="list-style-type: none"> <li>Provisioning of Axiom Pro environment, product install, and license activation</li> <li>Catalog structure, to include up to 6 search/index elements with dropdowns</li> <li>Retention schedule setup</li> <li>Security configuration, including role-based security and initial users</li> <li>Remote Axiom Pro Training – including User and Admin training (2 sessions)</li> <li>Remote Axiom Capture Training (1 session), as applicable</li> </ul> Services for integration, workflow configuration, additional training, or other requirements are addressed by SIN 132-51.	\$ 45,123.44

SIN	Part Number	Product	Description	GSA Price
			<a href="http://www.imageapi.com">www.imageapi.com</a>	
518210C	AXP-C-SVCS-ADD-SAAS-	<b>Axiom Pro – Add-on Catalog Setup</b> 	<p>Axiom Pro add-on catalog setup, including:</p> <ul style="list-style-type: none"> <li>• Provisioning of Axiom Pro add-on catalog and license activation</li> <li>• Catalog structure, to include up to 6 search/index elements with dropdowns</li> <li>• Retention schedule setup</li> <li>• Security configuration, including role-based security and initial users</li> <li>• Remote Axiom Pro Training – including User and Admin training (2 sessions)</li> <li>• Remote Axiom Capture Training (1 session), as applicable</li> </ul> <p>Services for integration, workflow configuration, additional training, or other requirements are addressed by SIN 132-51.</p> <p><b>PRICE IS PER CATALOG</b>  <a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$ 34,906.81 per catalog</b>

### Axiom Digital Library – Price List

Axiom Digital Library is a secure, centralized location to store, organize, and share digital files in a private cloud. Axiom Digital Library is designed to meet the immediate, short-term, or long-term digital content management needs of any type of organization, with support for all kinds of documents. Available on an annual basis and includes Axiom Digital Library Catalog Term License, Managed Hosting, Maintenance, and Level II Support services.

SIN	Part Number	Product	Description	GSA Price
518210C	ADL-C-BASE	<b>Axiom Digital Library SaaS Catalog (BASE)</b>  <b>Includes Images 1 – 3,000,000</b> 	<p><b>Axiom Digital Library SaaS Catalog</b> is a highly scalable digital content management library, available by catalog on an annual basis. SAAS Subscription for one Axiom Digital Library SaaS Catalog is based on usage thresholds:</p> <ul style="list-style-type: none"> <li>• Up to 500 Authorized Users</li> <li>• Up to 3,000,000 images</li> </ul> <p><a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$24,210.08 per catalog per year</b>
SIN	Part Number	Product	Description	GSA Price
518210C	ADL-C-TIER1	<b>Axiom Digital Library SaaS Catalog (TIER1)</b>	<b>Axiom Digital Library SaaS Catalog</b> is a highly scalable digital content management library, available by catalog on an annual basis. SAAS	<b>\$564.20 per month</b>

		<p><b>Images</b> <b>3,000,001 – 10,000,000</b></p> 	<p>Subscription for one Axiom Digital Library SaaS Catalog is based on usage thresholds:</p> <ul style="list-style-type: none"> <li>• Images 3,000,001 – 10,000,000</li> </ul> <p><b>PRICE IS PER 1,000,000 IMAGES, PRORATED BY ACTUAL USAGE PER MONTH</b></p> <p><b>Requires active annual subscription to Axiom Digital Library SAAS Catalog (BASE)</b> <a href="http://www.imageapi.com">www.imageapi.com</a></p>	
518210C	ADL-C-TIER2	<p><b>Axiom Digital Library SaaS Catalog (TIER2)</b></p> <p><b>Images</b> <b>10,000,001 – 50,000,000</b></p> 	<p><b>Axiom Digital Library SaaS Catalog</b> is a highly scalable digital content management library, available by catalog on an annual basis. SAAS Subscription for one Axiom Digital Library SaaS Catalog is based on usage thresholds:</p> <ul style="list-style-type: none"> <li>• Images 10,000,001 – 50,000,000</li> </ul> <p><b>PRICE IS PER 1,000,000 IMAGES, PRORATED BY ACTUAL USAGE PER MONTH</b></p> <p><b>Requires active annual subscription to Axiom Digital Library SAAS Catalog (BASE)</b> <a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$463.45 per month</b>
518210C	ADL-C-TIER3	<p><b>Axiom Digital Library SaaS Catalog (TIER3)</b></p> <p><b>Images 50,000,001+</b></p> 	<p><b>Axiom Digital Library SaaS Catalog</b> is highly scalable digital content management library, available by catalog on an annual basis. SAAS Subscription for one Axiom Digital Library SaaS Catalog is based on usage thresholds:</p> <ul style="list-style-type: none"> <li>• Images 50,000,001+</li> </ul> <p><b>PRICE IS PER 1,000,000 IMAGES, PRORATED BY ACTUAL USAGE PER MONTH</b></p> <p><b>Requires active annual subscription to Axiom Digital Library SAAS Catalog (BASE)</b> <a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$372.78 per month</b>
518210C	ADL-C-ADD	<p><b>Axiom Digital Library SaaS Catalog – Additional Users</b></p> 	<p>Additional 1,000 Authorized Users to an Axiom Digital Library SaaS catalog.</p> <p><b>PRICE IS PER YEAR PER CATALOG</b> <a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$8,076.58 per year per catalog</b>

## Axiom Digital Library – Catalog Setup – Price List

SIN	Part Number	Product	Description	GSA Price
518210C	ADL-C-SETUP	<b>Axiom Digital Library – Catalog Setup</b> 	Axiom Digital Library catalog setup, including: <ul style="list-style-type: none"> <li>• Provisioning of Axiom Digital Library environment, product install, and license activation</li> <li>• Catalog structure, to include up to 6 search/index elements with dropdowns</li> <li>• Remote Axiom Digital Library Training (1 session)</li> </ul> <p><b>PRICE IS PER CATALOG</b>  <a href="http://www.imageapi.com">www.imageapi.com</a></p>	<b>\$ 17,879.10 per catalog</b>

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

**3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made, and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike

manner.

- d. Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

## **5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - 1) Cancel the stop-work order; or
  - 2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
  - 1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - 2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

## **9. INDEPENDENT CONTRACTOR**

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- ### **b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.**

## **11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim

products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted.

Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor- Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - 1) The offeror;
  - 2) Subcontractors; and/or
  - 3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

## **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

## **15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

## **16. DESCRIPTION OF IT PROFESSIONAL SERVICES**

- a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 51451S IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.
- c. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

Role	Description
<p><b>Program Manager</b></p>	<p><b>Minimum Experience</b> – Typically has over 10 years of IT work experience, including 5+ years managing projects.</p> <p><b>Functional Responsibility</b> – Has oversight for a program of multiple projects or a highly complex project, and manages scope, schedule, and budget according to the Statement of Work. Responsible for program planning, communications, tracking and status reporting, and risk and issue management. Ensures integration of project activities, re-prioritizes as necessary, and communicates with Program leadership. Conducts quality reviews on deliverables to ensure adherence to quality standards. Escalates issues as necessary for resolution. May conduct client training.</p> <p><b>Minimum Education</b> – Bachelor's Degree, <b>OR</b> High School Degree / GED and 10+ years' experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<p><b>Project Manager</b></p>	<p><b>Minimum Experience</b> – Typically has 7 to 10 years of IT work experience, including 3+ years managing projects.</p> <p><b>Functional Responsibility</b> – Has oversight for a project and manages scope, schedule, and budget according to the Statement of Work. Responsible for project planning, communications, tracking and status reporting, and risk and issue management. Conducts quality reviews on deliverables to ensure adherence to quality standards. Escalates issues as necessary for resolution. Responsible for definition of business and technical solution, and ensuring supporting processes are met. May conduct UAT or client training.</p> <p><b>Minimum Education</b> – Bachelor's Degree, <b>OR</b> High School Degree / GED and 7+ years' experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<p><b>Trainer</b></p>	<p><b>Minimum Experience</b> – Typically has 5 to 7 years of IT work experience, including 2+ years in business consulting or training roles.</p>

Role	Description
	<p><b>Functional Responsibility</b> – Conducts user and admin training for digital content management products. Includes functional “how to” training as well as configuration of admin-level options. Has deep product knowledge and provides business process guidance where applicable.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 5+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<p><b>Senior Business Consultant</b></p>	<p><b>Minimum Experience</b> – Typically has 5 to 7 years of IT work experience, including 2+ years in process leadership, business analyst, or training roles.</p> <p><b>Functional Responsibility</b> – Conducts user requirements definition and process redesign as necessary for implementation of digital content management solutions. May define workflow configuration rules and forms-based processes. Ensures solution meets client business needs. May conduct UAT or client training.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 5+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<p><b>Product Architect</b></p>	<p><b>Minimum Experience</b> – Typically has 5 to 7 years of IT work experience, including 5+ years in the high-tech industry or product engineering.</p> <p><b>Functional Responsibility</b> – Leads product architecture or product engineering, and provides technical leadership in the planning, design, and architecture of product development. Identifies, evaluates, and recommends solutions. Understands key competitors’ products and differentiating features. Translates requirements into technical solutions and/or product specifications. Designs and delivers product changes or enhancements.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 5+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<p><b>Technology Consultant</b></p>	<p><b>Minimum Experience</b> – Typically has 5 to 7 years of IT work experience, including 5+ years in technology development.</p> <p><b>Functional Responsibility</b> – Responsible for technical implementation of digital content management solutions. Scopes technical environment for provisioning and provisions software. May develop integration with client systems, perform image and/or data conversion, or develop solutions for complex configuration needs. May coordinate technical testing-related activities with client resources and manages technology-related deployment activities.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 5+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<p><b>Senior Developer</b></p>	<p><b>Minimum Experience</b> – Typically has 5 to 7 years of IT work experience, including 5+ years in technology development.</p> <p><b>Functional Responsibility</b> – Responsible for leading design and/or development of digital content management software. Designs and implements product and/or project solutions that are complex in nature. Provides technical leadership and develops innovative solutions in .Net and other technologies. Leads design and development of product changes, integration, extensions, or enhancements. Designs and develops custom plug-ins as necessary to meet client-specific requirements. May develop electronic forms or configure complex workflow.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 5+ years’ experience in</p>

Role	Description
	related field, <b>OR</b> equivalent combination of education and experience
<b>Developer</b>	<p><b>Minimum Experience</b> – Typically has 3 to 5 years of IT work experience, including 2+ years in technology development.</p> <p><b>Functional Responsibility</b> – Responsible for designing and/or developing digital content management software. Understands product or client requirements to design and develop technical solutions in .Net and other technologies. Develops product changes, integration, extensions, or enhancements. Supports testing and defect fixes. May develop electronic forms.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 3+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<b>Business Consultant</b>	<p><b>Minimum Experience</b> – Typically has 3 to 5 years of work experience, including 2+ years as a Business Analyst.</p> <p><b>Functional Responsibility</b> – Responsible for requirements definition and digital content management solution configuration. Understands product or client requirements to configure business solutions. Works with client to redefine processes with new technology. Facilitates client testing and validates client business requirements are met. May facilitate UAT or conduct client training.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 3+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<b>Quality Assurance Manager</b>	<p><b>Minimum Experience</b> – Typically has 5 to 7 years of IT work experience, including 5+ years in quality assurance or product engineering.</p> <p><b>Functional Responsibility</b> – Leads quality assurance and automation and provides technical leadership in product quality. Leads all phases of quality assurance, including system test, integration test, regression test, performance and load test. Measures quality assurance and focused on continuous improvement.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 5+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<b>Quality Assurance Tester</b>	<p><b>Minimum Experience</b> – Typically has 3 to 5 years of IT work experience, including 2+ years in QA testing.</p> <p><b>Functional Responsibility</b> – Responsible for test planning and execution. Writes test cases to meet business requirements. Understands product or client requirements to test technical solutions. Conducts testing of product changes, integration, extensions, enhancements, and/or defects.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 5+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<b>IT Director</b>	<p><b>Minimum Experience</b> – Typically has over 10 years of IT work experience, including 5+ years in IT Operations.</p> <p><b>Functional Responsibility</b> – Has oversight for IT infrastructure, maintenance, and support. Responsible for cloud environment leadership, architecture, and technology vendor relationship management. Responsible for IT team’s ability to meet Service Level Agreements and adhere to corporate policies and audits.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 10+ years’ experience in</p>

Role	Description
	related field, <b>OR</b> equivalent combination of education and experience
<b>IT Manager</b>	<p><b>Minimum Experience</b> – Typically has 5 to 7 years of IT work experience, including 5+ years in IT Operations or Support.</p> <p><b>Functional Responsibility</b> – Has oversight for IT infrastructure, maintenance, and support. Manages IT team to meet Service Level Agreements and adhere to corporate policies and audits. Leads support of project deployments, change control processes, and hypercare support.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 5+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<b>IT Support Administrator</b>	<p><b>Minimum Experience</b> – Typically has 1 to 3 years of IT work experience, including 1+ years in technology support.</p> <p><b>Functional Responsibility</b> – Responsible for supporting project deployments, change control processes, and hypercare support. Also responsible for Level II application support.</p> <p><b>Minimum Education</b> – Bachelor’s Degree, <b>OR</b> High School Degree / GED and 1+ years’ experience in related field, <b>OR</b> equivalent combination of education and experience</p>
<b>Technical Product Support</b>	<p><b>Minimum Experience</b> – Typically has 1 to 2 years related high-tech industry and/or IT work experience</p> <p><b>Functional Responsibility</b> – Responsible for providing post-sales technical support</p> <p><b>Minimum Education</b> – Associate’s Degree or GED <b>OR</b> equivalent combination of education and experience</p>

## 17. GSA PRICING

Work at fixed hourly rates for each labor category below applies to labor performed by the Offeror.

SIN	Labor Category	Minimum Education / Certification Level	Minimum Years of Experience	GSA Price	UOI
54151S	Program Manager	Bachelor’s Degree, OR High School Degree / GED and 10+ years’ experience in related field, OR equivalent combination of education and experience	10	\$ 177.58	Hour
54151S	Project Manager	Bachelor’s Degree, OR High School Degree / GED and 7+ years’ experience in related field, OR equivalent combination of education and experience	7	\$ 174.56	Hour
54151S	Trainer	Bachelor’s Degree, OR High School Degree / GED and 5+ years’ experience in related field, OR equivalent combination of education and experience	5	\$ 158.69	Hour

SIN	Labor Category	Minimum Education / Certification Level	Minimum Years of Experience	GSA Price	UOI
54151S	Senior Business Consultant	Bachelor's Degree, OR High School Degree / GED and 5+ years' experience in related field, OR equivalent combination of education and experience	5	\$ 158.69	Hour
54151S	Product Architect	Bachelor's Degree, OR High School Degree / GED and 5+ years' experience in related field, OR equivalent combination of education and experience	5	\$ 155.16	Hour
54151S	Technology Consultant	Bachelor's Degree, OR High School Degree / GED and 5+ years' experience in related field, OR equivalent combination of education and experience	5	\$ 155.16	Hour
54151S	Senior Developer	Bachelor's Degree, OR High School Degree / GED and 5+ years' experience in related field, OR equivalent combination of education and experience	5	\$ 155.16	Hour
54151S	Developer	Bachelor's Degree, OR High School Degree / GED and 3+ years' experience in related field, OR equivalent combination of education and experience	3	\$ 139.65	Hour
54151S	Business Consultant	Bachelor's Degree, OR High School Degree / GED and 3+ years' experience in related field, OR equivalent combination of education and experience	3	\$ 139.65	Hour
54151S	Quality Assurance Manager	Bachelor's Degree, OR High School Degree / GED and 5+ years' experience in related field, OR equivalent combination of education and experience	5	\$ 155.16	Hour
54151S	Quality Assurance Tester	Bachelor's Degree, OR High School Degree / GED and 5+ years' experience in related field, OR equivalent combination of education and experience	3	\$141.31	Hour
54151S	IT Director	Bachelor's Degree, OR High School Degree / GED and 10+ years' experience in related field, OR equivalent combination of education and experience	10	\$ 159.19	Hour
54151S	IT Manager	Bachelor's Degree, OR High School Degree / GED and 5+ years' experience in related field, OR equivalent combination of	5	\$ 139.65	Hour

SIN	Labor Category	Minimum Education / Certification Level	Minimum Years of Experience	GSA Price	UOI
		education and experience			
54151S	IT Support Administrator	Bachelor's Degree, OR High School Degree / GED and 1+ years' experience in related field, OR equivalent combination of education and experience	1	\$111.03	Hour
54151S	Technical Product Support (entry)	Associate's or GED +Work	1	\$ 40.28	Hour
54151S	Technical Product Support (intermediate)	Associate's or GED +Work	1	\$ 54.25	Hour
54151S	Technical Product Support (advanced)	Associate's or GED +Work	1	\$ 68.43	Hour
54151S	Technical Product Support (manager)	Associate's or GED +Work	1	\$ 90.05	Hour