KloudGin

General Services Administration Federal Supply Service

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

General Purpose Commercial Information Technology Equipment, Software, and Services

CONTRACT NUMBER: 47QTCA18D00CC

CONTRACT PERIOD: MAY 17, 2018 THROUGH MAY 16, 2023

General Services Administration Federal Acquisition Service

Pricelist current through Modification #001, dated June 15, 2018

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available through GSA Advantage! System (http://www.gsaadvantage.gov).

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INFORMATION FOR ORDERING ACTIVITIES

1a. **AUTHORIZED SPECIAL ITEM NUMBERS (SINS)**

SIN	DESCRIPTION
132-40	Cloud Computing Services

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN**

See Price List

1c. **SERVICES OFFERED**

See Price List

2. **MAXIMUM ORDER PER SIN**

SIN	MAXIMUM ORDER
132-40	$500,000 per SIN/Order

This maximum order threshold is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: (1) Offer a new lower price, (2) Offer the lowest price available under the contract, or (3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order threshold.

3. **MINIMUM ORDER LIMITATION**

$100

4. **GEOGRAPHIC COVERAGE (DELIVERY AREA)**

Domestic and overseas delivery.

5. **POINT OF PRODUCTION**

United States

6. **BASIC DISCOUNT**

Prices shown are NET Prices; Basic Discounts have been deducted.

7. **QUANTITY DISCOUNT**

> 100 users – 12% discount for users 101-300
> 300 users – 17% discount for users 301-700
> 700 users – 22% discount for users 701-1000
> 1000 users – 32% discount for all users 1001 and over

8. **PROMPT PAYMENT TERMS**

Net 30

9a. **GOVERNMENT PURCHASE CARDS ARE ACCEPTED UP TO THE MICRO-PURCHASED THRESHOLD.**

9b. **GOVERNMENT PURCHASE CARDS MAY BE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.**

Contact Contractor

10. **FOREIGN ITEMS**

None

11a. **TIME OF DELIVERY**
Contact Contractor

11b. **EXPEDITED DELIVERY**
Contact Contractor

11c. **OVERNIGHT AND 2-DAY DELIVERY**
Contact Contractor

11d. **URGENT REQUIREMENTS**
Contact Contractor

12. **F.O.B. POINT**
Destination

13a. **ORDERING ADDRESS**
Enterprise Signal Inc.
dba KloudGin
440 N. Wolfe Rd.
Sunnyvale, CA 94085

13b. **ORDERING PROCEDURES**
For supplies and service the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA may be found at the GSA/FSS Schedule homepage (gsa.gsa.gov/schedule).

14. **PAYMENT ADDRESS**
Same as Ordering Address

15. **WARRANTY PROVISION**
Standard Commercial Warranty

16. **EXPORT PACKING CHARGES**
None

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE**
None

18. **TERMS AND CONDITIONS OF RENTAL**
Not Applicable.

19. **TERMS AND CONDITIONS OF INSTALLATION**
Not Applicable.

20a. **TERMS AND CONDITIONS OF REPAIR PARTS**
Not Applicable.

20b. **Terms and conditions for any other services**
Not Applicable.

21. **LIST OF SERVICE AND DISTRIBUTION POINTS.**
Not Applicable.

22. **LIST OF PARTICIPATING DEALERS**
Not Applicable.

23. **PREVENTATIVE MAINTENANCE**
Not Applicable.

24a. **SPECIAL ATTRIBUTES**
Not Applicable.

24b. **SECTION 508 COMPLIANCE INFORMATION**
Not Applicable.

25. **DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER**
078785397

26. **CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.**

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF CLOUD COMPUTING SERVICES

(Special Item Number 132-40)

1. **SCOPE**

The prices, terms and conditions stated under Special Item Number (SIN) 132-40 Cloud Computing Services apply exclusively to Cloud Computing Services within the scope of this Information Technology Schedule.

This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.

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 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 SIN

- Commercially available cloud computing services
- Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics
- Open to all deployment models (private, public, community or hybrid), vendors specify deployment models

1. **Software as a Service (SaaS):** Consumer uses provider's applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.

2. **Platform as a Service (PaaS):** 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.

3. **Infrastructure as a Service (IaaS):** Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.

2. DESCRIPTION OF CLOUD COMPUTING SERVICES AND PRICING

a. **Service Description Requirements for Listing Contractors**
Section 5 (a) GUIDANCE FOR CONTRACTORS (NIST Essential Characteristics) provides the detail on how KloudGin software meets each of the five essential characteristics of Cloud Services and describes the software and deployment 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 solution. Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN.

e. **Performance of Cloud Computing Services**
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 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**
   i. 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.

   ii. The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial

statement of work.[2] 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.

iii. 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.

iv. 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.

v. Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

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[4] and OMB memos M-06-16[5] and M-07-16[6]. 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).

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:

- 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.
    - 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.

l. **Related Professional Services**
Ordering activities should engage with Contractors to discuss the availability of limited assistance with initial setup, training and access to the services that may be available through this SIN.

Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN. Ordering activities should consult the appropriate GSA professional services schedule.

5. GUIDANCE FOR CONTRACTORS

NIST Essential Characteristics

KloudGin software meets each of the five essential cloud computing characteristics as defined in National Institute of Standards and Technology (NIST) Special Publication 800-145 and subsequent versions of this publication.

The application is located on a FedRAMP compliant system, Amazon Web Services, which received its approval to operate on May 13, 2018 and is a NIST-800-53 based FedRAMP approved platform.

On-Demand Self Service
The KloudGin SAAS applications run on the Amazon Web Services (AWS) service. Computing capabilities like server time and network storage are provisioned automatically according to the use and data load on the KloudGin applications as a whole. There is no required human interaction for provisioning the underlying resources on which the KloudGin SAAS applications are built.

Broad Network Access
The KloudGin SAAS applications are available through three mechanisms: a native iOS app, a native Android app, and an html5 based web app for all other operating systems. Mobile phones based on iOS or Android can take advantage of the native apps, while all other mobile, thin, or thick client platforms can use the html5 based web app.

Resource Pooling
The KloudGin SAAS applications are hosted in enterprise grade cloud facilities, specifically Amazon AWS, and the infrastructure is designed and managed such that the provisioning of physical and virtual resources within the infrastructure which supports the app is dynamic and is invisible to the end user.

Rapid Elasticity
Because the KloudGin SAAS applications are hosted in the Amazon AWS enterprise grade cloud, the provisioning of capabilities in support of the customer's requirements is invisible, and appears, to the customer, unlimited. KloudGin is architected for Rapid elasticity scale up or down based on the demand. For example its uses Amazon Elastic Load Balancer to load balancing of TCP traffic for extreme performance.

Measured Service
KloudGin exposes only the "active user accounts" resource to the end customer, storage, processing, bandwidth and other behind the scenes resources are monitored internally but are not exposed to the end customer, except to the extent that as described above the app is designed to appear "limitless" in resources to the end customer. The "active user accounts" are the unit of resource measurement exposed to the end customer, and through the application interface end customers with the appropriate rights can monitor, control and self-report the number of "active user accounts" at any point in time and therefore the volume of service consumed.

Service Model
KloudGin uses a Software As A Service (SaaS) model. The flavors of application described in each proposed client all rest on three base apps, an iOS native application, an Android native application, and an html5 based application accessible through a web browser for all other operating systems. The client manages only the user accounts and the data that the client inputs into the system. All other resources - the underlying cloud infrastructure - is managed by KloudGin in a manner that is invisible to the end user.

Deployment Model

KloudGin uses the Amazon Web Services public cloud as its platform and is deployed via the Public Cloud.

KLOUDGIN SERVICES AND PRICES

Product	Description	Price
KloudGin Intelligent Asset Cloud Enterprise Edition (ASSETEE)	o Asset Full (BOM, Operation, Project), Service Contracts, Work Order Management (includes Dispatch Center), Mobile Work Order Execution, Service Billing and Payments, Full Inventory, Auto Scheduler, Time Clocking o 1 dev. Sandbox environments o 12 online training classes / PER YEAR Minimum users=25.	$136.02 Per user/month
KloudGin Intelligent Asset Cloud Unlimited Edition (ASSETUE)	o Get all Enterprise Edition (SKU #ASSETEE) features PLUS o Limited license for KloudGin Cloud platform within context of Intelligent KloudGin Asset Cloud to connect to unlimited source systems o Multiple sandboxes (Three) for development and support o Allows unlimited additional mobile source systems integration & customization via web services o Unlimited online training o 24x7 support o Premium support Minimum users=50	$272.04 Per user/month
KloudGin Intelligent Mobility Asset Cloud Service Enterprise Edition (AMOBILEEE)	o Asset Full (BOM, Operation, Project), Work Order Management (includes Dispatch Center), Mobile Work Order Execution, Mobile Inventory, Auto Scheduler, Time Clocking o 1 dev. Sandbox environments o 12 online training classes / PER YEAR Minimum Users=25.	$117.88 Per user/month
KloudGin Intelligent Field Service Cloud Enterprise Edition (FSMEE)	Includes modules for Service Contracts, Work Orders, Mobile Work Orders, Service Billing and Payments, Mobile Inventory, Time Clocking, and Auto Scheduling. Minimum users=25.	$117.88 Per user/month
KloudGin Intelligent Field Service Cloud Unlimited Edition (FSMUE)	o Get all Enterprise Edition (SKU # FSMEE) features PLUS o Limited license for KloudGin Cloud platform within context of Intelligent KloudGin Field Cloud to connect to unlimited source systems o Multiple sandboxes (Three) for development and support o Allows unlimited additional mobile source systems integration & customization via web services o Unlimited online training o 24x7 support o Premium support	$272.04 Per user/month

Product	Description	Price
	Minimum users=50.	
KloudGin Inventory Cloud Enterprise Edition (INVEE)	Full and Mobile Inventory Modules Only. Minimum users = 10	$317.38 Per user/month
KloudGin Connected Customer APP & Portal Enterprise Edition (CUSTEE)	Connected Customer APP & Customer Portal. Minimum users =10000	$0.23 Per user/month
KloudGin Cloud Platform Unlimited Edition (PLATUE)	Ability to build unlimited number of pages plus Multiple Development Sandboxes, Unlimited online training and support (24x7), unrestricted storage, and unlimited source system connections. Minimum users=100.	$136.02 Per user/month
KloudGin Cloud Platform Enterprise Edition (PLATEE)	Ability to build 100 pages. Minimum users=50.	$63.48 Per user/month
KloudGin Time Clocking Professional Edition (TIMECLKPE)	Timeclock Module Only. Minimum users = 10	$5.44 Per user/month
KloudGin Cross Connection & Backflow 5 user pack (BACKFLOWSE)	Backflow / Cross Connection automation application for small water utility. 1 pack = 5 users	$1,813.60 per user pack/month
KloudGin Cross Connection & Backflow 25 user pack (BACKFLOWPE)	Backflow / Cross Connection automation application for mid size water utility 1 pack = 25 users	$4,080.60 Per user pack/month
Premium Support (PREMSUPP)	Premium Support for Enterprise edition products	20% of monthly SaaS fees
Additional Hardware (SANDBOX)	Each Additional Full sandbox, Partial Sandbox and/or Developer Sandbox environment	$2400/ month + 12% of monthly SaaS price per environment