

GENERAL SERVICES ADMINISTRATION

Federal Supply Service

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

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

***Advantage!*[®] is: GSAAdvantage.gov.**

MULTIPLE AWARD SCHEDULE

FSC Group MAS

Contract number – 47QTCA20D0052

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period – January 28, 2020 through January 27, 2025

CONTRACTOR:

Storm Petrel LLC
74 Winchester Rd
Brattleboro VT 05301

Contract Administration source:

Christina Moore
cmoore@storm-petrel.com
802-368-1982
Storm Petrel LLC
74 Winchester Rd
Brattleboro VT 05301

Current through Modification #PS-A815 Effective April 16, 2020

CUSTOMER INFORMATION

1a. Table of Awarded special item numbers

54151S – IT Professional Services
518210C – Cloud Computing
OLM – Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price:

SIN	Cloud Computing Product	GSA Monthly Rate
518210C	Cloud Server Administrator	\$69.82

SIN	Cloud Computing Product	GSA Hourly Rate
54151S	Server Administrator	\$68.41

1c. Hourly Rates

Awarded SIN	Labor Category	GSA Price Including IFF
54151S	Senior Software Engineer	\$175.92
54151S	Data Management Specialist	\$122.17
54151S	Data Analytics Specialist	\$175.92
54151S	Junior Software Developer	\$122.17
54151S	Software Developer	\$146.60
54151S	Software Application Designer	\$185.69
54151S	Business Analyst	\$122.17
54151S	Senior Business Analyst	\$146.60
54151S	IT Project Manager	\$136.83
54151S	Network Engineer II	\$73.30
54151S	Network Engineer III	\$83.07
54151S	Virtualization Engineer II	\$73.30
54151S	Virtualization Engineer III	\$83.07
54151S	Server Administrator	\$68.41
54151S	Server Administrator II	\$78.19
518210C	Cloud Senior Software Engineer	\$179.55
518210C	Cloud Data Management Specialist	\$124.69
518210C	Cloud Data Analytics Specialist	\$179.55
518210C	Cloud Junior Software Developer	\$124.69
518210C	Cloud Software Developer	\$149.62
518210C	Cloud Software Application Designer	\$189.52
518210C	Cloud Business Analyst	\$124.69
518210C	Cloud Senior Business Analyst	\$149.62
518210C	Cloud IT Project Manager	\$139.65

Awarded SIN	Labor Category	GSA Price Including IFF
518210C	Cloud Network Engineer II	\$74.81
518210C	Cloud Network Engineer III	\$84.79
518210C	Cloud Virtualization Engineer II	\$74.81
518210C	Cloud Virtualization Engineer III	\$84.79
518210C	Cloud Server Administrator	\$69.82
518210C	Cloud Server Administrator II	\$79.80

2. Maximum Order*:

The maximum order is \$500,000 for SINS 54151S and 518210C

*If the best value selection places your order over the Maximum Order identified in this catalog/price list, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404

3. Minimum Order: \$100.00

4. GEOGRAPHIC COVERAGE (delivery area): Domestic and overseas delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Note that for products, domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. POINT OF PRODUCTION

Storm Petrel LLC
74 Winchester Rd
Brattleboro VT 05301

6. DISCOUNT: Prices shown are NET Prices; Basic Discounts have been deducted

7. QUANTITY DISCOUNTS:

- a. Prompt Payment: 1% Net 10
- b. Quantity: None
- c. Dollar Volume: 1% > \$300,000 for SIN 54151S
- d. Other Special Discounts (i.e. Government Education Discounts, etc.)

8. PROMPT PAYMENT TERMS: None - Net 30 days

9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are not accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
518210C and 54151S	To Be Negotiated per Task Order

11b. EXPEDITED DELIVERY: Items available for expedited delivery are noted in this price list.

11c. EXPEDITED DELIVERY may be available. Contact Contractor for more information.

11d. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. FOB point: Destination

13a. ORDERING ADDRESS Same as Contractor

13b. ORDERING PROCEDURES: Contact Contractor

14. PAYMENT ADDRESS: Same as Contractor

15. WARRANTY PROVISION: Standard Commercial Warranty

16. Export packing charges, if applicable: None

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level) : None

18. Terms and conditions of rental, maintenance, and repair: None

19. Terms and conditions of installation: None

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: None

20a. Terms and conditions for any other services: None

21. List of service and distribution points: None.

22. List of participating dealers: None

23. Preventive maintenance: None

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) : None

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 (<https://storm-petrel.com>). The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Number System (DUNS) number: 078680991

26. Notification regarding registration in Central Contractor Registration (CCR) database. Contractor has an active registration.

INFORMATION REGARDING 518210C

1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud Computing Services apply exclusively to Cloud Computing Services within the scope of this Multiple Award 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.

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts 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 on premise cloud functionality, through combining different services on other IT SINs (e.g. 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 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

SIN Description	Sub-Categories ¹
<ul style="list-style-type: none"> ● 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 	<ol style="list-style-type: none"> 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

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	GSA PRICE (inclusive of the .75% IFF)
Tempest-GEMS v5 Grant Administration	<p>The Tempest-GEMS Grant Administration module addresses the needs of the entity that administers grants or grant programs, typically performed by a governmental entity, quazi-governmental entity, NGO, or multi-national entity. The Grant Administration module provides oversight and coordination with grant recipients and grant sub-recipients who are using the Tempest-GEMS Grant Execution Module. Features of the Grant Administration include:</p> <p>Program-wide status dashboard, ;Workflows related to “Requests” from recipients/sub-recipients for activities such as grant application and award, financial advances, reimbursements, and workflows regarding scope, appeals, closeout;Period reports (aka progress reports, quarterly reports, etc);Email notifications;Coordination/configuration of regulatory compliance checklists and tasks;Transparency on procurement, financial, and documentation efforts</p> <p>The annual subscription includes:Administration of initial (one) Grant Type, sometimes called “grant program”; Additional Grant Types for additional fees;Design and development of a novel grant application process or up to 5 modifications cycles to an existing grant application process. ;Up to 20 modifications of Requests and related Workflows. Intended to cover normal and routine modifications to business processes during a year within a fixed fee.;Modification or development of up to 20 reports. A Report is one graphical, or columnar element of a dashboard, an Interactive or Classic report as defined by Oracle, or one PDF report. Scope is intended to cover normal and routine modifications to business processes during a year within a fixed fee structure. ;Up to 10,000 users;Up to 4,000 organizations using the Grant Execution Module (no additional fees or subscriptions needed).</p>	Monthly	\$ 13,715.37
Tempest-GEMS v5 Grant Administration Additional Grant Type	<p>The Grant Administration – Additional Grant Type is used when an organization using the Grant Administration module requires more than one Grant Type. Each Grant Type involves:Grant application process;Requests and corresponding Workflows for processing grants through their lifecycle;Reports (dashboards, PDF, etc.);Notifications via email. The annual subscription includes: Administration of one additional Grant Type, sometimes called “grant program”;Design and development of a novel grant application process or up to 5 modifications cycles to an existing grant application process. ;Up to 20 modifications of Requests and related Workflows. Intended to cover normal and routine modifications to business processes during a year within a fixed fee.;Modification or development of up to 20 reports. A Report is one graphical, or columnar element of a dashboard, an Interactive or Classic report as defined by Oracle, or one PDF report. Scope is intended to cover normal and routine modifications to business processes during a year within a fixed fee structure.;Up to 10,000 users;Up to 4,000 organizations using the Grant Execution Module (no additional fees or subscriptions needed).</p>	Monthly	\$ 3,740.55

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	GSA PRICE (inclusive of the .75% IFF)
Tempest-GEMS v5 Grant Execution	The Tempest-GEMS Grant Execution module provides grant recipients and grant sub-recipients to manage grants from drafting an application, through the grant life cycle to and including grant close out. This web-based application tracks application data, budget data, collects actual costs along with supporting documentation. The software aid grant recipients/sub-recipients with document management, document compliance, document completeness, procurement compliance and procuremnet policy compliance. The module can be purchased and operate independently of other Tempest-GEMS modules.	Monthly	\$ 831.23
Tempest-GEMS v5 Grant Execution - Each Grant Type	This optional element enables grant one additional grant program type to be managed within the Grant Execution module. This module is intended for a grant recipient only.	Monthly	\$ 415.62
Tempest-GEMS v5 Request for Public Assistance	The Tempest-GEMS Request for Public Assistance (RPA) module is an optional component of the Grant Execution module. This module permits a FEMA Public Assistance Grant Program administrator ('recipient') to allow sub-recipients to submit RPA via a web-based portal. The requests are reviewed for approval in the Tempest-GEMS Grant Administration Module.	Monthly	\$ 831.23
Tempest-GEMS v5 Doxshire.com	DoxShire.com® provide a secure and read-only access to Tempest-GEMS grant data. This tool, used by a federal-funding agency, a partnering agency, or an oversight agency. It permits users to review and download PDF documents uploaded during the grant management process. This web-based application provides a funding agency independent oversight to the grant administration process while ensuring cybersecurity and document privacy while logging activities. This module is an optional module of the Tempest-GEMS suite. The use of the module requires the use of both the Grant Administration and the Grant Execution modules.	Monthly	\$ 2,493.70
Tempest-GEMS v5 State EMAC	Tempest-GEMS® EMAC module permits a state-level recipient of a FEMA Public Assistance Grant to manage Emergency Management Assistance Compact (EMAC). This module permit states to communicate EMAC costs and EMAC supporting document. This module also converts an EMAC into a FEMA public assistance grant which is then managed through to close out in the Tempest-GEMS Grant Execution module. The use of the module requires the use of both the Grant Execution and the Grant Administration modules Tempest-GEMS Project Management.	Monthly	\$ 2,078.09
Tempest-GEMS v5 Finance	Tempest-GEMS® Accounting module links the Grant Administration module to bank accounts and a chart of accounts for tracking the flow of cash and viewing account balances. This module includes the ability to reconcile accounts. This module is used a means of doing double-entry accounting with general-ledger-like features in the Tempest-GEMS suite.	Monthly	\$ 914.36

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	GSA PRICE (inclusive of the .75% IFF)
Tempest-GEMS v5 Project Management	Tempest-GEMS Project Management module tracks tasks, assignments, and due dates for grant-related activities. The module has Gantt charts and calendar to view tasks. The system is linked to Tempest-GEMS sub-recipients and grant programs thereby permitting either a grant recipient or grant sub-recipient the ability to coordinate the work and scheduling of a grant management team. The software includes features to schedule meetings, post meeting agenda and store meeting notes. The reporting and presentation follow PMBOK standards for project management.	Monthly	\$ 1,246.85
Oracle Database Hosting I - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier I services are for 0 to 250Gb of active storage. Serviced priced and billed monthly.	Month	\$ 1,092.24
Oracle Database Hosting II - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier II services are for 251Gb to 500Gb of active storage. Serviced priced and billed monthly.	Month	\$ 1,673.77
Oracle Database Hosting III - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier III services are for 501Gb to 1.99Tb of active storage. Serviced priced and billed monthly	Month	\$ 4,114.61

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	GSA PRICE (inclusive of the .75% IFF)
Oracle Database Hosting IV - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier IV services are for 2.0Tb to 4.99Tb of active storage. Serviced priced and billed monthly	Month	\$ 6,337.99
Oracle Database Hosting V - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier V services are for 5.0Tb to 10Tb of active storage. Serviced priced and billed monthly.	Month	\$ 10,425.67
Oracle Database Hosting VI - 4-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier IV services are for 0 to 2.99Tb of active storage. Serviced priced and billed monthly.	Month	\$ 6,136.50
Oracle Database Hosting VII - 4-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier IV services are for 2.0Tb to 4.99Tb of active storage. Serviced priced and billed monthly.	Month	\$ 8,214.26

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	GSA PRICE (inclusive of the .75% IFF)
Oracle Database Hosting VII - 4-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier V services are for 5Tb to 10Tb of active storage. Serviced priced and billed monthly.	Month	\$ 12,455.55
Customer Service I East English	Best effort response to email during the hours of 0800h and 1700h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	#REF!
Customer Service I East Bilingual	Best effort response to email during the hours of 0800h and 1700h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 5,448.64
Customer Service I Central English	Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	\$ 4,321.89
Customer Service I Central Bilingual	Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 5,448.64

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	GSA PRICE (inclusive of the .75% IFF)
Customer Service I Mountain English	Best effort response to email during the hours of 0800h and 1700h mountain time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	\$ 4,321.89
Customer Service I Mountain Bilingual	Best effort response to email during the hours of 0800h and 1700h mountain time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 5,448.64
Customer Service I Pacific English	Best effort response to email during the hours of 0800h and 1700h pacific time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English,	Month	\$ 4,321.89
Customer Service I Pacific Bilingual	Best effort response to email during the hours of 0800h and 1700h pacific time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 5,448.64
Customer Service II English	Best effort response to email during the hours of 0800h and 200h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	\$ 9,002.07

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	GSA PRICE (inclusive of the .75% IFF)
Customer Service II Bilingual	Best effort response to email during the hours of 0800h and 200h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 11,252.58
Customer Service III English	Response to email averaging 10 minutes and a dedicated phone number during the hours of 0800h and 200h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	\$ 14,736.39
Customer Service III Bilingual	Response to email averaging 10 minutes and a dedicated phone number during the hours of 0800h and 200h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 18,420.48

On-Demand Self-Service: Storm Petrel, LLC services provide a user format that most efficiently meets and manages users’ demands. After an initial service consultation with our clients, Storm Petrel modifies its Tempest-GEMS® application along with any related Storm Petrel applications and provides an end-product that focuses on users’ specific needs. The customized end-product is then deployed. Upon deployment, Storm Petrel customers then have immediate, uninterrupted and autonomous management of the service without provider intervention, unless Storm Petrel management or technology services are retained for application operation and management.

Broad Network Access: Storm Petrel’s cloud-based platforms and services allow licensed users access to specifically designed features using smart phones, computers or virtually any other device with functional access to the World Wide Web. Access to any cloud-based network or platform designed or provided by Storm Petrel is governed by authorization and security protocols set by the client. In other words, Storm Petrel ensures that only licensed or authorized users can access user data. Storm Petrel cloud-based services obviate the need for creating specialized local networks, use of multiple/new servers or dedicated routers or other hardware for operation of cloud-based applications.

Resource Pooling: Storm Petrel cloud-based services and applications are configured in such a way that their cloud infrastructure runs on its own applications and utilizes industry-wide best technology to ensure project critical functionalities in the cloud service with around-the-clock delivery. Storm Petrel services and applications ensure flexibility and control in their ability to deliver a stable user experience to licensed users through use of resources drawn from a common pool and maintained/monitored by Storm Petrel. Our services and applications support users anywhere, regardless of user location.

Rapid Elasticity: Storm Petrel services and applications are easily and quickly modified to accommodate any growth or change in client needs, including providing increased access to the clients' cloud-based infrastructure and application, both through client growth, user community

expansion and increase in client customer base/use. Skilled IT professionals are readily available to shape end-product functionality to our clients' changing needs. Storm Petrel cloud-based applications and services utilize infrastructure and platforms that are quickly modified and enhanced, so scalability and flexibility are inherent in Storm Petrel product design and support structure. Storm Petrel professionals are always available to meet client requests, and project changes are made only after personal client consultation. In addition, Storm Petrel's cloud-based services provide clients with vast data storage capacity and allow for single-site metering.

Measured Service: Storm Petrel cloud-based services and applications are configured to provide tools and reports at users' fingertips so that clients can monitor where, how and why their data is used. This monitoring is always available to users to track and measure improvements in project completion, to evaluate project costs and needs, to look for additional areas of improvement and to ascertain capacity needs. These services allow our clients to quickly expand or change their cloud-based requirements and needs, and Storm Petrel can quickly modify services, products and service terms to meet client needs.

CLOUD COMPUTING SERVICES DEPLOYMENT MODEL:

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.

Storm Petrel, LLC provides varied cloud-based services/applications to a broad spectrum of clients, both within the government sphere and within the commercial world. Our cloud-based services and end-products have been deployed using a variety of different models, including deployment on private cloud networks, community clouds and hybrid clouds. Storm Petrel has the ability and expertise to meet client requirements related to the balance between user access and proper cloud security.

The relevant project experiences related to cloud-based services that are included as a part of this proposal, demonstrate Storm Petrel’s experience and ability to deploy cloud-based services and products in all models mentioned above. For example, our work with Puerto Rico involved the use of a community cloud, while our work for Simmons Disaster Recovery Consulting involved deployment of a cloud-based application on a private cloud. Oftentimes our work involves the use of hybrid models wherein some aspects of our applications are accessible only by users within a private environment, while other aspects are part of a shared community of users, i.e. multiple contractors and multiple governmental agencies or departments.

CLOUD COMPUTING SERVICES SERVICE MODEL (OPTIONAL):

Storm Petrel, LLC provides cloud-based services and end-products for clients which almost always involve a combination of Software as a Service (SaaS), and/or Platform as a Service (PaaS) and/or Infrastructure as a Service (IaaS), and as a result, our services and products do not fall exclusively within any single Cloud Computing Services sub-category mentioned above. Nor are Storm Petrel’s services and products so compartmentalized that they can be divided into the specific sub-categories. For example, our work with the government of Puerto Rico, mentioned above, required Storm Petrel to design a customized version of our cloud-based application Tempest-Gems[®] for our client that was then deployed using a customized platform and infrastructure assembled by Storm Petrel. Simply put, Storm Petrel provides all cloud-based services or products needed for its clients, and Storm Petrel has the skills and tools at its disposal to create customized cloud-based software for clients, build client specific cloud-based platforms and put together the infrastructure necessary to meet a client’s cloud-based needs.

Labor Category	Functional Responsibilities	Experience
Cloud Senior Software Engineer	Works both independently and as a part of a team to meet deliverables in a timely manner. Assumes full responsibility for assigned deliverables. Ability to act as a mentor to less experienced team members. Assists in resource planning for assigned project as requested by project/resource manager. Assists in resource planning for assigned project as requested by project/resource manager. Fully master the technical skills surrounding the individual area of expertise.	Bachelors Degree, or equivalent / 5+ years.
Cloud Data Management Specialist	Designs, develops and supports enterprise-wide business intelligence and data management applications and architecture. Responsibilities may include but are not limited to: analyzing data management systems, gathering user requirements, designing and documenting data management systems and architecture, creating and translating data files, solving complex technical problems, and optimizing systems to ensure efficiency and integrity of data storage.	Bachelors Degree, or equivalent / 5+ years.
Cloud Data Analytics Specialist	Responsible for developing information driven insights to help identify trends and opportunities and provide solutions based on these insights. They will extract meaning from complex data relationships in order to provide insight into data provided. They will provide in depth analysis of Data using Data Mining and Profiling techniques to assist in understanding data behavior and potentially predicting future needs. An expert in Big Data relationships this individual will have the background in trend analysis and predictive modelling required to develop reports that enable us to anticipate and meet member needs with solutions tailored to their individual circumstances.	Bachelors Degree, or equivalent / 5+ years.

Labor Category	Functional Responsibilities	Experience
Cloud Junior Software Developer	Under general supervision, develops, codes, tests, and debugs new software and enhancements to existing web software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with web software and resolve them.	Bachelors Degree, or equivalent / 3+ years.
Cloud Software Developer	Responsible for design, development, troubleshooting, debugging, and implementation of software code for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.	Bachelors Degree, or equivalent / 5+ years.
Cloud Software Application Designer	Design and layout of graphical user interfaces particularly screen layouts and functionality for client-server applications. Designs and builds applications using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.	Bachelors Degree, or equivalent / 5+ years.
Cloud Business Analyst	Responsible for presenting to the clients the business and technical solutions based on client needs, available technology and Storm Petrel standards. Coordinates with users to define problems, data availability, requirements and implements complex systems which are the most cost effective. Provide technical assistance in identifying, evaluating, and developing system procedures which are cost effective and meet user requirements. Analyzes and evaluates user and/or business problems of complex or diverse scope where analysis requires evaluation of various factors. Plans and conducts preliminary studies of alternative data processing applications and prepares design proposals	Bachelors Degree, or equivalent / 3+ years.
Cloud Senior Business Analyst	Responsible for presenting to the clients the business and technical solutions based on client needs, available technology and Storm Petrel standards. Participates in client engagements, client relationship management, analysis, research, deliverable preparation, and lead specific work efforts over the course of the project. Coordinating with users to define problems, data availability, requirements and implements complex systems which are the most cost effective. Provide technical assistance in identifying, evaluating, and developing system procedures which are cost effective and meet user requirements. Analyzes and evaluates user and/or business problems of complex or diverse scope where analysis requires evaluation of various factors. Plans and conducts preliminary studies of alternative data processing applications and prepares design proposals.	Bachelors Degree, or equivalent / 5+ years.
Cloud IT Project Manager	Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed timeframe and funding parameters. Responsibilities may include but are not limited to: establishing project baselines, creating and monitoring	Bachelors Degree, or equivalent / 5+ years.

Labor Category	Functional Responsibilities	Experience
	work plan, directing and coordinating activities of project personnel, coordinating project activities with government customer, preparing and reviewing status reports with key stakeholders, and working with personnel to resolve issues.	
Cloud Network Engineer II	Conducts a broad range of engineering activities on network systems. Responsibilities may include but are not limited to: developing network specifications and documentation, ensuring delivery and installation of network equipment, evaluating and testing networks, performing network maintenance, optimizing network quality and performance, developing and implementing solutions for network problems, and recommending strategies to key stakeholders.	Bachelors Degree, or equivalent / 5+ years.
Cloud Network Engineer III	Conducts a broad range of engineering activities on network systems. Responsibilities may include but are not limited to: developing network specifications and documentation, ensuring delivery and installation of network equipment, evaluating and testing networks, performing network maintenance, optimizing network quality and performance, developing and implementing solutions for network problems, and recommending strategies to key stakeholders. May supervise teams of engineers.	Bachelors Degree, or equivalent / 8+ years.
Cloud Virtualization Engineer II	Virtualization Engineer experienced with at least one industry recognized vendor solution, Blade Server technology, and Storage Area Networks. Focused on implementation, installation, testing, troubleshooting, and some system design. Experienced with LAN and WAN technologies interfacing with a virtual environment. Responsible for the integration of software and hardware according to the designed solution. Will work with a variety of industry vendors and client personnel and will assist with integration efforts when needed. Designs and builds new virtual infrastructures - solid understanding of server and server hardware. Identifies and resolves virtual, network, and hardware related system performance problems Perform troubleshooting activities to minimize impact to operations. Actively participate in planning, coordinating, and implementing Windows operating systems and applications. Working experience with server and client side architectures and systems design, perform hardware upgrades and swaps and will interface with external vendors as necessary and onsite customers as needed. Related Technical Skills-- Server Virtualization Products and Storage Area Networks; Blade Enclosures and Blade Servers;-Server Hardware; Backup solutions; and Remote Access solutions.	Bachelors Degree, or equivalent / 5+ years.
Cloud Virtualization Engineer III	Virtualization Engineer experienced with at least one industry recognized vendor solution, Blade Server technology, and Storage Area Networks. Focused on implementation, installation, testing, troubleshooting, and some system design. Experienced with LAN and WAN technologies interfacing with a virtual environment. Responsible for the integration of software and hardware according to the designed solution. Will work with a variety of industry vendors and client personnel and will assist with integration efforts when needed. Designs and builds new virtual infrastructures - solid understanding of server and server hardware. Identifies and resolves virtual, network, and hardware	Bachelors Degree, or equivalent / 8+ years.

Labor Category	Functional Responsibilities	Experience
	related system performance problems Perform troubleshooting activities to minimize impact to operations. Actively participate in planning, coordinating, and implementing Windows operating systems and applications. Experience with server and client side architectures and systems design, perform hardware upgrades and swaps and will interface with external vendors as necessary and onsite customers as needed. Related Technical Skills-- Server Virtualization Products and Storage Area Networks; Blade Enclosures and Blade Servers; Server Hardware; Backup solutions; and Remote Access solutions.	
Cloud Server Administrator	Maintains data files and control procedures for business systems that may be mainframe-, mini-, or client/server-based. Assigns passwords and monitors use of resources. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems	Bachelors Degree, or equivalent / 5+ years.
Cloud Server Administrator II	Maintains data files and control procedures for moderately complex business systems that may be mainframe-, mini-, or client/server-based. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Applies extensive knowledge of the business applications and expertise in commercial software programs and unique applications in resolving problems. Troubleshoots computer-related problems and contacts appropriate service representatives to resolve systems problems. Installs hardware and software. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide task direction to team members.	Bachelors Degree, or equivalent / 5+ years.

IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

Labor Category	Functional Responsibilities	Education / Experience
Senior Software Engineer	Works both independently and as a part of a team to meet deliverables in a timely manner. Assumes full responsibility for assigned deliverables. Ability to act as a mentor to less experienced team members. Assists in resource planning for assigned project as requested by project/resource manager. Assists in resource planning for assigned project as requested by project/resource manager. Fully master the technical skills surrounding the individual area of expertise.	Bachelors Degree, or equivalent / 5+ years.
Data Management Specialist	Designs, develops and supports enterprise-wide business intelligence and data management applications and architecture. Responsibilities may include but are not limited to: analyzing data management systems, gathering user requirements, designing and documenting data management systems and architecture, creating and translating data files, solving complex technical problems, and optimizing systems to ensure efficiency and integrity of data storage.	Bachelors Degree, or equivalent / 5+ years.
Data Analytics Specialist	Responsible for developing information driven insights to help identify trends and opportunities and provide solutions based on these insights. They will extract meaning from complex data relationships in order to provide insight into data provided. They will provide in depth analysis of Data using Data Mining and Profiling techniques to assist in understanding data behavior and potentially predicting future needs. An expert in Big Data relationships this individual will have the background in trend analysis and predictive modelling required to develop reports that enable us to anticipate and meet member needs with solutions tailored to their individual circumstances.	Bachelors Degree, or equivalent / 5+ years.
Junior Software Developer	Under general supervision, develops, codes, tests, and debugs new software and enhancements to existing web software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with web software and resolve them.	Bachelors Degree, or equivalent / 3+ years.
Software Developer	Responsible for design, development, troubleshooting, debugging, and implementation of software code for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.	Bachelors Degree, or equivalent / 5+ years.

Labor Category	Functional Responsibilities	Education / Experience
Software Application Designer	Design and layout of graphical user interfaces particularly screen layouts and functionality for client-server applications. Designs and builds applications using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.	Bachelors Degree, or equivalent / 5+ years.
Business Analyst	Responsible for presenting to the clients the business and technical solutions based on client needs, available technology and Storm Petrel standards. Coordinates with users to define problems, data availability, requirements and implements complex systems which are the most cost effective. Provide technical assistance in identifying, evaluating, and developing system procedures which are cost effective and meet user requirements. Analyzes and evaluates user and/or business problems of complex or diverse scope where analysis requires evaluation of various factors. Plans and conducts preliminary studies of alternative data processing applications and prepares design proposals	Bachelors Degree, or equivalent / 3+ years.
Senior Business Analyst	Responsible for presenting to the clients the business and technical solutions based on client needs, available technology and Storm Petrel standards. Participates in client engagements, client relationship management, analysis, research, deliverable preparation, and lead specific work efforts over the course of the project. Coordinating with users to define problems, data availability, requirements and implements complex systems which are the most cost effective. Provide technical assistance in identifying, evaluating, and developing system procedures which are cost effective and meet user requirements. Analyzes and evaluates user and/or business problems of complex or diverse scope where analysis requires evaluation of various factors. Plans and conducts preliminary studies of alternative data processing applications and prepares design proposals.	Bachelors Degree, or equivalent / 5+ years.
IT Project Manager	Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed timeframe and funding parameters. Responsibilities may include but are not limited to: establishing project baselines, creating and monitoring work plan, directing and coordinating activities of project personnel, coordinating project activities with government customer, preparing and reviewing status reports with key stakeholders, and working with personnel to resolve issues.	Bachelors Degree, or equivalent / 5+ years.

Labor Category	Functional Responsibilities	Education / Experience
Network Engineer II	Conducts a broad range of engineering activities on network systems. Responsibilities may include but are not limited to: developing network specifications and documentation, ensuring delivery and installation of network equipment, evaluating and testing networks, performing network maintenance, optimizing network quality and performance, developing and implementing solutions for network problems, and recommending strategies to key stakeholders.	Bachelors Degree, or equivalent / 5+ years.
Network Engineer III	Conducts a broad range of engineering activities on network systems. Responsibilities may include but are not limited to: developing network specifications and documentation, ensuring delivery and installation of network equipment, evaluating and testing networks, performing network maintenance, optimizing network quality and performance, developing and implementing solutions for network problems, and recommending strategies to key stakeholders. May supervise teams of engineers.	Bachelors Degree, or equivalent / 8+ years.
Virtualization Engineer II	Virtualization Engineer experienced with at least one industry recognized vendor solution, Blade Server technology, and Storage Area Networks. Focused on implementation, installation, testing, troubleshooting, and some system design. Experienced with LAN and WAN technologies interfacing with a virtual environment. Responsible for the integration of software and hardware according to the designed solution. Will work with a variety of industry vendors and client personnel and will assist with integration efforts when needed. Designs and builds new virtual infrastructures - solid understanding of server and server hardware. Identifies and resolves virtual, network, and hardware related system performance problems Perform troubleshooting activities to minimize impact to operations. Actively participate in planning, coordinating, and implementing Windows operating systems and applications. Working experience with server and client side architectures and systems design, perform hardware upgrades and swaps and will interface with external vendors as necessary and onsite customers as needed. Related Technical Skills-- Server Virtualization Products and Storage Area Networks; Blade Enclosures and Blade Servers; Server Hardware; Backup solutions; and Remote Access solutions.	Bachelors Degree, or equivalent / 5+ years.
Virtualization Engineer III	Virtualization Engineer experienced with at least one industry recognized vendor solution, Blade Server technology, and Storage Area Networks. Focused on implementation, installation, testing, troubleshooting, and some system design. Experienced with LAN and WAN technologies interfacing with a virtual environment. Responsible for the integration of software and hardware according to the designed solution. Will work with a variety of industry vendors and client personnel and will assist with integration efforts when needed. Designs	Bachelors Degree, or equivalent / 8+ years.

Labor Category	Functional Responsibilities	Education / Experience
	<p>and builds new virtual infrastructures - solid understanding of server and server hardware. Identifies and resolves virtual, network, and hardware related system performance problems</p> <p>Perform troubleshooting activities to minimize impact to operations. Actively participate in planning, coordinating, and implementing Windows operating systems and applications. Experience with server and client side architectures and systems design, perform hardware upgrades and swaps and will interface with external vendors as necessary and onsite customers as needed. Related Technical Skills-- Server Virtualization Products and Storage Area Networks; Blade Enclosures and Blade Servers; Server Hardware; Backup solutions; and Remote Access solutions.</p>	
Server Administrator	<p>Maintains data files and control procedures for business systems that may be mainframe-, mini-, or client/server-based. Assigns passwords and monitors use of resources. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems</p>	Bachelors Degree, or equivalent / 5+ years.
Server Administrator II	<p>Maintains data files and control procedures for moderately complex business systems that may be mainframe-, mini-, or client/server-based. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Applies extensive knowledge of the business applications and expertise in commercial software programs and unique applications in resolving problems. Troubleshoots computer-related problems and contacts appropriate service representatives to resolve systems problems. Installs hardware and software. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide task direction to team members.</p>	Bachelors Degree, or equivalent / 5+ years.