



General Services Administration
 Federal Supply Service
 Authorized Federal Supply Schedule Price List



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MAS – Multiple Award Schedule

**Special Item Numbers: 493110RM, 518210DC,
561990, 518210 ERM**

Records Management Services/ Document Conversion Services/ Destruction Services/ Digital Solutions/ Data Center Services

Contract Number: GS-03F-049GA

Contract Period:

March 10, 2017 through March 09, 2022

Business Size: Large

Federal ID: 23-2588479

Pricing effective 02/24/2021 Modification 40 dated 02/24/2020.

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 for GSA Advantage! is: GSAAdvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS schedules button at fss.gsa.gov

Section 1. Customer Information



1a. Awarded Special Item Numbers	493110RM – Records Management Service; 518210DC – Document Conversion Services; 561990 – Destruction Services; 518210 ERM – Electronic Records Management Solutions ; 36-500 – Order Level Materials
1b. Lowest Price Model	Not Applicable
1c. Hourly Rates	Records Management (see p. 6 and 12 of this Pricelist for details) Document Conversion (see p. 37-43 of this Pricelist for details) Destruction (see p. 71 of this Pricelist for details)
2. Maximum Order	Except as otherwise provided in the contract, the total dollar value per order placed shall not exceed \$1,000,000 for Special Item Number (SINs) 493110RM, 518210DC, 561990, and
3. Minimum Order	See Service Line
4. Geographic Coverage	48 Contiguous States, the District of Columbia, and Puerto Rico
5. Point(s) of Production	Not Applicable
6. Net Prices	The prices in this Pricelist reflect net, and all discounts have been deducted.
7. Quantity Discounts	None
8. Prompt Payment	No additional discount offered
9a. Government Purchase Cards	MasterCard and Visa are accepted for purchases below the micro-purchase threshold
10. Foreign Items	None
11a. Time of Delivery	Regular Delivery
11b. Expedited Delivery	Expedited delivery is not available to all locations
11c. Overnight and 2-Day Delivery	Overnight and 2-day delivery is not available to all locations
11d. Urgent Requirements	Four-hour rush delivery is available to some locations. Please contact the local Iron Mountain office to check availability and to request this service (open market item).
12. F.O.B Point	Origin
13a. Ordering Address	All Services: Gregory Swennumson Iron Mountain Information Management, LLC 1821 Michael Faraday Drive, Suite 100 Reston, VA 20190 Telephone: +1 (703) 889-6136

Fax: +1 (703) 738-7757
Email: #NASSGovernmentAll@ironmountain.com

13b. Ordering Procedures	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14. Payment Address	For Records Management Services, Document Conversion and Image on Demand Services, Data Management Services, Secure Shred Services, Secure IT Asset Disposition and Data Center Colocation Services payment shall be sent to the remittance address as noted on the applicable invoice.
15. Warranty Provision	The warranty applicable to each respective type of service provided under this Pricelist is stated in the Special Terms and Conditions in Section 2 of this Pricelist (Listing of Products and Services and Appendix).
16. Export Packing Charges	Not applicable
17. Terms and Conditions of Government Purchase Card Acceptance	Contractor will accept government purchase card for orders.
18. Terms and Conditions of Rental, Maintenance, and Repair	Not applicable
19. Terms and Conditions of Installation	Not applicable
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	Special Terms and Conditions applicable to each respective type of service as stated in Section 2 of this Pricelist (Listing of Products and Services and Appendix).
21. List of service and distribution points	Place of performance is offered at multiple locations – list available on request.
22. List of Participating Dealers	None
23. Preventive Maintenance	Not applicable
24a. Environmental Attributes	Not applicable
24b. Section 508 Compliance	Not applicable
25. DUNS Number	621417633

26. Central Contractor Registration (CCR)	Iron Mountain Information Management, LLC, has registered in the System for Award Management (SAM) database.
27. CAGE Code	1F2Y7

Section 2. Listing of Products and Services



This section of the Pricelist provides a listing of the services available from Iron Mountain Information Management, LLC. Under SINs 493110RM, 518210DC, 561990, and 518210 ERM Iron Mountain provides (1) Records Management Services, (2) Document Conversion Services and Image on Demand, (3) Data Management Services for Federal Records, (4) Commercial Data Management Services, (5) Secure Shred Services (6) Secure IT Asset Disposition Services, and (7) Federal Data Center Colocation Services. Pricing for each of the three respective service groupings are provided below. For all services, the net price to the Government for each service is reflected (i.e., the prices reflect all discounts and are inclusive of the IFF).

Any questions regarding the services and prices included in this Pricelist should be referred to the following:

Gregory Swennumson
 Iron Mountain Information Management, LLC
 1821 Michael Faraday Drive, Suite 100
 Reston, VA 20190
 Telephone: +1 (703) 889-6140
 Fax: +1 (703) 738-7757
 Email: #NASSGovernmentAll@ironmountain.com

Federal Records Management Services (Special Item No. 493110RM)

Records Storage Services For Federal Records

Service Overview Iron Mountain offers customers full services for all facets of records storage, including retrieval, transportation and processing. The Company also designs and implements enterprise-wide records management programs encompassing policy, roll-out and records management systems. Iron Mountain’s solution is cost effective and provides customers with quick and easy access to records in storage.

With a wide variety of cartons and supplies for all storage requirements, Iron Mountain offers assured quality, convenience and security to all customers.

The following identifies the specific Iron Mountain Records Management Records Storage Services and related prices available under this Pricelist.

Federal Records Storage			
(see http://cic.ironmountain.com/records/glossary for service definitions)			
ITEM	Task / Description	GSA Price/Unit	Unit
RM01	Storage – Temporary Records (<100,000 cubic feet) Storage of temporary records. Not available in all Iron Mountain locations. Less than 100,000 cubic feet of storage. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$ 0.31	Per cubic foot

Federal Records Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
RM02	<p>Storage – Temporary Records (>=100,000 cubic feet)</p> <p>Storage of temporary records. Not available in all Iron Mountain locations. Greater than or equal to 100,000 cubic feet of storage. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.20	Per cubic foot
RM03	<p>Minimum Storage</p> <p>A minimum monthly storage charge that is applied to a customer's account when the storage charges do not meet the customer's contractual minimum storage requirement. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$108.28	Per month
RM04	<p>Administration Fee – Summary Billing</p> <p>Monthly fee for account maintenance, support, and administrative services for those accounts receiving summary billing. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$27.74	Per account ID
RM05	<p>Administration Fee – Detailed Billing</p> <p>Monthly fee for account maintenance, support and administrative services for those accounts receiving detailed billing. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$69.34	Per account ID
RM06	<p>Receiving and Entry – Cartons</p> <p>The act of processing new deposits when they are first received at an Iron Mountain facility, resulting in an increased storage volume. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$1.14	Per cubic foot
RM07	<p>Regular Retrieval – Carton</p> <p>Temporary removal of Cartons from storage, scheduled for Regular Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR</p>	\$1.96	Per cubic foot
RM08	<p>Regular Retrieval – File from Carton</p> <p>Temporary removal of Files from a Carton, scheduled for Regular Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR</p>	\$2.59	Each
RM09	<p>Rush Retrieval – Carton</p> <p>Temporary removal of Cartons from storage, scheduled for Rush Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$3.96	Per cubic foot

Federal Records Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
RM10	Rush Retrieval – File from Carton Temporary removal of Files from a Carton, scheduled for Rush Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$5.10	Each
RM11	Archival Destruction – Carton The process of securely shredding Cartons, and their paper based contents, stored with Iron Mountain upon authorization by the Customer. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$2.64	Per cubic foot plus Regular Retrieval Charge
RM11a	Archival Destruction – File from Carton The process of securely shredding Files from a Carton stored with Iron Mountain upon authorization by the Customer. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$2.49	Per file plus Regular Retrieval Charge
RM12	Permanent Withdrawal – Carton The act of processing a Permanent Withdrawal order to prepare and confirm items retrieved at Iron Mountain’s dock for transportation and to update the status of the item in the inventory system as permanently removed. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$3.84	Per cubic foot plus Regular Retrieval Charge
RM12a	Permanent Withdrawal – File from Carton The act of processing a Permanent Withdrawal order of Files from a Carton to prepare and confirm items retrieved at Iron Mountain’s dock for transportation and to update the status of the item in the inventory system as permanently removed. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$2.23	Per file plus Regular Retrieval Charge
RM13	Regular Refile – Carton A Carton previously retrieved by a customer that is returned to storage at an Iron Mountain facility. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$1.89	Per cubic foot
RM14	Regular Refile – File to Carton A File previously retrieved by a customer that is returned to storage at an Iron Mountain facility. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$2.52	Each

Federal Records Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
RM15	<p>Interfile</p> <p>A new File that is sent to storage and inserted into an existing Carton. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$2.74	Each
RM16	<p>Document Insert</p> <p>A new Document that is sent to storage and inserted into an existing File. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$2.76	Each
RM17	<p>Individual Listing of Files</p> <p>Data entry of file descriptions into Iron Mountain database. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.37	Each
RM18	<p>Minimum Service Order Charge</p> <p>Minimum charge for an Order, excluding transportation related services. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$11.01	Per order
RM19	<p>Photocopy Service</p> <p>Photocopy of pages contained in customer's inventory. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.13	Per page
RM20	<p>Facsimile Services</p> <p>Facsimile of pages contained in customer's inventory. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.54	Per page
RM21	<p>Miscellaneous Hourly Labor</p> <p>Charges for unclassified miscellaneous services requested by a customer that are not specifically described and provided for in the customer's Pricing Schedule or in the Additional Services section of Iron Mountain's online Customer Information Center. Miscellaneous Services are billed in 15 minute increments. Examples include transmittal preparation; file packing and purging; re-labeling, re-boxing, data capture/indexing and data entry.</p> <p>Minimum years of experience: 1 year. Minimum education requirement: High School or equivalent. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$35.54	Per hour

Federal Records Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
RM22	<p>Regular Pick-up (within 50 mile radius)</p> <p>Use this service to schedule the pickup of material from an address located within 50 miles of the Iron Mountain storage facility. Pickup will occur one time a week via a predetermined schedule. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$20.90	Per transportation visit
RM23	<p>Rush Pick-up (within 50 mile radius)</p> <p>Use this service to schedule the pickup of material from an address located within 50 miles of the Iron Mountain storage facility. Pickup orders placed before 4:00 p.m. on a Business Day will be picked up on the following Business Day. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$73.30	Per transportation visit
RM24	<p>Regular Delivery (within 50 mile radius)</p> <p>Use this service to request the delivery of material to an address located within 50 miles of the Iron Mountain storage facility. Orders of 2 boxes or less or 10 files or less that are ordered by 3:00 p.m. will be delivered within 48 hours by a third party transportation vendor. Orders greater than 2 boxes or greater than 10 files will be delivered one time per week via a predetermined schedule and be serviced by Iron Mountain. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$20.90	Per transportation visit
RM26	<p>Rush Delivery – Business Day (within 50 mile radius)</p> <p>Use this service to request the delivery of material to an address located within 50 miles of the Iron Mountain storage facility. Delivery within 3 hours of placement of Order (for orders received not later than 2:00 p.m.) on a Business Day. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$73.30	Per transportation visit

Federal Records Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
RM27	<p>Rush Delivery – Weekends/Holidays/After Hours (within 50 mile radius)</p> <p>Use this service to request the delivery of material to an address located within 50 miles of the Iron Mountain storage facility. Delivery within 4 hours of placement of Order on a weekend, holiday, or after Business Hours. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$147.23	Per transportation visit
RM28	<p>Transportation Handling Fee</p> <p>Use this service in conjunction with RM22, RM23, RM24, RM26, and RM27 for each cubic foot of material that is to be transported to or from an address. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$1.80	Per cubic foot
RM29	<p>Third-party Shipping – Handling Fee</p> <p>Use this service when material is to be delivered using a third party courier outside of Iron Mountain’s partner network.*Note – Third-party transportation quotes using Iron Mountain trusted partner network can be obtained using an open market quote. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$2.77	Each
RM30	<p>Onsite Review Room</p> <p>A service in which a customer leverages an Onsite Review Room within an Iron Mountain facility. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$192.31	Per Day
RM31	<p>Re-boxing Charge</p> <p>The re-boxing of customer material when the condition of the Carton will not support other Cartons in a standard storage configuration, or when the Carton is not safe for transport or handling. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$5.20	Per Carton
RM32	<p>Standard Carton</p> <p>Use this service to request a Standard 1.2 cubic feet Carton. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$2.14	Each

Federal Records Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Uni
RM01	Storage – Temporary Records (< 100,000 cubic feet)	\$0.31	\$0.32	\$0.33	\$0.34	\$0.35
RM02	Storage – Temporary Records (>= 100,000 cubic feet)	\$0.20	\$0.20	\$0.20	\$0.21	\$0.21
RM03	Minimum Storage	\$108.28	\$110.45	\$112.65	\$114.91	\$117.21
RM04	Administration Fee – Summary Billing	\$27.74	\$28.29	\$28.86	\$29.43	\$30.02
RM05	Administration Fee – Detailed Billing	\$69.34	\$70.73	\$72.14	\$73.58	\$75.05
RM06	Receiving and Entry – Cartons	\$1.14	\$1.16	\$1.18	\$1.20	\$1.22
RM07	Regular Retrieval – Carton	\$1.96	\$2.01	\$2.05	\$2.09	\$2.13
RM08	Regular Retrieval – File from Carton	\$2.59	\$2.64	\$2.69	\$2.74	\$2.79
RM09	Rush Retrieval – Carton	\$3.96	\$4.04	\$4.12	\$4.20	\$4.28
RM10	Rush Retrieval – File from Carton	\$5.10	\$5.20	\$5.30	\$5.41	\$5.52
RM11	Archival Destruction – Carton	\$2.64	\$2.69	\$2.74	\$2.80	\$2.86
RM11a	Archival Destruction – File from Carton	\$2.49	\$2.54	\$2.59	\$2.64	\$2.69
RM12	Permanent Withdrawal – Carton	\$3.84	\$3.92	\$4.00	\$4.08	\$4.16
RM12a	Permanent Withdrawal – File from Carton	\$2.23	\$2.27	\$2.32	\$2.36	\$2.41
RM13	Regular Refile – Carton	\$1.89	\$1.93	\$1.97	\$2.01	\$2.05
RM14	Regular Refile – File to Carton	\$2.52	\$2.57	\$2.62	\$2.67	\$2.72
RM15	Interfile	\$2.74	\$2.79	\$2.85	\$2.91	\$2.97
RM16	Document Insert	\$2.76	\$2.81	\$2.87	\$2.93	\$2.99
RM17	Individual Listing of Files	\$0.37	\$0.38	\$0.39	\$0.40	\$0.41

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Uni
RM18	Minimum Service Order Charge	\$11.01	\$11.23	\$11.46	\$11.69	\$11.92
RM19	Photocopy Service	\$0.13	\$0.13	\$0.14	\$0.14	\$0.14
RM20	Facsimile Services	\$0.54	\$0.55	\$0.56	\$0.58	\$0.59
RM21	Miscellaneous Hourly Labor	\$35.54	\$36.25	\$36.98	\$37.72	\$38.47
RM22	Regular Pick-up (within 50 mile radius)	\$20.90	\$21.31	\$21.73	\$22.17	\$22.61
RM23	Rush Pick-up (within 50 mile radius)	\$73.30	\$74.77	\$76.26	\$77.79	\$79.35
RM24	Regular Delivery (within 50 mile radius)	\$20.90	\$21.31	\$21.73	\$22.17	\$22.61
RM26	Rush Delivery – Business Day (within 50 mile radius)	\$73.30	\$74.77	\$76.26	\$77.79	\$79.35
RM27	Rush Delivery – Weekends/Holidays/After Hours (within 50 mile radius)	\$147.23	\$150.18	\$153.18	\$156.24	\$159.36
RM28	Transportation Handling Fee	\$1.80	\$1.84	\$1.88	\$1.92	\$1.96
RM29	Third-party Shipping – Handling Fee	\$2.77	\$2.83	\$2.89	\$2.95	\$3.01
RM30	Onsite Review Room	\$192.31	\$196.16	\$200.08	\$204.08	\$208.16
RM31	Re-boxing Charge	\$5.20	\$5.30	\$5.41	\$5.52	\$5.63
RM32	Standard Carton	\$2.14	\$2.18	\$2.22	\$2.26	\$2.31

Records Storage Services For Classified Records

Service Overview Iron Mountain offers customers full services for all facets of classified records storage, including retrieval, transportation and processing at the Secret classification level. Iron Mountain’s network of cleared facilities provides agencies with secure, cost-effective storage and management services and confidence that classified materials are securely handled and safeguarded. Facilities and processes utilized by Iron Mountain meet or exceed all of the requirements as set forth in the National Industrial Security Program Operating Manual (NISPOM) (1-201) to provide storage and services in both standard and climate controlled environments at the Secret classification level.

For an added level of service, Iron Mountain also offers classified records management solutions in facilities that satisfy both (a) the NARA facility standards for Federal Records of 36 Code of Federal Regulations (CFR) Part 1234 and (b) requirements as set forth in the National Industrial Security Program Operating Manual (NISPOM) (1-201). The combination of providing records management solutions in compliance with NARA facility standards and NISPOM provides agencies with cost-effective records storage and management services to meet unique circumstances calling for both service levels.

The following identifies the specific Iron Mountain Classified Records Management Records Storage Services and related prices available under this Pricelist.

Classified Records Storage (see http://cic.ironmountain.com/records/glossary for service definitions)			
ITEM	Task / Description	GSA Price/Unit	Unit
RMC01	Storage-Classified/NARA Compliant (<=15,000 cubic feet) Monthly storage of classified records. Not available in all Iron Mountain locations. Less than or equal to 15,000 cubic feet of storage. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	\$0.87	Per cubic foot
RMC02	Storage-Classified/NARA Compliant (>15,000 cubic feet) Monthly storage of classified records. Not available in all Iron Mountain locations. Greater than 15,000 cubic feet of storage. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	\$0.74	Per cubic foot

Classified Records Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
RMC03	Storage – Classified Monthly storage of classified records subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Not available in all Iron Mountain locations. Classification Level: Secret	\$0.74	Per cubic foot
RMC04	Storage – Climate Controlled Classified Monthly storage of classified records in a climate controlled environment subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Not available in all Iron Mountain locations. Classification Level: Secret	\$1.27	Per cubic foot
RMC05	Receiving and Entry – Classified/NARA Cartons The act of processing new deposits when they are first received at an Iron Mountain facility, resulting in an increased storage volume. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	\$2.67	Per cubic foot
RMC06	Receiving and Entry – Classified Cartons The act of processing new deposits when they are first received at an Iron Mountain facility, resulting in an increased storage volume. Applies to Classified and Climate Controlled Classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	\$2.34	Per cubic foot
RMC07	Regular Retrieval – Classified/NARA Carton Temporary removal of Classified/NARA Cartons from storage, scheduled for Standard Dedicated Trip. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	\$3.74	Per cubic foot

Classified Records Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
RMC08	<p>Regular Retrieval – Classified Carton</p> <p>Temporary removal of Classified Cartons from storage, scheduled for Standard Dedicated Trip. Applies to Classified and Climate Controlled Classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$3.18	Per cubic foot
RMC09	<p>Regular Refile – Classified/NARA Carton</p> <p>The act of refiling a Classified/NARA Carton previously retrieved by a customer that is returned to storage at an Iron Mountain facility. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$3.74	Per cubic foot
RMC10	<p>Regular Refile – Classified Carton</p> <p>The act of refiling a Classified Carton previously retrieved by a customer that is returned to storage at an Iron Mountain facility. Applies to Classified and Climate Controlled Classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$3.18	Per cubic foot
RMC11	<p>Classified Standard Dedicated Trip – 1 Driver (within 50 mile round trip)</p> <p>Use this service to request delivery or pick-up of Classified or Classified/NARA material for trips up to 50 miles (round trip) between a customer address and the Iron Mountain storage facility, utilizing only one vehicle driver. Order by 3:00 p.m. for pickup or delivery next Business Day. Classification Level: Secret</p>	\$213.84	Per transportation visit

Classified Records Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
RMC12	<p>Climate Controlled Classified Standard Dedicated Trip – 1 Driver (within 50 mile round trip)</p> <p>Use this service to request delivery or pick-up of Climate Controlled Classified material for trips up to 50 miles (round trip) between a customer address and the Iron Mountain storage facility, utilizing only one vehicle driver. Order by 3:00 p.m. for pickup or delivery next Business Day. Classification Level: Secret</p>	\$256.61	Per transportation visit
RMC13	<p>Transportation Handling Fee – Classified</p> <p>Use this service in conjunction with Dedicated Trip charges for each cubic foot of material that is to be transported to or from an address. Applies to Classified/NARA, Classified, and Climate Controlled Classified materials. Classification Level: Secret</p>	\$3.74	Per cubic foot
RMC14	<p>Third-party Shipping Handling Fee – Classified</p> <p>Use this service when classified material is to be delivered using a third party courier outside of Iron Mountain's partner network.</p> <p>*Note - Third-party transportation quotes using Iron Mountain's trusted partner network can be obtained using an open market quote. Applies to Classified/NARA, Classified, and Climate Controlled Classified materials. Classification Level: Secret</p>	\$5.77	Each
RMC15	<p>Archival Destruction – Classified</p> <p>The process of securely destroying classified cartons and their paper based contents stored with Iron Mountain upon authorization by either by incineration or through the use of an NSA approved shredding device. Applies to Classified/NARA, Classified, and Climate Controlled Classified materials. Classification Level: Secret</p>	\$8.55	Per cubic foot plus corresponding Regular Retrieval and Transportation Charge
RMC16	<p>Archival Destruction - Classified - Order Minimum</p> <p>Minimum charge for an Archival Destruction - Classified Order, excluding transportation related services. Applies to Classified/NARA, Classified, and Climate Controlled Classified materials. Classification Level: Secret</p>	\$106.92	Per order

Classified Records Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
RMC17	<p>Miscellaneous Hourly Labor - Classified/NARA</p> <p>Charges for Classified/NARA miscellaneous services requested by a customer that are not specifically described and provided for in the customer's Pricing Schedule or in the Additional Services section of Iron Mountain's online Customer Information Center. Miscellaneous Services are billed in 15 minute increments. Examples include transmittal preparation, file packing and purging. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements.</p> <p>Minimum years of experience: 1 year. Minimum education requirement: High School or equivalent. Cleared for handling classified materials. Classification Level: Secret</p>	\$50.25	Per hour
RMC18	<p>Miscellaneous Hourly Labor – Classified</p> <p>Charges for classified miscellaneous services requested by a customer that are not specifically described and provided for in the customer's Pricing Schedule or in the Additional Services section of Iron Mountain's online Customer Information Center. Miscellaneous Services are billed in 15 minute increments. Examples include transmittal preparation, file packing and purging. Applies to Classified and Climate Controlled Classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements.</p> <p>Minimum years of experience: 1 year. Minimum education requirement: High School or equivalent. Cleared for handling Classification Level: Secret classified materials.</p>	\$43.69	Per hour

Federal Classified Records Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
RMC01	Storage-Classified/NARA Compliant (<=15,000 cubic feet)	\$0.87	\$0.89	\$0.91	\$0.92	\$0.94
RMC02	Storage-Classified/NARA Compliant (>15,000 cubic feet)	\$0.74	\$0.75	\$0.76	\$0.77	\$0.79
RMC03	Storage – Classified	\$0.74	\$0.75	\$0.76	\$0.77	\$0.79
RMC04	Storage – Climate Controlled Classified	\$1.27	\$1.30	\$1.33	\$1.36	\$1.39
RMC05	Receiving and Entry – Classified/NARA Cartons	\$2.67	\$2.72	\$2.77	\$2.83	\$2.89
RMC06	Receiving and Entry – Classified Cartons	\$2.34	\$2.39	\$2.44	\$2.49	\$2.54
RMC07	Regular Retrieval – Classified/NARA Carton	\$3.74	\$3.81	\$3.89	\$3.97	\$4.05
RMC08	Regular Retrieval – Classified Carton	\$3.18	\$3.24	\$3.30	\$3.37	\$3.44
RMC09	Regular Refile – Classified/NARA Carton	\$3.74	\$3.81	\$3.89	\$3.97	\$4.05
RMC10	Regular Refile – Classified Carton	\$3.18	\$3.24	\$3.30	\$3.37	\$3.44
RMC11	Classified Standard Dedicated Trip – 1 Driver (within 50 mile round trip)	\$213.84	\$218.12	\$222.48	\$226.93	\$231.47
RMC12	Climate Controlled Classified Standard Dedicated Trip – 1 Driver (within 50 mile round trip).	\$256.61	\$261.74	\$266.98	\$272.32	\$277.77
RMC13	Transportation Handling Fee – Classified	\$3.74	\$3.81	\$3.89	\$3.97	\$4.05
RMC14	Third-party Shipping Handling Fee - Classified	\$5.77	\$5.88	\$6.01	\$6.13	\$6.25
RMC15	Archival Destruction – Classified	\$8.55	\$8.73	\$8.90	\$9.07	\$9.25
RMC16	Archival Destruction - Classified - Order Minimum	\$106.92	\$109.06	\$111.23	\$113.46	\$115.73
RMC17	Miscellaneous Hourly Labor - Classified/NARA	\$50.25	\$51.25	\$52.28	\$53.33	\$54.40
RMC18	Miscellaneous Hourly Labor – Classified	\$43.69	\$44.56	\$45.45	\$46.36	\$47.29

Dark Storage Services For Federal Records

Service Overview

Dark Storage is a solution for customers who have physical records with long retention periods, but very low servicing needs. Dark Storage is performed in facilities complying with the facility standards of 36 CFR Part 1234 (“NARA Standards”). Dark Storage is offered only in the following Dark Storage Facilities and only for materials not currently held by IM: Fredericksburg, VA; Redlands, CA; and Elgin, IL. (“Dark Storage Facilities”). Notes: Iron Mountain’s offering is based upon the available space in each such location. If a particular location reaches capacity, IM will not be able to accept orders in that facility until additional space becomes available.

The following identifies the specific Iron Mountain Records Management Dark Storage Services and related prices available under this Pricelist.

Federal Records Dark Storage (see http://cic.ironmountain.com/records/glossary for service definitions)			
ITEM	Task / Description	GSA Price/Unit	Unit
DS01	Dark Storage – Temporary Records Storage of low-activity temporary records in Iron Mountain's Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$0.153	Per cubic foot
DS03	Dark Storage Monthly Minimum A minimum monthly storage charge that is applied to a customer's account when the Dark Storage material charges do not meet the customer's contractual minimum storage requirement. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$108.28	Per month
DS04	Dark Storage Administration Fee – Summary Billing Monthly fee for account maintenance, support, and administrative services for those Dark Storage accounts receiving summary billing. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$27.74	Per account ID
DS05	Dark Storage Administration Fee – Detailed Billing Monthly fee for account maintenance, support and administrative services for those Dark Storage accounts receiving detailed billing. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	\$69.34	Per account ID

Federal Records Dark Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DS06	<p>Dark Storage Receiving and Entry – Cartons</p> <p>The act of processing new Dark Storage deposits when they are first received in either Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities, resulting in an increased storage volume. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$1.97	Per cubic foot
DS07	<p>Dark Storage Regular Retrieval – Carton</p> <p>Temporary removal of Dark Storage Cartons from storage, scheduled for four (4) Business Day Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$3.36	Per cubic foot
DS08	<p>Dark Storage Regular Retrieval – File from Carton</p> <p>Temporary removal of Files from a Dark Storage Carton, scheduled for four (4) Business Day Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$4.45	Each
DS11	<p>Dark Storage Archival Destruction – Carton</p> <p>The process of securely shredding Dark Storage Cartons, and their paper based contents, stored with Iron Mountain upon authorization by the Customer. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$4.54	Per cubic foot plus Dark Storage Regular Retrieval Charge
DS11a	<p>Dark Storage Archival Destruction – File from Carton</p> <p>The process of securely shredding Files from a Dark Storage Carton stored with Iron Mountain upon authorization by the Customer. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$4.26	Per file plus Dark Storage Regular Retrieval Charge

Federal Records Dark Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DS12	<p>Dark Storage Permanent Withdrawal – Carton</p> <p>The act of processing a Permanent Withdrawal order to prepare and confirm Dark Storage items retrieved at Iron Mountain's dock for transportation and to update the status of the dark storage item in the inventory system as permanently removed. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$3.84	Per cubic foot plus Dark Storage Regular Retrieval Charge
DS12a	<p>Dark Storage Permanent Withdrawal – File from Carton</p> <p>The act of processing a Permanent Withdrawal order of Files from a Dark Storage Carton to prepare and confirm items retrieved at Iron Mountain's dock for transportation and to update the status of the item in the inventory system as permanently removed. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$2.23	Per file plus Dark Storage Regular Retrieval Charge
DS13	<p>Dark Storage Regular Refile – Carton</p> <p>A Dark Storage Carton previously retrieved by a customer that is returned to storage at either Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$3.23	Per cubic foot
DS14	<p>Dark Storage Regular Refile – File to Carton</p> <p>A File from a Dark Storage Carton previously retrieved by a customer that is returned to storage at either Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$4.32	Each
DS15	<p>Dark Storage Interfile</p> <p>A new File that is sent to storage and inserted into an existing Dark Storage Carton within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$4.71	Each

Federal Records Dark Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DS16	<p>Dark Storage Document Insert</p> <p>A new Document that is sent to storage and inserted into an existing Dark Storage File within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$4.75	Each
DS17	<p>Dark Storage Individual Listing of Files</p> <p>Data entry of File descriptions of Dark Storage Cartons into Iron Mountain database. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.62	Each
DS18	<p>Dark Storage Minimum Service Order Charge</p> <p>Minimum charge for a Dark Storage Order, excluding transportation related services. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$18.90	Per order
DS19	<p>Dark Storage Photocopy Service</p> <p>Photocopy of pages contained in customer's Dark Storage inventory within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.23	Per page
DS20	<p>Dark Storage Facsimile Services</p> <p>Facsimile of pages contained in customer's Dark Storage inventory within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.93	Per page

Federal Records Dark Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DS21	<p>Miscellaneous Hourly Labor</p> <p>Charges for unclassified miscellaneous services requested by a Dark Storage customer that are not specifically described and provided for in the customer's Pricing Schedule or in the Additional Services section of Iron Mountain's online Customer Information Center. Dark Storage Miscellaneous Services are billed in 15 minute increments. Examples include transmittal preparation; file packing and purging; re-labeling, re-boxing, data capture/indexing and data entry.</p> <p>Minimum years of experience: 1 year.</p> <p>Minimum education requirement: High School or equivalent.</p>	\$35.54	Per hour
DS22	<p>Dark Storage 4 Business Day Pick-up (within 50 mile radius)</p> <p>Use this service to schedule the pickup of material from an address located within 50 miles of either the Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Pickup orders placed before 4:00 p.m. on a Business Day will be picked up within the following four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$35.84	Per transportation visit
DS24	<p>Dark Storage 4 Business Day Delivery (within 50 mile radius)</p> <p>Use this service to request the delivery of material to an address located within 50 miles of either the Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Order by 3:00 p.m. for delivery within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$35.84	Per transportation visit
DS28	<p>Dark Storage Transportation Handling Fee</p> <p>Use this service in conjunction with "4 Business Day Pick-up" and "4 Business Day Delivery" for each cubic foot of Dark Storage material that is to be transported to or from an address. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$3.09	Per cubic foot

Federal Records Dark Storage

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DS29	<p>Dark Storage Third-party Shipping – Handling Fee</p> <p>Use this service when Dark Storage material is to be delivered using a third party courier outside of Iron Mountain’s partner network.*Note – Third-party transportation quotes using Iron Mountain trusted partner network can be obtained using an open market quote. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$4.76	Each
DS30	<p>Dark Storage Onsite Review Room</p> <p>A service in which a Dark Storage customer leverages an Onsite Review Room in either the Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$192.31	Per Day
DS31	<p>Dark Storage Re-boxing Charge</p> <p>The re-boxing of customer material when the condition of the Dark Storage Carton will not support other Cartons in a standard storage configuration, or when the dark storage Carton is not safe for transport or handling. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$5.20	Per Carton
DS32	<p>Dark Storage Standard Carton</p> <p>Use this service to request a Standard 1.2 cubic feet Dark Storage Carton. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$2.14	Each

Federal Dark Storage Records Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DS01	Dark Storage – Temporary Records	\$0.153	\$0.156	\$0.159	\$0.162	\$0.17
DS03	Dark Storage Monthly Minimum	\$108.28	\$110.45	\$112.65	\$114.91	\$117.21
DS04	Dark Storage Administration Fee – Summary Billing	\$27.74	\$28.29	\$28.86	\$29.43	\$30.02
DS05	Dark Storage Administration Fee – Detailed Billing	\$69.34	\$70.73	\$72.14	\$73.58	\$75.05
DS06	Dark Storage Receiving and Entry – Cartons	\$1.97	\$2.01	\$2.05	\$2.09	\$2.13
DS07	Dark Storage Regular Retrieval – Carton	\$3.36	\$3.43	\$3.50	\$3.57	\$3.64
DS08	Dark Storage Regular Retrieval – File from Carton	\$4.45	\$4.54	\$4.63	\$4.72	\$4.81
DS11	Dark Storage Archival Destruction – Carton	\$4.54	\$4.63	\$4.72	\$4.81	\$4.91
DS11a	Dark Storage Archival Destruction – File from Carton	\$4.26	\$4.35	\$4.44	\$4.53	\$4.62
DS12	Dark Storage Permanent Withdrawal – Carton	\$3.84	\$3.92	\$4.00	\$4.08	\$4.16
DS12a	Dark Storage Permanent Withdrawal – File from Carton	\$2.23	\$2.27	\$2.32	\$2.36	\$2.41
DS13	Dark Storage Regular Refile – Carton	\$3.23	\$3.29	\$3.36	\$3.43	\$3.50
DS14	Dark Storage Regular Refile – File to Carton	\$4.32	\$4.41	\$4.50	\$4.59	\$4.68
DS15	Dark Storage Interfile	\$4.71	\$4.80	\$4.90	\$5.00	\$5.10
DS16	Dark Storage Document Insert	\$4.75	\$4.85	\$4.95	\$5.05	\$5.15
DS17	Dark Storage Individual Listing of Files	\$0.62	\$0.63	\$0.64	\$0.65	\$0.66
DS18	Dark Storage Minimum Service Order Charge	\$18.90	\$19.28	\$19.67	\$20.06	\$20.46
DS19	Dark Storage Photocopy Service	\$0.23	\$0.23	\$0.23	\$0.23	\$0.23
DS20	Dark Storage Facsimile Services	\$0.93	\$0.95	\$0.97	\$0.99	\$1.01
DS21	Dark Storage Miscellaneous Hourly Labor	\$35.54	\$36.25	\$36.98	\$37.72	\$38.47
DS22	Dark Storage 4 Business Day Pick-up (within 50 mile radius)	\$35.84	\$36.56	\$37.29	\$38.04	\$38.80
DS24	Dark Storage 4 Business Day Delivery (within 50 mile radius)	\$35.84	\$36.56	\$37.29	\$38.04	\$38.80
DS28	Dark Storage Transportation Handling Fee	\$3.09	\$3.15	\$3.21	\$3.27	\$3.34

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DS29	Dark Storage Third-party Shipping – Handling Fee	\$4.76	\$4.86	\$4.96	\$5.06	\$5.16
DS30	Dark Storage Onsite Review Room	\$192.31	\$196.16	\$200.08	\$204.08	\$208.16
DS31	Dark Storage Re-boxing Charge	\$5.20	\$5.30	\$5.41	\$5.52	\$5.63
DS32	Dark Storage Standard Carton	\$2.14	\$2.18	\$2.22	\$2.26	\$2.31

Document Conversion Services and Image on Demand (Special Item No. 493110RM)

Image on Demand

Service Overview Image on Demand (IOD) provides a cost-effective conversion solution for paper-based documents that have low retrieval needs. Rather than scanning all documents, which can be costly — and is often unnecessary — you can outsource a complete document library to Iron Mountain and have users request specific documents on demand as needed. Those documents are quickly retrieved, scanned, and made available to your users. This pay-as-you-go service minimizes costs by digitizing only requested documents.

Features

- Scan the documents you need when you need them without the high cost of a full digital conversion
- Meets your unique records management challenges, providing fast access to your most essential business documents while adhering to your budget requirements.
- Fast, easy and convenient retrieval, including rush delivery if requested.
- Pay-as-you-go service model with no up-front capital expenditure.
- Secure chain of custody; the original document never leaves the security of the Iron Mountain facility.

Image on Demand Conversion Overview

Source documents to be converted come from existing hard copy deposits stored at Iron Mountain. Individual files can be requested for retrieval through Iron Mountain's on-line customer portal (IMConnect). Upon receipt of the request the file is retrieved from storage, prepared for imaging, scanned and re-filed to the original storage location. Once the scan of the file is complete, the requestor will receive an email notification; in order to retrieve the imaged file, the requester will authenticate their credentials through IMConnect. When authentication is complete, the user can download their scanned image via their PC. All users must be authorized users of IMConnect In order to retrieve files from the server.

Definition of Service

The IOD conversion process includes several steps: Document Preparation, Scanning, Quality Control, and Re-Assembly (scope of activities are defined below). Eight (8) minutes of labor are provided for each file requested for IOD conversion; this labor amount has been deemed adequate to accommodate the majority of IOD file applications. For file applications requiring more complex processes, additional labor costs may be applied (charged in 15-minute increments).

Document Preparation

Upon receipt of the file to the imaging center, it will be prepared for imaging. Typical preparation includes insertion of a single separator sheet, removal of fasteners and bindings, flattening bent corners, document orientation, making minor repairs, and repositioning of smaller documents. Flatbed scanning may be required in some instances and will be charged per page (photocopy fee applies). A single standard separator sheet will be used for each file processed.

Scanning and Image Processing

The physical source documents will be converted to an electronic format at 300 DPI, in black and white as a PDF multi-page image. The images will be scanned in duplex mode set with automatic blank page deletion at 5K or less per page; images over 5K that contain no appreciable information will be considered as a viable digital image. Deskewing, auto orientation and edge cleanup will be an automated process. The output of the automated process will be accepted as is.

Image Quality Control

Iron Mountain provides quality control by comparing each physical page (100% of volume) with the converted digital image.

Document Reassembly

Upon completion of the scan process, the deposits are returned to original folder without any applied bindings.

Image Indexing

IOD files will contain a single index field identified as the SKP order number. In addition to receipt of the scanned image, requestor will also receive an XML file that includes additional data fields (only data that has been previously indexed into SKP will be included in the XML file).

Image Output – Secure Email Delivery

The requestor will receive an email notification that the image is ready for retrieval. By selecting the link embedded in the email, the retriever will be validated as authorized through their user credentials established within IMConnect (must be pre-registered). Once authorized, the user will be able to retrieve both the scanned image and the XML data file. The link will be valid, and image available for retrieval, for a period of 30 days from initial notification.

Post Processing – Source Document Disposition

The file folder will be returned to its original location after the conversion process is complete.

Image on Demand (see http://cic.ironmountain.com/records/glossary for service definitions)			
ITEM	Task / Description	GSA Price/Unit	Unit
IOD01	Image on Demand File Scan (includes first 15 pages) Use this service when source documents to be converted (scanned) come from existing hard copy (paper) documents stored at Iron Mountain. The Image On Demand (IOD) conversion process includes several steps: Document Preparation, Scanning, Quality Control, and Re-Assembly (scope of activities are defined below). The Image on Demand File Scan Rate is a flat fee that includes up to 15 pages of imaging.	\$4.91	Per file plus Regular Retrieval and Refile

Image on Demand

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task/ Description	GSA Price/Unit	Unit
IOD02	<p>Digital Images Scanned (in excess of cap)</p> <p>This is the price for Image on Demand (IOD) scanning beyond the first 15 pages included in the Image On Demand File Scan service described in CLIN IOD01.</p>	\$0.17	Per image
IOD03	<p>Image Transmission – Next Day</p> <p>Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for Customer's Records Management services. The default service includes the transmission of images to the customer under which Orders that are placed by 3:00 p.m. local time are scheduled for delivery on the next Business Day. This delivery schedule is premised on the Order not exceeding fifty (50) Items.</p>	\$0.00	Per order
IOD04	<p>Image Transmission – Half Day</p> <p>Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for Customer's records management services. The default service includes the transmission of images to the customer under which Orders that are placed by 10:00 a.m. local time on a Business Day are scheduled for delivery on the same Business Day; or, if Orders are placed later than 10:00 a.m., but prior to 3:00 p.m. on a Business Day, delivery is scheduled for no later than 12:00 p.m. on the next Business Day. This delivery schedule is premised on the Order not exceeding fifty (50) Items.</p>	\$26.70	Per order
IOD05	<p>Image Transmission – After Hours, Holiday, Weekend</p> <p>Use this service when image on demand transmission service is requested outside of normal business hours – Monday through Friday 8:00 a.m. to 5:00 p.m. Requests for service on weekends and communicated holidays are also considered After Hours services.</p>	\$134.74	Per order
IOD06	<p>Order Minimum (Image on Demand)</p> <p>A minimum order charge applied to a customer's account when the service order does not meet the customer's contractual service order minimum, as set forth in the Pricing Schedule.</p>	\$21.03	Per order

Notes

The IOD File scan rate includes up to 8-minutes of total labor covering document preparation, scanning, quality control, extra indexing, scanning non-letter legal documents and reassembly; file conversion work that exceeds 8-minutes per file will be charged an hourly rate in 15-minute increments (per order) at open market rates.

Flatbed Scanning may be required and will be invoiced at the current photocopy rate.

Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for Customer's records management services.

Activation is required in order to enable receipt of images can begin; activation is contingent on an agreed statement of work defining the deliverables.

Rates defined above do not include charges for retrieval, refile, disposition, or physical delivery of source documentation. Pricing for these services are based on existing rates. All other services, not specifically listed herein or quoted on a separate Schedule A, will be charged at Iron Mountain's then current rates.

Order Minimum includes all actions specific to the Image on Demand Order.

Image on Demand Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
IOD01	Image on Demand File Scan (includes first 15 pages)	\$ 4.91	\$5.01	\$5.11	\$5.21	\$5.31
IOD02	Digital Images Scanned (in excess of cap)	\$0.17	\$0.18	\$0.18	\$0.19	\$0.19
IOD03	Image Transmission - Next Day	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$0.00
IOD04	Image Transmission - Half Day	\$ 26.70	\$27.23	\$27.78	\$28.33	\$28.90
IOD05	Image Transmission - After Hours, Holiday, Weekend	\$ 134.74	\$137.43	\$140.18	\$142.98	\$145.84
IOD06	Order Minimum (Image on Demand)	\$ 21.03	\$21.45	\$21.88	\$22.32	\$22.77

Dark Storage - Image on Demand

Service Overview Dark Storage Image on Demand provides a cost-effective conversion solution for paper-based documents that have low retrieval needs.

Image on Demand (see http://cic.ironmountain.com/records/glossary for service definitions)			
ITEM	Task / Description	GSA Price/Unit	Unit
DS- IOD01	<p>Dark Storage Image on Demand File Scan (includes first 15 pages)</p> <p>Use this service when source documents to be converted (scanned) come from existing Dark Storage hard copy (paper) documents stored at Iron Mountain. The Image On Demand (IOD) conversion process includes several steps: Document Preparation, Scanning, Quality Control, and Re-Assembly. The Dark Storage Image on Demand File Scan Rate is a flat fee that includes up to 15 pages of imaging.</p>	\$4.81	Per file plus Regular Retrieval and Refile
DS- IOD02	<p>Dark Storage Digital Images Scanned (in excess of cap)</p> <p>This is the price for Image on Demand (IOD) scanning beyond the first 15 pages included in the Dark Storage Image on Demand File Scan service.</p>	\$0.31	Per image
DS- IOD03	<p>Dark Storage Image Transmission – Four Day</p> <p>Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for Dark Storage Customer's Records Management services. The default service includes the transmission of images to the customer under which Orders that are placed by 3:00 p.m. local time are scheduled for delivery within four (4) Business Days. This delivery schedule is premised on the Order not exceeding fifty (50) Items.</p>	\$0.00	Per order
DS- IOD06	<p>Dark Storage Order Minimum (Image on Demand)</p> <p>A minimum order charge applied to a dark storage customer's account when the service order does not meet the customer's contractual service order minimum, as set forth in the Pricing Schedule.</p>	\$36.08	Per order

Notes

The IOD File scan rate includes up to 8-minutes of total labor covering document preparation, scanning, quality control, extra indexing, scanning non-letter legal documents and reassembly; file conversion work that exceeds 8-minutes per file will be charged an hourly rate in 15-minute increments (per order) at open market rates.

Flatbed Scanning may be required and will be invoiced at the current photocopy rate.

Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for

Customer's Dark Storage records management services.

Activation is required in order to enable receipt of images can begin; activation is contingent on an agreed statement of work defining the deliverables.

Rates defined above do not include charges for retrieval, refile, disposition, or physical delivery of source documentation. Pricing for these services are based on existing rates. All other services, not specifically listed herein or quoted on a separate Schedule A, will be charged at Iron Mountain's then current rates.

Order Minimum includes all actions specific to the Image on Demand Order.

Image on Demand Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DS-IOD01	Dark Storage Image on Demand File Scan (includes first 15 pages)	\$ 4.81	\$ 4.91	\$ 5.01	\$ 5.11	\$5.21
DS-IOD02	Dark Storage Digital Images Scanned (in excess of cap)	\$ 0.31	\$ 0.32	\$ 0.33	\$ 0.34	\$0.35
DS-IOD03	Dark Storage Image Transmission – Four Day	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$0.00
DS-IOD06	Dark Storage Order Minimum (Image on Demand)	\$ 36.08	\$ 36.81	\$ 37.55	\$ 38.31	\$39.08

Document Conversion (Special Item No. 518210DC)

Document Conversion

Service Overview Iron Mountain offers customers full services for all facets of document conversion (DMS) including: Document Preparation, Scanning of textual and graphical documents into digital data, Quality Assurance, Indexing, Document Reassembly, Transfer of Digital Data to a new media. These services can be provided offsite at Iron Mountain imaging facilities, onsite at client locations, and/or at third-party locations. (For client and third-party locations, there could be Other Direct Costs above-and-beyond the listed DMS prices in the CLIN charts below.)

Scanning Options

Iron Mountain's document conversion services encompass a wide range of scanning options including paper and microform conversion. On this schedule, pricing is determined by the scanning type, volume tier, and associated add-on services selected for paper scanning projects.

Scanning Types

Customers may select from the following scanning type options which will determine the base price for services purchased. Base pricing for each scanning type includes pre-determined configuration settings described in this Pricelist and Document Conversion Summary Matrix found in the Appendix:

– **Paper (Up to 8.5" by 14")**

- Standard Scanning
- Bound Book Scanning
- Flatbed Scanning

– **Wide Format Paper**

- Up to 12" by 18"
- Up to 18" by 24"
- Up to 24" by 36"
- Up to 36" by 48"

– **Microform**

- Microfilm
- Microfiche
- Aperture Cards

Volume Tiers

Pricing volume tiers are based on the total number of images delivered for a distinct, time-bound conversion project in which all documents to be scanned are made available to Iron Mountain for conversion either: (1) in a single batch prior to the start of the project, or (2) in multiple batches received on an agreed upon recurring schedule (i.e., weekly, bi-weekly, monthly) until all documents are received. Image volumes for differing conversion requirements or projects that do not run concurrently may not be combined to qualify for higher volume tier pricing. Pages with information to be scanned on both the front and back sides will be considered two images.

Definition of Project

"Per Project" in this Pricelist refers to a distinct, time-bound period of conversion services that utilizes the same

scanning requirements and configurations, and in which all documents to be scanned are made available to Iron Mountain for conversion either: (1) in a single batch prior to the start of the project, or (2) in multiple batches received on an agreed upon recurring schedule (i.e., weekly, bi-weekly, monthly) until all documents are received.

Paper Add-On Services

Paper and Wide Format Paper scanning types include pre-determined scan configurations as described in this Pricelist and Document Conversion Summary Matrix found in the Appendix. Adjustments to the default settings may be made by purchasing one or more add-on services described at the listed add-on fee that will be charged in addition to the initial base price for the respective scanning type. Add-on services and listed prices are only valid when combined with an associated scanning type base price. Add-on services are not available as separate service offerings independent of scanning work. Descriptions of available add-on services are listed below:

- **Color Mode:** By default, documents will be scanned in black and white. Scanning projects requiring color or grayscale scanning will incur a one-time setup fee per project. Customers should note that scanning in color will increase the document size.
- **Document Classification:** Document classification refers to the requirement for separation within files at the document level. In this schedule, classification services include the following ranges of different document types: None (Default), 2 to 5 Types, 6-10 Types and 11-25 Types.
- **Document Preparation:** Document preparation includes the removal of all fasteners and bindings, flattening bent corners, photocopying, document orientation, making minor repairs, repositioning of smaller documents, inserting applicable separator sheets, and tearing tri-folds when necessary. Document preparation levels include: Customer Prepared (default), Light, Standard and Heavy.
- **Document Reassembly:** Document reassembly refers to the action(s) taken upon completion of the scan process in which deposits either are returned to the original folder without any applied bindings or require of restoration actions beyond simply placing them into the original file folders. Document reassembly levels include: None (Default), Simple, Partial and Full.
- **Scan Resolution:** By default, documents will be scanned at 200 DPI. Scanning projects requiring 300 DPI scan resolution will be priced at the associated add-on fee.
- **Quality Assurance:** By default, Iron Mountain provides quality assurance by perform statistical quality control utilizing the ANSI/ASQC Standard Z1.4 at a 1.0 Acceptable Quality Level (AQL) to establish the sample size(s), acceptance, rejection and re-sampling parameters. Re-scanning will be conducted as required. Customers may select an alternative quality assurance option, at the listed add-on fee, in which Iron Mountain compares each physical page (100% of volume) with the converted digital image. Customer may also choose to select image clean-up services at an additional add-on fee.

- **Image Release:** By default, Iron Mountain will prepare images for release per the customer's choice of DVD, USB or Hard Drive according to the customer's file naming, directory structure and metadata requirements.
- **Image Output:** Default image output will be a multi-page, image-only PDF or multi-page TIFF image file for each document. Scanning projects requiring a Searchable PDF output in which OCR conversion produces the recognized text equivalent of the image contents, allowing Adobe Acrobat search functionality within PDF files will be priced according to the listed add-on fee.

Indexing: Indexing creates necessary metadata fields to support standard search functionality to access the documents or data captured to facilitate a transaction or decision. The customer will provide examples of the documentation with index fields identified prior to implementation of project. Samples will be complete and representative of documents Iron Mountain will receive during the course of the project. Any document type or variation not included in this sample will be indexed at best effort, but not applicable to Iron Mountain quality requirements. For manually indexed fields, Iron Mountain will only capture data present on image. Blank or default values will be provided for missing or illegible data as defined by the customer.

**Federal Document Conversion
Up to 8.5 x 14 Paper Scanning Services**

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS01	Standard Scanning – Minimum Fee Minimum fee for standard scanning of up to 8.5 x 14 standard paper for a volume of less than 2,000,000 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.	\$333.46	Per Project
DMS02	Standard Scanning - Tier 1 Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 10,000 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.	\$0.077	Per Image
DMS03	Standard Scanning - Tier 2 Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 10,001 - 49,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.	\$0.063	Per Image
DMS04	Standard Scanning - Tier 3 Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 50,000 - 1,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.	\$0.052	Per Image
DMS05	Standard Scanning – Tier 4+ Minimum Fee Minimum fee for standard scanning of up to 8.5 x 14 standard paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.	\$94,395.70	Per Project

**Federal Document Conversion
Up to 8.5 x 14 Paper Scanning Services**

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS06	<p>Standard Scanning - Tier 4</p> <p>Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 2,000,000 - 4,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.</p>	\$0.047	Per Image
DMS07	<p>Standard Scanning - Tier 5</p> <p>Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 5,000,000 - 19,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed using scanning.</p>	\$0.043	Per Image
DMS08	<p>Standard Scanning - Tier 6</p> <p>Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 20,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.</p>	\$0.040	Per Image
DMS09	<p>Bound Book Scanning - Minimum Fee</p> <p>Minimum fee for standard scanning of up to 8.5 x 14 bound book paper for a volume of less than 2,000,000 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	\$1,026.04	Per Project
DMS10	<p>Bound Book Scanning - Tier 1</p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 10,000 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	\$0.250	Per Image

Federal Document Conversion

Up to 8.5 x 14 Paper Scanning Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS11	<p>Bound Book Scanning - Tier 2</p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 10,001 - 49,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	\$0.238	Per Image
DMS12	<p>Bound Book Scanning - Tier 3</p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 50,000 - 1,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	\$0.226	Per Image
DMS13	<p>Bound Book Scanning – Tier 4+ Minimum Fee</p> <p>Minimum fee for standard scanning of up to 8.5 x 14 bound book paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	\$51,301.99	Per Project
DMS14	<p>Bound Book Scanning - Tier 4</p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 2,000,000 - 4,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	\$0.190	Per Image
DMS15	<p>Bound Book Scanning - Tier 5</p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 5,000,000 - 19,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	\$0.175	Per Image

Federal Document Conversion
Up to 8.5 x 14 Paper Scanning Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS16	Bound Book Scanning - Tier 6 Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 20,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.	\$0.175	Per Image
DMS17	Flatbed Scanning - Minimum Fee Minimum fee for standard scanning of up to 8.5 x 14 flatbed paper for a volume of less than 2,000,000 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	\$2,052.08	Per Project
DMS18	Flatbed Scanning - Tier 1 Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 10,000 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	\$0.431	Per Image
DMS19	Flatbed Scanning - Tier 2 Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 10,001 - 49,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	\$0.421	Per Image
DMS20	Flatbed Scanning - Tier 3 Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 50,000 - 1,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	\$0.410	Per Image

Federal Document Conversion

Up to 8.5 x 14 Paper Scanning Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS21	<p>Flatbed Scanning - Tier 4+ Minimum Fee</p> <p>Minimum fee for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.</p>	\$51,301.99	Per Project
DMS22	<p>Flatbed Scanning - Tier 4</p> <p>Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 2,000,000 - 4,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.</p>	\$0.343	Per Image
DMS23	<p>Flatbed Scanning - Tier 5</p> <p>Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 5,000,000 - 19,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.</p>	\$0.319	Per Image
DMS24	<p>Flatbed Scanning - Tier 6</p> <p>Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 20,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.</p>	\$0.319	Per Image

**Federal Document Conversion
Up to 8.5 x 14 Paper Scanning Services**

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS25	Color Setup Includes add-on service for color or grayscale setup .Applies to standard bound book, and flatbed scanning services.	\$307.82	Per Project
DMS26	Document Preparation - Light Includes light document preparation services for lightly fastened documents (less than 1 fastener every 20 pages); 99% bond paper; 99%+ letter size and less than 1% require repair or mounting to the carrier sheets. Less than 5 manual sorts. Less than 1% outsort (non-scan documents). Iron Mountain will insert the applicable separate sheets.	\$0.018	Per Image
DMS27	Document Preparation - Standard Includes standard document preparation services for moderately fastened documents (less than 1 fastener every 5 pages); 95% bond paper, remaining office type documents; 95%+ letter size and less than 1% require repair or mounting to the carrier sheets. Between 5 to 10 manual sorts. Less than 1% outsort (non-scan documents). Iron Mountain will insert the applicable separator sheets.	\$0.031	Per Image
DMS28	Document Preparation - Heavy Includes heavy document preparation services for heavily fastened documents (more than 1 fastener every 5 pages) including documents contained in envelopes which require opening and extracting; 80% bond paper, remaining office type documents; 80%+ letter size and less than 2% require repair or mounting to carrier sheets. The documents may vary in condition and file structure.	\$0.065	Per Image
DMS29	Document Reassembly - Simple Includes simple document reassembly services in which scanned documents will be placed back in the original file folder without applying any fasteners.	\$0.003	Per Image

**Federal Document Conversion
Up to 8.5 x 14 Paper Scanning Services**

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS30	Document Reassembly - Partial Includes partial document reassembly services which consists of one or more actions of restoring converted documents to any state short of the “as received state” and greater than simply placing them into the original file folders.	\$0.014	Per Image
DMS31	Document Reassembly - Full Includes full document reassembly services which requires restoration of the converted documents back to their “as received” state.	\$0.032	Per Image
DMS32	Scan Resolution 300 dpi - Standard Includes add-on service for Standard Scanning at 300 dpi scan resolution.	\$0.005	Per Image
DMS33	Scan Resolution 300 dpi - Bound Book Includes add-on service for Bound Book Scanning at 300 dpi scan resolution.	\$0.074	Per Image
DMS34	Scan Resolution 300 dpi – Flatbed Includes add-on service for Flatbed Scanning at 300 dpi scan resolution.	\$0.155	Per Image
DMS35	Quality Assurance - 100% vs. Image Includes conducting quality assurance on 100% of the documentation to its matching image to assure the capture process was accurately performed.	\$0.030	Per Image
DMS36	Quality Assurance - With Clean-up Includes add-on service in addition to either Statistical vs. Image Review or 100% vs. Image Review to perform post virtual rescan (VRS) modifications which includes image orientation cleanup and blank page deletion.	\$0.009	Per Image
DMS37	Image Output - Searchable PDF Includes image output in the form of one multi-page image-plus-text PDF image file for each document. Optical Character Recognition (OCR) conversion produces the recognized text equivalent of the image contents, allowing Adobe Acrobat search functionality within PDF files.	\$0.004	Per Image

Federal Document Conversion

Up to 8.5 x 14 Paper Scanning Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS38	<p>Indexing - Standard</p> <p>Includes data entry validation and verification services for Standard Scanning to create necessary metadata fields to support standard search functionality to access the documents.</p>	\$0.007	Per Keystroke
DMS39	<p>Indexing - Bound Book</p> <p>Includes data entry validation and verification services for Bound Book Scanning to create necessary metadata fields to support standard search functionality to access the documents.</p>	\$0.008	Per Keystroke
DMS40	<p>Indexing - Flatbed</p> <p>Includes data entry validation and verification services for Flatbed Scanning to create necessary metadata fields to support standard search functionality to access the documents.</p>	\$0.009	Per Keystroke
DMS41	<p>Document Classification - Standard 2-5 Doc Types</p> <p>Includes additional services for Standard Scanning of separation within files at a document level in which each file contains two to five different document types that will be separated by Iron Mountain prior to scanning.</p>	\$0.003	Per Image
DMS42	<p>Document Classification - Standard 6-10 Doc Types</p> <p>Includes additional services for Standard Scanning of separation within files at a document level in which each file contains six to ten different document types that will be separated by Iron Mountain prior to scanning.</p>	\$0.006	Per Image
DMS43	<p>Document Classification - Standard 11-25 Doc Types</p> <p>Includes additional services for Standard Scanning of separation within files at a document level in which each file contains eleven to twenty-five different document types that will be separated by Iron Mountain prior to scanning.</p>	\$0.011	Per Image
DMS44	<p>Document Classification - Flatbed 2-5 Doc Types</p> <p>Includes additional services for Flatbed Scanning of separation within files at a document level in which each file contains two to five different document types that will be separated by Iron Mountain prior to scanning.</p>	\$0.012	Per Image
DMS45	<p>Document Classification - Flatbed 6-10 Doc Types</p> <p>Includes additional services for Flatbed Scanning of separation within files at a document level in which each file contains six to ten different document types that will be separated by Iron Mountain prior to scanning.</p>	\$0.029	Per Image

Federal Document Conversion Up to 8.5 x 14 Paper Scanning Services <small>(see http://cic.ironmountain.com/records/glossary for service definitions)</small>			
ITEM	Task / Description	GSA Price/Unit	Unit
DMS46	Document Classification - Flatbed 11-25 Doc Types Includes additional services for Flatbed Scanning of separation within files at a document level in which each file contains eleven to twenty-five different document types that will be separated by Iron Mountain prior to scanning.	\$0.054	Per Image

Federal Document Conversion Wide Format Paper Scanning Services <small>(see http://cic.ironmountain.com/records/glossary for service definitions)</small>			
ITEM	Task / Description	GSA Price/Unit	Unit
DMS47	Wide Format B Scanning - Minimum Fee Minimum fee for wide format scanning of 12 x 18 paper. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$3,591.140	Per Project
DMS48	Wide Format B Scanning - Tier 1 Price per image for wide format scanning of 12 x 18 paper for a volume of 1,999,999 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$0.783	Per Image
DMS49	Wide Format B Scanning - Tier 2 Price per image for wide format scanning of 12 x 18 paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$0.614	Per Image
DMS50	Wide Format C Scanning - Minimum Fee Minimum fee for wide format scanning of 18 x 24 paper. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$4,104.16	Per Project

Federal Document Conversion
Wide Format Paper Scanning Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS51	Wide Format C Scanning - Tier 1 Price per image for wide format scanning of 18 x 24 paper for a volume of 1,999,999 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$0.857	Per Image
DMS52	Wide Format C Scanning - Tier 2 Price per image for wide format scanning of 18 x 24 paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$0.674	Per Image
DMS53	Wide Format D Scanning - Minimum Fee Minimum fee for wide format scanning of 24 x 36 paper. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$5,130.20	Per Project
DMS54	Wide Format D Scanning - Tier 1 Price per image for wide format scanning of 24 x 36 paper for a volume of 1,999,999 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$1.026	Per Image
DMS55	Wide Format D Scanning - Tier 2 Price per image for wide format scanning of 24 x 36 paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$0.804	Per Image
DMS56	Wide Format E Scanning - Minimum Fee Minimum fee for wide format scanning of 36 x 48 paper. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$6,669.26	Per Project

**Federal Document Conversion
Wide Format Paper Scanning Services**

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS57	Wide Format E Scanning - Tier 1 Price per image for wide format scanning of 36 x 48 paper for a volume of 1,999,999 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$1.383	Per Image
DMS58	Wide Format E Scanning - Tier 2 Price per image for wide format scanning of 36 x 48 paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	\$1.085	Per Image

Federal Document Conversion

Wide Format Paper Scanning Services – Customized Add-Ons

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS59	Color Setup Includes add-on service for color or grayscale setup. Applies to standard bound book, and flatbed scanning services.	\$307.82	Per Project
DMS60	Document Preparation - Light Includes light document preparation services for lightly fastened documents (less than 1 fastener every 20 pages); 99% bond paper; 99%+ letter size and less than 1% require repair or mounting to the carrier sheets. Less than 5 manual sorts. Less than 1% outsort (non-scan documents). Iron Mountain will insert the applicable separate sheets.	\$0.079	Per Image

Federal Document Conversion
Wide Format Paper Scanning Services – Customized Add-Ons

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS61	Document Preparation - Standard Includes standard document preparation services for moderately fastened documents (less than 1 fastener every 5 pages); 95% bond paper, remaining office type documents; 95%+ letter size and less than 1% require repair or mounting to the carrier sheets. Between 5 to 10 manual sorts. Less than 1% outsort (non-scan documents). Iron Mountain will insert the applicable separator sheets.	\$0.408	Per Image
DMS62	Document Preparation - Heavy Includes heavy document preparation services for heavily fastened documents (more than 1 fastener every 5 pages) including documents contained in envelopes which require opening and extracting; 80% bond paper, remaining office type documents; 80%+ letter size and less than 2% require repair or mounting to carrier sheets. The documents may vary in condition and file structure.	\$1.010	Per Image
DMS63	Document Reassembly - Simple Includes simple document reassembly services in which scanned documents will be placed back in the original file folder without applying any fasteners.	\$0.039	Per Image
DMS64	Document Reassembly - Partial Includes partial document reassembly services which consists of one or more actions of restoring converted documents to any state short of the “as received state” and greater than simply placing them into the original file folders.	\$0.083	Per Image
DMS65	Document Reassembly - Full Includes full document reassembly services which requires restoration of the converted documents back to their “as received” state.	\$0.214	Per Image
DMS66	Scan Resolution 300 dpi - Wide Format B Includes add-on service for Wide Format B (12 x 18) Scanning at 300 dpi scan resolution.	\$0.552	Per Image
DMS67	Scan Resolution 300 dpi - Wide Format C Includes add-on service for Wide Format C (18 x 24) Scanning at 300 dpi scan resolution.	\$0.640	Per Image

Federal Document Conversion
Wide Format Paper Scanning Services – Customized Add-Ons
(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS68	Scan Resolution 300 dpi - Wide Format D Includes add-on service for Wide Format D (24 x36) Scanning at 300 dpi scan resolution.	\$0.829	Per Image
DMS69	Scan Resolution 300 dpi - Wide Format E Includes add-on service for Wide Format E (36 x 48) Scanning at 300 dpi scan resolution.	\$1.239	Per Image
DMS70	Quality Assurance - 100% vs. Image Includes conducting quality assurance on 100% of the documentation to its matching image to assure the capture process was accurately performed.	\$0.024	Per Image
DMS71	Quality Assurance - With Clean-up Includes add-on service in addition to either Statistical vs. Image Review or 100% vs. Image Review to perform post virtual rescan (VRS) modifications which includes image orientation cleanup and blank page deletion.	\$0.005	Per Image
DMS72	Image Output - Searchable PDF Includes image output in the form of one multi-page image-plus-text PDF image file for each document. Optical Character Recognition (OCR) conversion produces the recognized text equivalent of the image contents, allowing Adobe Acrobat search functionality within PDF files.	\$0.004	Per Image
DMS73	Indexing Includes data entry validation and verification services for wide format scanning to create necessary metadata fields to support standard search functionality to access the documents.	\$0.008	Per Keystroke

**Federal Document Conversion
Microform Scanning Services**

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS74	Microfilm Scanning - Minimum Fee Minimum fee for microfilm scanning of 16mm or 35mm film. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Roll Level information only. Quality assurance is offered at 100% validation.	\$15.39	Per Roll
DMS75	Microfilm Scanning - 16mm Price for microfilm scanning of 16mm film. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Roll Level information only. Quality assurance is offered at 100% validation.	\$0.008	Per Image
DMS76	Microfilm Scanning - 35mm Price for microfilm scanning of 35mm film. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Roll Level information only. Quality assurance is offered at 100% validation.	\$0.032	Per Image
DMS77	Microfiche Scanning - Minimum Fee Minimum fee for microfiche scanning of COM or Jacketed fiche. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Quality assurance is offered at 100% validation.	\$0.51	Per Sheet
DMS78	Microfiche Scanning - COM Price for microfiche scanning of COM fiche. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Quality assurance is offered at 100% validation.	\$0.014	Per Image
DMS79	Microfiche Scanning - Jacketed / Step & Repeat Price for microfiche scanning of Jacketed / Step & Repeat fiche. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Quality assurance is offered at 100% validation.	\$0.030	Per Image

**Federal Document Conversion
Microform Scanning Services**

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS80	Aperture Card Scanning - Minimum Fee Minimum fee for aperture card scanning of Hollerith or Non-Hollerith Punch Code cards. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Hollerith Punch Code or Header information only. Quality assurance is offered at 100% validation.	\$25.65	Per Project
DMS81	Aperture Card Scanning - Hollerith Punch Code Price for aperture card scanning of Hollerith Punch Code cards. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Hollerith Punch Code or Header information only. Quality assurance is offered at 100% validation.	\$0.184	Per Image
DMS82	Aperture Card Scanning - Non-Hollerith Punch Code Price for aperture card scanning of Non-Hollerith Punch Code cards. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Hollerith Punch Code or Header information only. Quality assurance is offered at 100% validation.	\$0.257	Per Image

Federal Document Conversion

Microform Data Conversion / Duplication Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS83	Digital Archive Writer (DAW) Price for conversion of digital images to 16mm Microfilm.	\$0.020	Per Image
DMS84	16mm Duplicate - Silver Halide Price for duplication of 16mm Silver Halide - 100' Microfilm.	\$41.483	Per Roll
DMS85	16mm Duplicate - Diazo Price for duplication of 16mm Diazo - 100' Microfilm.	\$9.368	Per Roll

Federal Document Conversion
Microform Data Conversion / Duplication Services
(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS86	35mm Duplicate - Silver Halide Price for duplication of 35mm Silver Halide - 100' Microfilm.	\$47.947	Per Roll
DMS87	35mm Duplicate – Diazo Price for duplication of 35mm Diazo - 100' Microfilm.	\$12.773	Per Roll
DMS88	Diazo Duplicate – Microfiche Price for duplication of Diazo – Microfiche.	\$0.955	Per Sheet
DMS89	Diazo Duplicate - Aperture Cards Price for duplication of Diazo - Aperture Cards.	\$0.974	Per Sheet

Federal Document Conversion
Labor Categories
(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS90	Imaging Data Entry Specialist Perform document preparation, imaging, film processing, duplicating and copying files following standard operating procedures. Essential job functions include: <ul style="list-style-type: none"> - Preparing hardcopy documents for scanning - Scan hardcopy files to electronic images, assuring a quality image - Follow production procedures and complete project documentation - Maintain document preparation area and scanning workstations 	\$33.64	Per Hour

**Federal Document Conversion
Labor Categories**

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS91	<p>Imaging Operations Manager</p> <p>Manage and performs day to day operations for the Branch / District Imaging Operations and facilities. Responsibilities for this position include:</p> <ul style="list-style-type: none"> - Managing the workflow processes - Ensuring imaging standards practiced and followed - Assessment of facility performance and capacity - Liaison for all implementations and represent the branch / district on the DMS operations call. - Setting of batch classes (including documentation) - Analyzing and modifying workflow performance - Supporting local sales staff and training of new staff in all phases of the imaging process. <p>Included as part of the operation responsibility is capacity planning which includes:</p> <ul style="list-style-type: none"> - Managing the throughput of each phase of imaging - System utilization including local disk, supplies and imaging process - Ensure the proper backup of all related components and maintain a proper DR process 	\$91.78	Per Hour

Federal Document Conversion Labor Categories

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS92	<p>Imaging Production Coordinator</p> <p>Performs all DMS Imaging Center production tasks along with pre-prep, job setup and scheduling. This role is vital in working each phase of the imaging production process from the first phase through the last phase. Key responsibilities include:</p> <ul style="list-style-type: none"> - Perform inbounding and pre-prep functions - Scheduling and job setup with staging - Perform Sort, Prep, Scan, QC, Indexing, Packaging and Release functions - Training - Troubleshoot scanner or batch class issues - Adhere and utilize DMS Imaging Center SOP's/guidelines and forms - Other duties, as specified by Supervisor/Manager 	\$42.21	Per Hour
DMS93	<p>Imaging Production Specialist I</p> <p>Perform document preparation and scanning tasks. These tasks are performed within all DMS Imaging Centers. This role is vital in initiating the imaging process and obtaining our conversion objectives.</p> <ul style="list-style-type: none"> - Sorting and/or preparing hard copy records for scanning – document preparation - Scan hardcopy files to electronic images. Assuring a quality image - Follow production procedures and completing internal documentation & tracking - Adhere to Imaging Center guidelines of maintaining clean work environment - Other duties, as specified by Supervisor/Manager 	\$34.56	Per Hour

**Federal Document Conversion
Labor Categories**

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS94	<p>Imaging Production Specialist II</p> <p>Perform scanning, auditing, QC functions, packaging of product, data entry and CD burning. Act a resource for questions, assist in the training of new Specialists.</p> <ul style="list-style-type: none"> - Scan hardcopy files to electronic images, assuring a quality image. Burn project CDs - Perform some basic quality control auditing functions - Prepare product for delivery and assure all projected documentation is complete - Prepare hard copy records for scanning 	\$37.59	Per Hour
DMS95	<p>Imaging Production Supervisor</p> <p>Oversee the day-to-day projects and personnel within the Imaging Center. Interface and communicate daily with customers (internal/external), resolve issues, plan and staff for projects, adhere to department standards, monitor timelines and results.</p> <p>Provide daily direction to employees in order to accomplish projects. Manage project timelines, quality and outcome of Customers orders.</p> <p>Lead, mentor, cross train and provide accountable standards and measures to the department employees.</p> <ul style="list-style-type: none"> - Perform time studies for Sales/Account Management - Research and resolve customer issues, modify work procedures as needed to meet customer demand - Manage HR related items: scheduling vacation, managing timecards, assist in performance reviews, assist in hiring and termination processes - Assist in the invoicing process 	\$54.84	Per Hour

Federal Document Conversion

Labor Categories

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS96	<p>Implementation Manager – DMS</p> <p>Leader within the DMS Implementation organization responsible for managing all facets of a technical implementation to include Customer Relationship Management, Project Management, Technical Design, Operational Performance and Financial Performance. This role requires an individual to perform these implementation responsibilities as a “working manager” while leading a small team responsible the execution of similar tasks. The Manager, Technical Implementations is a customer facing role that also works closely within a matrixed organization comprised of sales, field operations, account management and DMS Management to coordinate and execute the successful implementation of larger and more complex DMS solutions. This individual will also be responsible for leading the development / enhancement of custom solutions with a technical team comprised of both onshore and offshore resources. Key responsibilities include:</p> <ul style="list-style-type: none"> - Manage Customer and Internal Resources through established DMS implementation methodology and standards; delivering successful DMS solutions for larger and more complex projects - Lead and mentor team in completion of assigned implementations, special project and individual goals and objectives - Provide training / mentoring / industry best practices to other Implementation Managers on the team - Serve as a liaison with districts/division to ensure that proper resources are available along with troubleshooting operational issues that may arise 	\$87.02	Per Hour

Federal Document Conversion Labor Categories

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS97	<p>Software Engineer</p> <p>Overall responsibility is to deliver projects successfully on or ahead of schedule and on or under budget, ensure customer and team satisfaction, and to gain follow-on project at existing customers. Essential duties and responsibilities include:</p> <ul style="list-style-type: none"> - Design, develop and implement key components of customized web-based applications and programs in 3GL, 4 GL, and graphical development environments on time - Installs, configure, tune and test web-centric package applications on a variety of platforms to meet project performance standards 	\$105.15	Per Hour

Federal Document Conversion Labor Categories

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMS98	<p>Principal Software Engineer</p> <p>Responsible for developing and maintaining any application without supervision. Leads developers on project / product initiatives. Works with other developers and business analysts to define business problems, analyze existing systems and perform code changes and enhancements. Designs new applications and new functionality and handles very complex coding assignments per project and customer requirements. Also responsible for resolving code bugs, performing unit tests, leading code reviews and authoring application documentation. Leads technical aspects of software development through developing and improving technical standards, leading design efforts and mentoring other engineers. Is proficient in the entire software development lifecycle and regularly plays multiple roles within a project. Proposes and implements improvements within the organization's software engineering practices.</p> <p>Essential job functions include:</p> <ul style="list-style-type: none"> - Perform complex application code development, maintenance, and debugging under no supervision - Implements and runs unit tests - Prepares application technical documentation spanning multiple lifecycle phases - Learns and defines technical standards - Leads and participates in code reviews - Leads well-defined multi-person projects, including analysis, design, and scheduling - Oversees technical work of others on projects 	\$125.73	Per Hour

Document Conversion Summary Matrix

Scanning Options	Paper (Up to 8.5" by 14")			Wide Format Paper				Microform		
Scanning Types	Standard	Bound Book	Flatbed	Up to 12" by 18"	Up to 18" by 24"	Up to 24" by 36"	Up to 36" by 48"	Microfilm	Microfiche	Aperture Cards
Volume Tier 1	1 - 10,000 images			1 - 1,999,999 images				n/a		
Volume Tier 2	10,001 - 49,999 images			2,000,000+ images						
Volume Tier 3	50,000 - 1,999,999 images			n/a						
Volume Tier 4	2,000,000 - 4,999,999 images									
Volume Tier 5	5,000,000 - 19,999,999 images									
Volume Tier 6	20,000,000+ images									
Color Mode	Default: Black & White	Add-On Option: Color		Default: Black & White	Add-On Option: Color			Default: Black & White		
Document Classification	Default: None	Add-On Options: 2 to 5 Types, 6 to 10 Types, 11 to 25 Types			n/a			n/a		
Document Preparation	Default: Customer Prepared	Add-On Options: Light, Standard, Heavy		Default: Customer Prepared	Add-On Options: Light, Standard, Heavy			n/a		
Document Reassembly	Default: None	Add-On Options: Simple, Partial, Full		Default: None	Add-On Options: Simple, Partial, Full			n/a		
Scan Resolution	Default: 200 DPI	Add-On Option: 300 DPI		Default: 200 DPI	Add-On Option: 300 DPI			Default: 300 DPI		
Quality Assurance	Default: Statistical vs. Image	Add-On Options: 100% vs. Image With Clean-Up		Default: Statistical vs. Image	Add-On Options: 100% vs. Image With Clean-Up			Default: 100% vs. Image		
Image Release	Default: DVD, USB or Hard Drive per customer's choice			Default: DVD, USB or Hard Drive per customer's choice				Default: DVD, USB or Hard Drive per customer's choice		
Image Output	Default: Standard TIFF or PDF	Add-On Option: Searchable PDF		Default: Standard TIFF or PDF	Add-On Option: Searchable PDF			Default: Standard TIFF or PDF		
Indexing	Default: No indexing included initial base price			Default: No indexing included initial base price				Default: Indexing for microfilm captured at roll level only; Indexing captured from Hollerith Punch code or Header information only.		

Document Conversion Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DMS01	Standard Scanning - Minimum Fee	\$333.46	\$340.13	\$346.93	\$353.87	\$360.95
DMS02	Standard Scanning - Tier 1	\$0.077	\$0.079	\$0.081	\$0.083	\$0.085
DMS03	Standard Scanning - Tier 2	\$0.063	\$0.064	\$0.065	\$0.066	\$0.067
DMS04	Standard Scanning - Tier 3	\$0.052	\$0.053	\$0.054	\$0.055	\$0.056

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DMS05	Standard Scanning – Tier 4+ Minimum Fee	\$94,395.70	\$96,283.61	\$98,209.28	\$100,173.47	\$102,176.94
DMS06	Standard Scanning - Tier 4	\$0.047	\$0.048	\$0.049	\$0.050	\$0.051
DMS07	Standard Scanning - Tier 5	\$0.043	\$0.044	\$0.045	\$0.046	\$0.047
DMS08	Standard Scanning - Tier 6	\$0.040	\$0.041	\$0.042	\$0.043	\$0.044
DMS09	Bound Book Scanning - Minimum Fee	\$1,026.04	\$1,046.56	\$1,067.49	\$1,088.84	\$1,110.62
DMS10	Bound Book Scanning - Tier 1	\$0.250	\$0.255	\$0.260	\$0.265	\$0.270
DMS11	Bound Book Scanning - Tier 2	\$0.238	\$0.243	\$0.248	\$0.253	\$0.258
DMS12	Bound Book Scanning - Tier 3	\$0.226	\$0.231	\$0.236	\$0.241	\$0.246
DMS13	Bound Book Scanning - Tier 4+ Minimum Fee	\$51,301.99	\$52,328.03	\$53,374.59	\$54,442.08	\$55,530.92
DMS14	Bound Book Scanning - Tier 4	\$0.190	\$0.194	\$0.198	\$0.202	\$0.206
DMS15	Bound Book Scanning - Tier 5	\$0.175	\$0.179	\$0.183	\$0.187	\$0.191
DMS16	Bound Book Scanning - Tier 6	\$0.175	\$0.179	\$0.183	\$0.187	\$0.191
DMS17	Flatbed Scanning - Minimum Fee	\$2,052.08	\$2,093.12	\$2,134.98	\$2,177.68	\$2,221.23
DMS18	Flatbed Scanning - Tier 1	\$0.431	\$0.440	\$0.449	\$0.458	\$0.467
DMS19	Flatbed Scanning - Tier 2	\$0.421	\$0.429	\$0.438	\$0.447	\$0.456
DMS20	Flatbed Scanning - Tier 3	\$0.410	\$0.418	\$0.426	\$0.435	\$0.444
DMS21	Flatbed Scanning - Tier 4+ Minimum Fee	\$51,301.99	\$52,328.03	\$53,374.59	\$54,442.08	\$55,530.92
DMS22	Flatbed Scanning - Tier 4	\$0.343	\$0.350	\$0.357	\$0.364	\$0.371
DMS23	Flatbed Scanning - Tier 5	\$0.319	\$0.325	\$0.332	\$0.339	\$0.346

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DMS24	Flatbed Scanning - Tier 6	\$0.319	\$0.325	\$0.332	\$0.339	\$0.346
DMS25	Color Setup	\$307.82	\$313.98	\$320.26	\$326.67	\$333.20
DMS26	Document Preparation - Light	\$0.018	\$0.018	\$0.018	\$0.018	\$0.018
DMS27	Document Preparation - Standard	\$0.031	\$0.032	\$0.033	\$0.034	\$0.035
DMS28	Document Preparation - Heavy	\$0.065	\$0.066	\$0.067	\$0.068	\$0.069
DMS29	Document Reassembly - Simple	\$0.003	\$0.003	\$0.003	\$0.003	\$0.003
DMS30	Document Reassembly - Partial	\$0.014	\$0.014	\$0.014	\$0.014	\$0.014
DMS31	Document Reassembly - Full	\$0.032	\$0.033	\$0.034	\$0.035	\$0.036
DMS32	Scan Resolution - Standard	\$0.005	\$0.005	\$0.005	\$0.005	\$0.005
DMS33	Scan Resolution - Bound Book	\$0.074	\$0.075	\$0.077	\$0.079	\$0.081
DMS34	Scan Resolution - Flatbed	\$0.155	\$0.158	\$0.161	\$0.164	\$0.167
DMS35	Quality Assurance - 100% vs. Image	\$0.030	\$0.031	\$0.032	\$0.033	\$0.034
DMS36	Quality Assurance - With Clean-up	\$0.009	\$0.009	\$0.009	\$0.009	\$0.009
DMS37	Image Output - Searchable PDF	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004
DMS38	Indexing - Standard	\$0.007	\$0.007	\$0.007	\$0.007	\$0.007
DMS39	Indexing - Bound Book	\$0.008	\$0.008	\$0.008	\$0.008	\$0.008
DMS40	Indexing - Flatbed	\$0.009	\$0.009	\$0.009	\$0.009	\$0.009
DMS41	Document Classification - Standard 2-5 Doc Types	\$0.003	\$0.003	\$0.003	\$0.003	\$0.003

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DMS42	Document Classification - Standard 6-10 Doc Types	\$0.006	\$0.006	\$0.006	\$0.006	\$0.006
DMS43	Document Classification - Standard 11-25 Doc Types	\$0.011	\$0.011	\$0.011	\$0.011	\$0.011
DMS44	Document Classification - Flatbed 2-5 Doc Types	\$0.012	\$0.012	\$0.012	\$0.012	\$0.012
DMS45	Document Classification - Flatbed 6-10 Doc Types	\$0.029	\$0.030	\$0.031	\$0.032	\$0.033
DMS46	Document Classification - Flatbed 11-25 Doc Types	\$0.054	\$0.055	\$0.056	\$0.057	\$0.058
DMS47	Wide Format B Scanning - Minimum Fee	\$3,591.14	\$3,662.96	\$3,736.22	\$3,810.94	\$3,887.160
DMS48	Wide Format B Scanning - Tier 1	\$0.783	\$0.799	\$0.815	\$0.831	\$0.848
DMS49	Wide Format B Scanning - Tier 2	\$0.614	\$0.626	\$0.639	\$0.652	\$0.665
DMS50	Wide Format C Scanning - Minimum Fee	\$4,104.16	\$4,186.24	\$4,269.96	\$4,355.36	\$4,442.47
DMS51	Wide Format C Scanning - Tier 1	\$0.857	\$0.874	\$0.891	\$0.909	\$0.927
DMS52	Wide Format C Scanning - Tier 2	\$0.674	\$0.687	\$0.701	\$0.715	\$0.729
DMS53	Wide Format D Scanning - Minimum Fee	\$5,130.20	\$5,232.80	\$5,337.46	\$5,444.21	\$5,553.09
DMS54	Wide Format D Scanning - Tier 1	\$1.026	\$1.047	\$1.068	\$1.089	\$1.111
DMS55	Wide Format D Scanning - Tier 2	\$0.804	\$0.820	\$0.836	\$0.853	\$0.870

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DMS56	Wide Format E Scanning - Minimum Fee	\$6,669.26	\$6,802.65	\$6,938.70	\$7,077.47	\$7,219.02
DMS57	Wide Format E Scanning - Tier 1	\$1.383	\$1.411	\$1.439	\$1.468	\$1.497
DMS58	Wide Format E Scanning - Tier 2	\$1.085	\$1.107	\$1.129	\$1.152	\$1.175
DMS59	Color Setup	\$307.82	\$313.98	\$320.26	\$326.67	\$333.20
DMS60	Document Preparation - Light	\$0.079	\$0.081	\$0.083	\$0.085	\$0.087
DMS61	Document Preparation - Standard	\$0.408	\$0.416	\$0.424	\$0.432	\$0.441
DMS62	Document Preparation - Heavy	\$1.010	\$1.030	\$1.051	\$1.072	\$1.093
DMS63	Document Reassembly - Simple	\$0.039	\$0.040	\$0.041	\$0.042	\$0.043
DMS64	Document Reassembly - Partial	\$0.083	\$0.085	\$0.087	\$0.089	\$0.091
DMS65	Document Reassembly - Full	\$0.214	\$0.218	\$0.222	\$0.226	\$0.231
DMS66	Scan Resolution - Wide Format B	\$0.552	\$0.563	\$0.574	\$0.585	\$0.597
DMS67	Scan Resolution - Wide Format C	\$0.640	\$0.653	\$0.666	\$0.679	\$0.693
DMS68	Scan Resolution - Wide Format D	\$0.829	\$0.846	\$0.863	\$0.880	\$0.898
DMS69	Scan Resolution - Wide Format E	\$1.239	\$1.264	\$1.289	\$1.315	\$1.341
DMS70	Quality Assurance - 100% vs. Image	\$0.024	\$0.024	\$0.024	\$0.024	\$0.024
DMS71	Quality Assurance - With Clean-up	\$0.005	\$0.005	\$0.005	\$0.005	\$0.005
DMS72	Image Output - Searchable PDF	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004
DMS73	Indexing	\$0.008	\$0.008	\$0.008	\$0.008	\$0.008
DMS74	Microfilm Scanning - Minimum Fee	\$15.39	\$15.70	\$16.01	\$16.33	\$16.66

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DMS75	Microfilm Scanning - 16mm	\$0.008	\$0.008	\$0.008	\$0.008	\$0.008
DMS76	Microfilm Scanning - 35mm	\$0.032	\$0.033	\$0.034	\$0.035	\$0.036
DMS77	Microfiche Scanning - Minimum Fee	\$0.51	\$0.52	\$0.53	\$0.54	\$0.55
DMS78	Microfiche Scanning - COM	\$0.014	\$0.014	\$0.014	\$0.014	\$0.014
DMS79	Microfiche Scanning - Jacketed / Step & Repeat	\$0.030	\$0.031	\$0.032	\$0.033	\$0.034
DMS80	Aperture Card Scanning - Minimum Fee	\$25.65	\$26.16	\$26.68	\$27.21	\$27.75
DMS81	Aperture Card Scanning - Hollerith Punch Code	\$0.184	\$0.188	\$0.192	\$0.196	\$0.200
DMS82	Aperture Card Scanning - Non-Hollerith Punch Code	\$0.257	\$0.262	\$0.267	\$0.272	\$0.277
DMS83	Digital Archive Writer (DAW)	\$0.020	\$0.020	\$0.020	\$0.020	\$0.020
DMS84	16mm Duplicate - Silver Halide	\$41.483	\$42.313	\$43.159	\$44.022	\$44.902
DMS85	16mm Duplicate - Diazo	\$9.368	\$9.555	\$9.746	\$9.941	\$10.140
DMS86	35mm Duplicate - Silver Halide	\$47.947	\$48.906	\$49.884	\$50.882	\$51.900
DMS87	35mm Duplicate - Diazo	\$12.773	\$13.028	\$13.289	\$13.555	\$13.826
DMS88	Diazo Duplicate - Microfiche	\$0.955	\$0.974	\$0.993	\$1.013	\$1.033
DMS89	Diazo Duplicate - Aperture Cards	\$0.974	\$0.993	\$1.013	\$1.033	\$1.054
DMS90	Imaging Data Entry Specialist	\$33.64	\$34.31	\$35.00	\$35.70	\$36.41
DMS91	Imaging Operations Manager	\$91.78	\$93.62	\$95.49	\$97.40	\$99.35

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DMS92	Imaging Production Coordinator	\$42.21	\$43.05	\$43.91	\$44.79	\$45.69
DMS93	Imaging Production Specialist I	\$34.56	\$35.25	\$35.96	\$36.68	\$37.41
DMS94	Imaging Production Specialist II	\$37.59	\$38.34	\$39.11	\$39.89	\$40.69
DMS95	Imaging Production Supervisor	\$54.84	\$55.94	\$57.06	\$58.20	\$59.36
DMS96	Implementation Manager - DMS	\$87.02	\$88.76	\$90.54	\$92.35	\$94.20
DMS97	Software Engineer	\$105.15	\$107.25	\$109.40	\$111.59	\$113.82
DMS98	Principal Software Engineer	\$125.73	\$128.24	\$130.80	\$133.42	\$136.09

Federal Data Management Services (Special Item No. 493110RM)

Offsite Tape Vaulting, Data Backup, Disaster Recovery for Federal Records

Services Overview Iron Mountain’s off-site data management services provide secure, protected transport and off-site vaulting of backup tapes, managed continuous online data backup, recovery and off-premises vaulting for Windows NT and Windows 2000 servers in our NARA compliant Data Management facility in Columbia, MD. Iron Mountain’s complete portfolio of data management services include disaster recovery planning, testing, consultation and more.

For organizations that place a high value on disaster recovery services, Iron Mountain’s off-site data management services solution ensures that data is safe and securely vaulted off premises. Iron Mountain vaults your critical backup data securely offsite and out of reach, so your data is accessible for recovery whenever and wherever you need it. Iron Mountain vaults are designed to ensure that your backup data is available for recovery from natural and manmade disasters, utility outages, viruses and worms, internal technology or hardware failures as well as human errors or sabotage.

The following identifies the specific Iron Mountain Off-Site Federal Data Management Services and related prices available under this Pricelist.

Federal Data Management Services (see http://cic.ironmountain.com/records/glossary for service definitions)			
ITEM	Task / Description	GSA Price/Unit	Unit
DM01	<p>Slotted Media Storage</p> <p>Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types. Slotted Media is billed by slot in 20 slot increments based on maximum usage by Media type within a calendar month. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$ 0.37	Per slot monthly
DM02	<p>Round Reel Tape Storage</p> <p>Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types billed in increments of 20. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$ 0.86	Per slot monthly

Federal Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DM03	<p>Closed Container (Small)</p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a small container; typically container fits 20 media or less when the media is similar to a standard DLT or LTO tape. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$15.94	Per container monthly
DM04	<p>Closed Container (Medium)</p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a medium container; typically container fits 20-40 media when the media is similar to a standard DLT or LTO tape. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$17.94	Per container monthly
DM05	<p>Closed Container (Large)</p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a large container; typically container fits 40 media or more when the media is similar to a standard DLT or LTO tape. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$25.90	Per container monthly
DM06	<p>Tape Handling</p> <p>Manual handling of individually managed media at Iron Mountain facility and/or at Customer Location. This service includes the verification, both inbound and outbound, of each Item against an electronic listing. Verification of manual listings may be assessed additional charges. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.38	Per tape handled

Federal Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DM07	<p>Closed and Transport Container handling</p> <p>Manual handling of Closed Containers between an Iron Mountain facility and a Customer Location or within an Iron Mountain facility. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$1.85	Per container handled
DM08	<p>Transport container</p> <p>Use of Transport Containers between an Iron Mountain facility and a Customer Location for transporting slotted media. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$5.96	Per container monthly
DM09	<p>Transport Carts</p> <p>A cart assigned to a Customer for use during transport of Slotted Media. The quantity supplied depends on the normal quantity of tapes moving each service day and a monthly rental charge is applicable. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$124.00	Per cart monthly
DM10	<p>Storage Carts</p> <p>A cart assigned to a Customer for the storage of individually managed media items. A handling and rental charge is applied on a monthly basis based on the size of the cart required and the normal quantity of tapes moving each service day. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$129.69	Per cart monthly
DM11	<p>Scheduled Service (Within 50 Mile Radius)</p> <p>The service of picking up or delivering Items on a scheduled basis within 50 miles of the servicing facility. Scheduled Service is generally performed by one Iron Mountain Service Representative. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$47.06	Per trip

Federal Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DM12	<p>Standard Special Delivery</p> <p>A transportation service in which delivery or pickup is scheduled to occur within twenty-four (24) hours of the Customer's verified telephone notification within 50 miles of the servicing facility. A Standard Special is available only for Customer locations within a Service Location's Service Territory and is charged per trip, per site and is in addition to the regularly scheduled trip charge. Routine use of the Standard Special service in lieu of Scheduled Service for transportation may require the use of Iron Mountain Dedicated Transportation. The Standard Special Delivery charge is in addition to the Scheduled Service and Weekend/ Holiday trip charge. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$136.30	Per request
DM13	<p>Critical Special Delivery</p> <p>Emergency transportation service in which delivery or pickup of Media is scheduled to occur within three (3) hours of the Authorized Customer employees telephone notification: also refers to a Customer request for non-scheduled deliveries where the request is entered at a time such that Iron Mountain cannot consolidate the requested Items on an existing scheduled route and effect delivery within the desired schedule within 50 miles of the servicing facility. A Critical Special is available only for Customer locations within a Service Location's Iron Mountain Service Territory and is charged per trip, per site. The Critical Special Delivery charge is in addition to the Scheduled Service and Weekend/ Holiday trip charge. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$173.39	Per request
DM14	<p>Scheduled Service - Same Building/ Same Campus</p> <p>Scheduled Service where Customer may have several account numbers all being serviced in the same building (but on different floors) or in another building on the same campus during a single transportation visit within 50 miles of the servicing facility. The first account to be serviced pays the regular contracted Scheduled Service transportation rate and the other accounts pay a lower transportation fee for Iron Mountain to pickup or deliver Media on a different floor or at another campus building during a single visit. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$11.58	Per request

Federal Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DM15	<p>Holiday/Weekend Service</p> <p>An additional charge for service provided on Weekends and Holidays. If Customer's normal Scheduled Service day falls on an Iron Mountain Holiday, Customer has the option of moving service to the prior or subsequent Business Day at no additional charge. Holidays will be published in advance to ensure Customers have time to plan accordingly. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$87.55	Per trip
DM16	<p>Monthly Minimum Fee</p> <p>The minimum monthly billing charge for each Customer account number. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$216.27	Per invoice
DM17	<p>Administration Fee</p> <p>A monthly fee charged to all accounts for the supply and maintenance of Authorized User ID cards issued to Customer personnel and other administrative services associated with the management of each account. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	\$27.39	Per month

Federal Data Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA
DM01	Slotted Media Storage	\$ 0.37	\$0.38	\$0.39	\$0.40	\$0.41
DM02	Round Reel Tape Storage	\$ 0.86	\$0.88	\$0.90	\$0.91	\$0.93
DM03	Closed Container (Small)	\$ 15.94	\$16.26	\$16.58	\$16.92	\$17.26
DM04	Closed Container (Medium)	\$ 17.94	\$18.31	\$18.67	\$19.04	\$19.42
DM05	Closed Container (Large)	\$ 25.90	\$26.42	\$26.94	\$27.48	\$28.03
DM06	Tape Handling	\$ 0.38	\$0.39	\$0.40	\$0.41	\$0.42
DM07	Closed and Transport Container handling	\$ 1.85	\$1.89	\$1.93	\$1.97	\$2.01
DM08	Transport Container	\$ 5.96	\$6.09	\$6.21	\$6.33	\$6.46

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DM09	Transport Carts	\$ 124.00	\$126.48	\$129.01	\$131.59	\$134.22
DM10	Storage Carts	\$ 129.69	\$132.28	\$134.93	\$137.63	\$140.38
DM11	Scheduled Service (Within 50 Mile Radius)	\$ 47.06	\$48.00	\$48.96	\$49.94	\$50.94
DM12	Standard Special Delivery	\$ 136.30	\$139.03	\$141.81	\$144.65	\$147.54
DM13	Critical Special Delivery	\$ 173.39	\$176.86	\$180.39	\$184.00	\$187.68
DM14	Scheduled Service - Same Building/ Same Campus	\$ 11.58	\$11.81	\$12.04	\$12.28	\$12.53
DM15	Holiday/Weekend Service	\$ 87.55	\$89.30	\$91.08	\$92.90	\$94.76
DM16	Monthly Minimum Fee	\$ 216.27	\$220.59	\$225.01	\$229.51	\$234.10
DM17	Administration Fee	\$ 27.39	\$27.93	\$28.48	\$29.05	\$29.63

Commercial Data Management Services (Special Item No. 493110RM)

Offsite Tape Vaulting, Data Backup, Disaster Recovery for Commercial Non-Record Materials

Services Overview Iron Mountain's off-site commercial data management services provide secure, protected transport and off-site vaulting of non-record backup tapes, managed continuous online data backup, recovery and off-premises vaulting for non-record Windows NT and Windows 2000 servers, disaster recovery planning, testing, consultation and more.

For organizations that place a high value on disaster recovery services, Iron Mountain's commercial off-site data management services solution ensures that data is safe and securely vaulted off premises. Iron Mountain vaults your critical non-record backup data securely offsite and out of reach, so your data is accessible for recovery whenever and wherever you need it. Iron Mountain vaults are designed to ensure that your backup data is available for recovery from natural and manmade disasters, utility outages, viruses and worms, internal technology or hardware failures as well as human errors or sabotage.

The following identifies the specific Iron Mountain Off-Site Commercial Data Management Services and related prices available under this Pricelist.

Commercial Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMC01	<p>Slotted Media Storage Commercial</p> <p>Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types. Slotted Media is billed by slot in 20 slot increments based on maximum usage by Media type within a calendar month. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.17	Per slot monthly
DMC02	<p>Round Reel Tape Storage Commercial</p> <p>Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types billed in increments of 20. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.32	Per slot monthly
DMC03	<p>Closed Container (Small) Commercial</p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a small container; typically container fits 20 media or less when the media is similar to a standard DLT or LTO tape. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$7.28	Per container monthly
DMC04	<p>Closed Container (Medium) Commercial</p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a medium container; typically container fits 20-40 media when the media is similar to a standard DLT or LTO tape. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$11.55	Per container monthly
DMC05	<p>Closed Container (Large) Commercial</p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a large container; typically container fits 40 media or more when the media is similar to a standard DLT or LTO tape. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$12.26	Per container monthly

Commercial Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMC06	<p>Tape Handling Commercial Manual handling of individually managed media at Iron Mountain facility and/or at Customer Location. This service includes the verification, both inbound and outbound, of each Item against an electronic listing. Verification of manual listings may be assessed additional charges. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.19	Per tape handled
DMC07	<p>Closed and Transport Container Handling Commercial Manual handling of Closed Containers between an Iron Mountain facility and a Customer Location or within an Iron Mountain facility. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart</p>	\$1.26	Per container handled
DMC08	<p>Transport Container Commercial Use of Transport Containers between an Iron Mountain facility and a Customer Location for transporting slotted media. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$4.49	Per container monthly
DMC09	<p>Transport Carts Commercial A cart assigned to a Customer for use during transport of Slotted Media. The quantity supplied depends on the normal quantity of tapes moving each service day and a monthly rental charge is applicable. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$120.25	Per cart monthly
DMC10	<p>Scheduled Service (Within 50 Mile Radius) Commercial The service of picking up or delivering Items on a scheduled basis within 50 miles of the servicing facility. Scheduled Service is generally performed by one Iron Mountain Service Representative. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$33.17	Per trip

Commercial Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMC11	<p>Standard Special Delivery Commercial</p> <p>A transportation service in which delivery or pickup is scheduled to occur within twenty-four (24) hours of the Customer's verified telephone notification within 50 miles of the servicing facility. A Standard Special is available only for Customer locations within a Service Location's Service Territory and is charged per trip, per site and is in addition to the regularly scheduled trip charge. Routine use of the Standard Special service in lieu of Scheduled Service for transportation may require the use of Iron Mountain Dedicated Transportation. The Standard Special Delivery charge is in addition to the Scheduled Service, and Weekend/ Holiday trip charge. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$18.92	Per request
DMC12	<p>Critical Special Delivery Commercial</p> <p>Emergency transportation service in which delivery or pickup of Media is scheduled to occur within three (3) hours of the Authorized Customer employees telephone notification; also refers to a Customer request for non-scheduled deliveries where the request is entered at a time such that Iron Mountain cannot consolidate the requested Items on an existing scheduled route and effect delivery within the desired schedule within 50 miles of the servicing facility. A Critical Special is available only for Customer locations within a Service Location's Iron Mountain Service Territory and is charged per trip, per site. The Critical Special Delivery charge is in addition to the Scheduled Service and Weekend/ Holiday trip charge. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$134.27	Per request

DMC13	<p>Scheduled Service - Same Building/ Same Campus Commercial</p> <p>Scheduled Service where Customer may have several account numbers all being serviced in the same building (but on different floors) or in another building on the same campus during a single transportation visit within 50 miles of the servicing facility. The first account to be serviced pays the regular contracted Scheduled Service transportation rate and the other accounts pay a lower transportation fee for Iron Mountain to pickup or deliver Media on a different floor or at another campus building during a single visit. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$0.42	Per request
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Commercial Data Management Services
(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMC14	<p>Holiday/Weekend Service Commercial</p> <p>An additional charge for service provided on Weekends and Holidays. If Customer's normal Scheduled Service day falls on an Iron Mountain Holiday, Customer has the option of moving service to the prior or subsequent Business Day at no additional charge. Holidays will be published in advance to ensure Customers have time to plan accordingly. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$27.82	Per trip
DMC15	<p>Monthly Minimum Fee Commercial</p> <p>The minimum monthly billing charge for each Customer account number. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$168.52	Per invoice
DMC16	<p>Administration Fee Commercial</p> <p>A monthly fee charged to all accounts for the supply and maintenance of Authorized User ID cards issued to Customer personnel and other administrative services associated with the management of each account. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	\$16.59	Per monthly

Commercial Data Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DMC01	Slotted Media Storage Commercial	\$0.17	\$0.17	\$0.17	\$0.18	\$0.18
DMC02	Round Reel Tape Storage Commercial	\$0.32	\$0.33	\$0.34	\$0.35	\$0.36
DMC03	Closed Container (Small) Commercial	\$7.28	\$7.43	\$7.58	\$7.73	\$7.88
DMC04	Closed Container (Medium) Commercial	\$11.55	\$11.78	\$12.01	\$12.26	\$12.51
DMC05	Closed Container (Large) Commercial	\$12.26	\$12.50	\$12.75	\$13.01	\$13.27
DMC06	Tape Handling Commercial	\$0.19	\$0.19	\$0.19	\$0.20	\$0.20
DMC07	Closed and Transport Container Handling Commercial	\$1.26	\$1.29	\$1.31	\$1.34	\$1.37
DMC08	Transport Container Commercial	\$4.49	\$4.58	\$4.67	\$4.76	\$4.86
DMC09	Transport Carts Commercial	\$120.25	\$122.66	\$125.11	\$127.61	\$130.16
DMC10	Scheduled Service (Within 50 Mile Radius) Commercial	\$33.17	\$33.84	\$34.51	\$35.20	\$35.90
DMC11	Standard Special Delivery Commercial	\$18.92	\$19.30	\$19.69	\$20.08	\$20.48
DMC12	Critical Special Delivery Commercial	\$134.27	\$136.96	\$139.70	\$142.49	\$145.34
DMC13	Scheduled Service - Same Building/ Same Campus Commercial	\$0.42	\$0.43	\$0.44	\$0.45	\$0.46
DMC14	Holiday/ Weekend Service Commercial	\$27.82	\$28.37	\$28.94	\$29.52	\$30.11
DMC15	Monthly Minimum Fee Commercial	\$168.52	\$171.89	\$175.33	\$178.84	\$182.42
DMC16	Administration Fee Commercial	\$16.59	\$16.93	\$17.26	\$17.61	\$17.96

Classified Data Management Services (Special Item No. 493110RM)

Offsite Tape Vaulting, Data Backup, Disaster Recovery for Classified Materials

Services Overview Iron Mountain’s off-site classified data management services provide secure, protected transport and off-site vaulting of classified backup tapes, managed continuous online data backup, recovery and off-premises vaulting for Windows NT and Windows 2000 servers, disaster recovery planning, testing, consultation and more at the Secret classification level. Iron Mountain’s network of cleared facilities provides agencies with secure, cost-effective storage and management services and confidence that classified materials are securely and compliantly handled and safeguarded. Facilities and processes utilized by Iron Mountain meet or exceed all of the requirements as set forth in the National Industrial Security Program Operating Manual (NISPOM) (1-201) to provide storage and services at the Secret classification level.

For organizations that place a high value on disaster recovery services, Iron Mountain’s off-site classified data management services solution ensures that data is safe and securely vaulted off premises. Iron Mountain vaults your critical backup data securely offsite and out of reach, so your data is accessible for recovery whenever and wherever you need it. Iron Mountain vaults are designed to ensure that your backup data is available for recovery from natural and manmade disasters, utility outages, viruses and worms, internal technology or hardware failures as well as human errors or sabotage.

The following identifies the specific Iron Mountain Off-Site Classified Data Management Services and related prices available under this Pricelist.

Federal Data Management Services (see http://cic.ironmountain.com/records/glossary for service definitions)			
ITEM	Task / Description	GSA Price/Unit	Unit
DMCL01	<p>Round Reel Tape Storage Classified</p> <p>Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types billed in increments of 20. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$ 1.01	Per slot monthly

Federal Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMCL02	<p>Closed Container (Small) Classified</p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a small container; typically container fits 20 media or less when the media is similar to a standard DLT or LTO tape. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$17.11	Per container monthly
DMCL03	<p>Closed Container (Medium) Classified</p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a medium container; typically container fits 20-40 media when the media is similar to a standard DLT or LTO tape. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$21.39	Per container monthly
DMCL04	<p>Closed Container (Large) Classified</p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a large container; typically container fits 40 media or more when the media is similar to a standard DLT or LTO tape. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$28.87	Per container monthly

Federal Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMCL05	<p>Individual Media Handling Classified</p> <p>Manual handling of individually managed media at Iron Mountain facility and/or at Customer Location. This service includes the verification, both inbound and outbound, of each Item against an electronic listing. Verification of manual listings may be assessed additional charges. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$0.47	Per tape handled
DMCL06	<p>Container Handling Classified</p> <p>Manual handling of Closed Containers between an Iron Mountain facility and a Customer Location or within an Iron Mountain facility. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$2.14	Per container handled
DMCL07	<p>Scheduled Dedicated Service (Within 50 Round Trip) Classified</p> <p>The service of picking up or delivering items on a scheduled basis for trips up to 50 miles (round trip) between a customer address and the Iron Mountain facility. Scheduled Service is generally performed by one Iron Mountain Service Representative. **If pickups or deliveries require more than 20 minutes (including time related to volume of Items or Containers) to service on a regular, recurring basis, such Scheduled Service is subject to an additional charge based on the cost of Labor, which will be added to the Scheduled Service trip rate. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$187.11	Per trip

Federal Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMCL08	<p>Standard Special Delivery Classified</p> <p>A transportation service in which a dedicated delivery or pickup is scheduled to occur within twenty-four (24) hours of the Customer's verified telephone notification up to 50 miles (round trip) between a customer address and the Iron Mountain facility. A Standard Special is available only for Customer locations within a Service Location's Iron Mountain Service Territory and is charged per trip, per site. The Standard Special Delivery charge is in addition to the Weekend/ Holiday trip charge. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$213.84	Per request
DMCL09	<p>Critical Special Delivery Classified</p> <p>Emergency transportation service in which a dedicated delivery or pickup of Media is scheduled to occur within five (5) hours of the Authorized Customer employees telephone notification: also refers to a Customer request for non-scheduled deliveries where the request is entered at a time such that Iron Mountain cannot consolidate the requested Items on an existing scheduled route and effect delivery within the desired schedule up to 50 miles (round trip) between a customer address and the Iron Mountain facility. A Critical Special is available only for Customer locations within a Service Location's Iron Mountain Service Territory and is charged per trip, per site. The Critical Special Delivery charge is in addition to the Weekend/ Holiday trip charge. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$288.70	Per request

Federal Data Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
DMCL10	<p>Holiday/ Weekend Service Classified</p> <p>An additional charge for service provided on Weekends and Holidays. If Customer's normal Scheduled Service day falls on an Iron Mountain Holiday, Customer has the option of moving service to the prior or subsequent Business Day at no additional charge. Holidays will be published in advance to ensure Customers have time to plan accordingly. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$138.29	Per trip
DMCL11	<p>Monthly Minimum Fee Classified</p> <p>The minimum monthly billing charge for each Customer account number. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$267.30	Per invoice
DMCL12	<p>Administration Fee Classified</p> <p>A monthly fee charged to all accounts for the supply and maintenance of Authorized User ID cards issued to Customer personnel and other administrative services associated with the management of each account. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	\$26.85	Per month

Classified Data Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DMCL01	Round Reel Tape Storage Classified	\$1.01	\$1.03	\$1.05	\$1.07	\$1.09
DMCL02	Closed Container (Small) Classified	\$17.11	\$17.45	\$17.80	\$18.15	\$18.51
DMCL03	Closed Container (Medium) Classified	\$21.39	\$21.81	\$22.25	\$22.69	\$23.14
DMCL04	Closed Container (Large) Classified	\$28.87	\$29.44	\$30.03	\$30.63	\$31.24
DMCL05	Individual Media Handling Classified	\$0.47	\$0.48	\$0.49	\$0.50	\$0.51
DMCL06	Container Handling Classified	\$2.14	\$2.18	\$2.22	\$2.27	\$2.32
DMCL07	Scheduled Dedicated Service (Within 50 Mile Round Trip) Classified	\$187.11	\$190.85	\$194.67	\$198.56	\$202.53
DMCL08	Standard Special Delivery Classified	\$213.84	\$218.12	\$222.48	\$226.93	\$231.47
DMCL09	Critical Special Delivery Classified	\$288.70	\$294.47	\$300.36	\$306.37	\$312.50
DMCL10	Holiday/Weekend Service Classified	\$138.29	\$141.06	\$143.88	\$146.76	\$149.70
DMCL11	Monthly Minimum Fee Classified	\$267.30	\$272.65	\$278.10	\$283.67	\$289.34
DMCL12	Administration Fee Classified	\$26.85	\$27.39	\$27.94	\$28.50	\$29.07

Operations and Program Management Services (Special Item No. 493110RM)

Services Overview: Iron Mountain offers customers specialized labor services via Hourly Labor Projects that can be categorized into two groups: Operations Services and Program Management Services. Operations Services include day-to-day type of work such as records management, document preparation, document imaging, data management preparation, packaging services, transmittal preparation, file packing and purging, re-labeling, re-boxing, data capture/indexing, data entry, transportation, and other services that may be required as part of, or in addition to, the Records Management and Data Management solutions offered in this schedule.

Program Management Services include labor for the oversight of larger projects, which could include implementation, account management, transitioning records, special projects, and other program management type functions. Both of these functions are offered on an hourly basis.

Hourly Labor Project Criteria: An “Hourly Labor Project” refers to a distinct, time-bound service provided to a customer outside the scope of routine services offered via the other products and services available in this Pricelist. These projects are billed on an hourly rate basis and include all labor titles required to complete the requested task. Labor may be provided onsite at the customer’s location or offsite at an Iron Mountain facility.

The following identifies the specific Iron Mountain Operations and Program Management Services and related prices available under this Pricelist.

Operations Services (see http://cic.ironmountain.com/records/glossary for service definitions)			
Item	Task / Description	GSA Price / Unit	Unit
OS1	<p>Vault Specialist</p> <p>Entry level. Performs regular processing of media, containers, inventory maintenance, and required documentation of customer data. Processes open-slot media and containers by filing media in/out of slots and cycling containers to/from shelving/racks. Completes and maintains all records and forms with respect to receiving and/or releasing customer data which includes the filing of vault paperwork. Inputs and tracks all media/container processing. Unloads route vehicles as required. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-2 years experience in a warehouse, distribution, operations, or other service-related environment</p> <p>Minimum education requirement: High school degree or equivalent</p>	\$38.11	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
OS2	<p>Vault Coordinator</p> <p>Performs regular processing of media, containers, inventory maintenance, and required documentation of customer data. Processes open-slot media and containers by filing media in/out of slots and cycling containers to/from shelving/racks. Completes and maintains all records and forms with respect to receiving and/or releasing customer data which includes the filing of vault paperwork. Inputs and tracks all media/container processing. Unloads route vehicles as required. Maintains customer inventories through performing and coordinating workflow. Responsible for planning of daily work assignments for team, communicating targets, and monitoring results. Responsible for measuring and reporting results to direct team and leadership. Provides daily oversight of team under assigned control to ensure that high levels of service, production and quality metrics are achieved. Ensures prompt and accurate completion of all service requests and recommends solutions and changes for improving operational excellence. Performs other duties as assigned.</p> <p>Minimum years of experience: 1 year of experience with a preference for 2-4 years of experience in a service or related industry Minimum education requirement: High school degree or equivalent</p>	\$62.46	Hour
OS3	<p>Records Specialist</p> <p>Entry level. Maintains and processes physical assets. Processes incoming and outgoing orders while also loading/moving boxed items and wheeled bins. Handles destructions, internal moves, permanent withdrawals and special projects. Processes incoming orders; scans carton barcodes and locations on tracking system. Process retrieval orders including pulling the items, verifying items, manifesting all orders and preparing for shipment to customer. Process destructions including pulling required material, verifying it for accuracy, preparing it for destruction, investigating and resolving all exceptions. Researches and resolves discrepancies encountered during above processes. Investigates and resolves order discrepancies for incoming or outgoing orders; manifests all orders, bundles, and prepares for shipment. Accurately prepares all necessary paperwork. Inspects and maintains all equipment as required. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-2 years of experience in a warehouse / physical atmosphere, service industry, and/or team-focused environment Minimum education requirement: High school degree or equivalent</p>	\$38.11	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
OS4	<p>Records Coordinator</p> <p>Maintains and processes physical assets. Processes incoming and outgoing orders while also loading/moving boxed items and wheeled bins. Handles destructions, internal moves, permanent withdrawals and special projects.</p> <p>Processes incoming orders; scans carton barcodes and locations on tracking system. Investigates and resolves order discrepancies for incoming or outgoing orders; manifests all orders, bundles, and prepares for shipment. Process retrieval orders including pulling the items, verifying items, manifesting all orders and preparing for shipment to customer. Process destructions including pulling required material, verifying it for accuracy, preparing it for destruction, investigating and resolving all exceptions. Researches and resolves discrepancies encountered during above processes. Accurately prepares all necessary paperwork. Inspects and maintains all equipment as required. Services customers by maintaining inventory through performing and coordinating workflow of tasks including put-away, retrievals, internal moves, destructions, permanent withdrawals and any other projects requested. Responsible for executing services requested by clients in Iron Mountain facilities or at customer sites. Responsible for the workflow coordination of Record Specialists by defining and assigning daily work duties. Responsible for productivity, quality and, completion of daily work assigned. Prepares and process all record center paperwork necessary to accomplish the above processes. Performs other duties as assigned.</p> <p>Minimum years of experience: 1 year of experience with a preference for 2-4 years of experience in a service or related industry Minimum education requirement: High school degree or equivalent</p>	\$62.46	Hour
OS5	<p>Operations Supervisor</p> <p>Oversees daily operations and leadership of assigned business scope, which may include multiple business lines, including but not limited to Records Management, Data Management, and Project Management. Responsibility for management and supervision of operations personnel, including assignment of responsibilities and human resources activities. Provides relief coverage for operational duties as necessary. Prepares and submits accurate reports. Ensures compliance of all federal, state, and company regulations. Performs other duties as assigned.</p> <p>Minimum years of experience: 2 years supervisory experience in a warehouse, distribution, operations, or other service-related environment, with a preference for 2-4 years of experience Minimum education requirement: High school diploma or equivalent; college degree</p>	\$71.98	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	preferred		
OS6	<p>Project Specialist</p> <p>Entry level. Services customers on a project basis by maintaining inventory through performing tasks including retrievals, file listing projects, internal moves, inventory audits, pack-and-purges, and any special projects as requested. As needed, performs the function of Courier by performing the delivery and pick-up of Iron Mountain customer's media. Supports projects that might take place onsite at a customer's facility or onsite at an Iron Mountain facility. Processes incoming orders including creating boxes, pulling files from an open shelf, putting files in a box, creating box transmittal information, loading boxes on a pallet and a truck, and transporting order as needed. Prepares and process paperwork necessary to accomplish the above processes. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-2 years of experience in a warehouse / physical atmosphere, service industry, and/or team-focused environment</p> <p>Minimum education requirement: High school degree or equivalent</p>	\$38.11	Hour
OS7	<p>Project Coordinator</p> <p>Services customers on a project basis by maintaining inventory through performing tasks including retrievals, file listing projects, internal moves, inventory audits, pack-and-purges, and any special projects as requested. As needed, performs the function of Courier by performing the delivery and pick-up of Iron Mountain customer's media. Supports projects that might take place onsite at a customer's facility or onsite at an Iron Mountain facility. Processes incoming orders including creating boxes, pulling files from an open shelf, putting files in a box, creating box transmittal information, loading boxes on a pallet and a truck, and transporting order as needed. Prepares and process paperwork necessary to accomplish the above processes. Supports the management of various projects, responsible for reporting as well as the support of process/procedural updates. Assists in preparation, management, and execution of project plans. Responsible for the workflow coordination of Project Specialists by defining and assigning daily work duties. Responsible for productivity, quality and, completion of daily work assigned. Ensures that projects remain on schedule. Coordinates with internal and external groups to secure project resources. Manages project deliverables and progress through continuous communication with project members. Serves as liaison between departments and/or customers on project status or other project information. Communicates written and oral project status updates to appropriate audience. Performs other duties as assigned.</p>	\$62.46	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	<p>Minimum years of experience: 1 year of experience with a preference for 2-4 years of experience in a service or related industry</p> <p>Minimum education requirement: High school degree or equivalent</p>		
OS8	<p>Project Supervisor</p> <p>Oversees daily operations and leadership of assigned business scope, which may include multiple business lines, including but not limited to Records Management, Data Management, and Special Project Management. Responsibility for management and supervision of operations personnel, including assignment of responsibilities and human resources activities. Provides relief coverage for operational duties as necessary. Prepares and submits accurate reports. Ensures compliance of all federal, state, and company regulations. Responsible for "Project Scoping", general administrative tasks (including supervising employees, scheduling, etc.) and communicating with employees and customers. Assists in preparation, management, and execution of project plans and ensures that projects remain on schedule. Manages project deliverables and progress through continuous communication with project members. Travels to customer and potential customer worksites in order to estimate the scope of work that is required for a particular job and following-up on the progress of jobs. Performs the tasks of a Project/Records Specialist or Project/Records Coordinator as needed. Performs other duties as assigned.</p> <p>Minimum years of experience: 2 years of supervisory experience in a warehouse, distribution, operations, or other service-related environment, with a preference for 2-4 years of experience</p> <p>Minimum education requirement: High school degree or equivalent</p>	\$69.86	Hour
OS9	<p>Operations Manager</p> <p>Oversees daily operations and leadership of assigned business scope, which may include multiple business lines, including but not limited to Records Management, Data Management, and Special Project Management. Responsible for managing an assigned business scope at Iron Mountain or customer site. Insures that all orders are processed within guidelines. Responsible for all logistics processes and meeting goals and objectives of the facility and/or customer site. Responsibility for management and supervision of operations personnel to include Specialists, Coordinators, and Supervisors, including assignment of responsibilities and human resources activities. For onsite and offsite customer projects, responsible for "Project Scoping" and project management in the role of Operations Project Manager. Responsible for the efficient, timely and accurate fulfillment of orders, custom assembly, processing inquiries, shipping, and</p>	\$103.74	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	<p>inventory control. Establishes production processes and continuously measure performance. Manages team workload to meet workloads, goals, and guidelines. Continuously reviews areas of responsibility to increase productivity and improve efficiency. Ensures all work is performed by the specified turnaround time. Responsible for the efficient allocation and utilization of manpower, equipment, and resources. Performs the tasks of a Project/Records Specialist or Project/Records Coordinator as needed. Performs other duties as assigned.</p> <p>Minimum years of experience: 2 years of experience in a supervisory role with a preference for 4-8 years of experience as a supervisor Minimum education requirement: High school degree or equivalent with a preference for a Bachelor's Degree or 4-8 years of experience as a supervisor.</p>		
OS10	<p>Data Entry Specialist Entry Level. Supports the incoming data input process including customer data capture, keying label information, investigating and resolving exceptions. Verifies that all information is keyed accurately and in a timely manner. Supports the internal move data input process including the keying of all information, physically and electronically moving cartons to new locations, and investigating and resolving exceptions. Updates customer contract information. Researches and resolves problems and discrepancies through contact with customer, special project team, contract administrator, and/or account manager. Prints & mails receipt acknowledgements, month-end and quarter-end customer reports as required. Performs Quality Assurance Specialist duties as necessary. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-3 years of experience in a service or related industry. Minimum education requirement: High school degree or equivalent</p>	\$34.94	Hour
OS11	<p>Data Entry Coordinator Supports the incoming data input process including customer data capture, keying label information, investigating and resolving exceptions. Verifies that all information is keyed accurately and in a timely manner. Supports the internal move data input process including the keying of all information, physically and electronically moving cartons to new locations, and investigating and resolving exceptions. Updates customer contract information. Researches and resolves problems and discrepancies through contact with customer, special project team, contract administrator, and/or account manager. Prints & mails receipt acknowledgements, month-end and quarter-end customer reports as required. Responsible for the workflow coordination of a team of Data Entry Specialists by</p>	\$44.46	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	<p>defining and assigning daily work duties. Responsible for productivity, quality and completion of daily work assigned. Performs Data Entry Specialist and Quality Assurance Specialist duties as necessary. Performs other duties as assigned.</p> <p>Minimum years of experience: 1 year experience with a preference for 2-3 years of data entry experience in a service oriented environment Minimum education requirement: High school degree or equivalent</p>		
OS12	<p>Quality Assurance Specialist</p> <p>Entry level. Supports the incoming data input process including customer data capture, keying label information, investigating and resolving exceptions. Verifies that all information is keyed accurately and in a timely manner. Supports the internal move data input process including the keying of all information, physically and electronically moving cartons to new locations, and investigating and resolving exceptions. Updates customer contract information. Researches and resolves problems and discrepancies through contact with customer, special project team, contract administrator, and/or account manager. Prints & mails receipt acknowledgements, month-end and quarter-end customer reports as required. Responsible for the workflow coordination of a team of Data Entry Specialists by defining and assigning daily work duties. Responsible for productivity, quality and completion of daily work assigned. Responsible for ensuring the quality work performed, including data entered into inventories, keyed labels, destruction processes, and customer contact information. Reviews, checks, and corrects work products of Data Entry Specialists to comply with Quality Assurance Standards. Documents Quality Assurance activities. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-3 years of data entry experience. Minimum education requirement: High school degree or equivalent</p>	\$34.94	Hour
OS13	<p>Quality Assurance Coordinator</p> <p>Supports the incoming data input process including customer data capture, keying label information, investigating and resolving exceptions. Verifies that all information is keyed accurately and in a timely manner. Supports the internal move data input process including the keying of all information, physically and electronically moving cartons to new locations, and investigating and resolving exceptions. Updates customer contract information. Researches and resolves problems and discrepancies through contact with customer, special project team, contract administrator, and/or account manager. Prints & mails receipt acknowledgements, month-end and quarter-end customer reports as required.</p>	\$44.46	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	<p>Responsible for the workflow coordination of a team of Data Entry Specialists by defining and assigning daily work duties. Responsible for productivity, quality and completion of daily work assigned. Responsible for ensuring the quality work performed, including data entered into inventories, keyed labels, destruction processes, and customer contact information. Reviews, checks, and corrects work products of Data Entry Specialists to comply with Quality Assurance Standards. Documents Quality Assurance activities. Responsible for the workflow coordination of a team of Quality Assurance Specialists by defining and assigning daily work duties. Responsible for productivity, quality and completion of daily work assigned. Performs Data Entry Specialist and Quality Assurance Specialist duties as necessary. Performs other duties as assigned.</p> <p>Minimum years of experience: 1 year of experience with a preference for 2 years of data entry experience in a service oriented environment Minimum education requirement: High school degree or equivalent</p>		
OS14	<p>ROI Specialist Entry level. Interprets and responds to requests for protected health information. Ensures the privacy of the patient by safeguarding and protecting protected health information in the performance of duties. Fulfills release of information requests in an accurate and professional manner within timeframes established in contracted Service Level Agreements with the customer. Adheres to Customer policy and Iron Mountain policy, as well as state and federal regulatory guidelines surrounding the release of protected health information. Reproduces protected health information using a variety of technologies, including photocopiers, scanners and facsimiles. Performs data entry functions to log, monitor, and complete requests for information. Provides routine service to customers regarding release of information requests, and the retrieval and delivery of protected health information and materials on-site at customer facilities and at designated Iron Mountain Record Centers. Periodically, attends meetings and/or training to keep abreast of industry and regulatory changes effecting release of information functions. Processes all requests for release of information by locating and retrieving the corresponding protected health information in a timely and efficient manner and as prescribed by Iron Mountain policies and procedures. Safeguards and protects the patient's privacy by verifying the requestor type and release requirements in accordance with HIPAA guidelines and Iron Mountain policy. Reproduces the requested information according to Service Level Agreement timeframes and in accordance with the authorization and/or legal requirements (e.g., subpoena) and methodology established by the customer or Iron Mountain Record Center (i.e., fax, scan, photocopy). Identifies the status type for the request for information</p>	\$32.82	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	<p>(walk-in, fax request, pre-payment) and enters pertinent data into the release of information tracking application. Verifies the accuracy and quality of reproduced work and data entry prior to providing information to the requestor. Ensures that work is performed in accordance with federal and state statutes. Generates cover letters (based on the status type), pre-payment notices and invoices and mail information to the requestor. Upon receipt of payment or pre-payment from the requestor, finalizes the request in the tracking application and processes payment according to Iron Mountain policy. Utilizes a variety of computer systems (from the facility and Iron Mountain) and maintains procedural consistency as delineated by the facility and/or Iron Mountain Record Center. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference of 1-3 years customer service, records management, or healthcare experience Minimum education requirement: High school degree or equivalent</p>		
OS15	<p>ROI Coordinator</p> <p>Provides a leadership role for the release of information workflow and day-to-day productivity of the Release of Information Specialists. Coordinates, organizes and monitors daily activities at customer facilities and Iron Mountain Record Centers, including but not limited to, receipt and processing of incoming requests, turnaround times, productivity, and problem resolution. Ensures adherence to contracted Service Level Agreements with the customer. Routinely performs release of information functions on a daily basis as determined by work volume and staffing levels. Performs quality assessments of work performed by Release of Information Specialists to ensure that tasks are completed with the highest degree of accuracy and quality and that customers are serviced in an efficient, effective and professional manner. Ensures the privacy of the patient by safeguarding and protecting protected health information in the performance of duties. Adheres to Customer policy and Iron Mountain policy, as well as state and federal regulatory guidelines surrounding the release of protected health information. Assists the Manager for Release of Information as needed, with policy and procedure administration, training of new hires, performance evaluation, and development/maintenance of productivity measures and staffing models. Coordinates the day-to-day release of information workflow and provides leadership and support to the Release of Information Associates on-site at customer facilities and at Iron Mountain Record Centers. Assists with day to day clerical functions as necessary and processes all requests for release of information by locating and retrieving the corresponding protected health information in a timely and efficient manner and as prescribed by Iron Mountain</p>	\$62.46	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	<p>policies and procedures. Ensures that patient privacy is safeguarded and protected and that work is performed in accordance with HIPAA guidelines and Iron Mountain policy. Ensures the validity/completeness of requests for protected health information in accordance with established policies and procedures. Ensures that work is performed in accordance with federal and state regulations. Perform periodic quality assessments of the work performed by Release of Information Associates in conjunction with the Manager for Release of Information. Perform other duties as assigned.</p> <p>Minimum years of experience: 1 year of experience with a preference for 2-3 years of customer service, records management, or healthcare experience Minimum education requirement: High school degree or equivalent</p>		
OS16	<p>Courier Assistant Entry level. Assists with the delivery and pick up of customer's material, media, or equipment, such as boxes, containers, carts, and pallets. Services and communicates with customers while performing the pickups and deliveries and offloads trucks. Handles all physical requirements for loading and transporting without assistance. Executes accurate and timely handling of client delivery requests. Prepares accurate paperwork and records. Performs other duties as assigned.</p> <p>Minimum years of experience: 18 years old with a valid driver's license and a good driving record. Minimum education requirement: High school degree or equivalent</p>	\$35.99	Hour
OS17	<p>Courier Light Truck Responsible for driving a company vehicle to transport materials from client and Iron Mountain locations; loading and unloading through a variety of mechanisms; using scanning technology; preparing paperwork and performing daily vehicle maintenance to ensure it functions efficiently. Operates and maintains company vehicles, manual or standard transmission. Handles all physical requirements for loading, transporting and driving without assistance. Executes accurate and timely handling of client delivery requests. Prepares accurate paperwork and records. Performs other duties as assigned.</p> <p>Minimum years of experience: 21 years old with a valid driver's license and a good driving record. 1-2 years of route transportation experience is preferred. Minimum education requirement: High school degree or equivalent</p>	\$42.35	Hour
OS18	<p>Courier Heavy Truck Responsible for driving a company CDL B vehicle to transport materials from client</p>	\$52.93	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	<p>and Iron Mountain locations, loading and unloading through a variety of mechanisms using wireless scanning technology, preparing paperwork and performing daily vehicle maintenance to ensure it functions efficiently. Operates and maintains company CDL B vehicle safely and efficiently, whether manual or standard transmission. Handles all physical requirements for loading, transporting and driving without assistance. Executes accurate and timely handling of client delivery requests. Prepares accurate paperwork and records. Performs other duties as assigned.</p> <p>Minimum years of experience: 21 years old with a valid CLASS B CDL driver's license and a good driving record. 1-2 years of route transportation experience preferred</p> <p>Minimum education requirement: High school degree or equivalent</p>		
OS19	<p>Courier Tractor Trailer</p> <p>Responsible for driving a company CDL A vehicle to transport materials from client and Iron Mountain locations, loading and unloading through a variety of mechanisms using wireless scanning technology, preparing paperwork and performing daily vehicle maintenance to ensure it functions efficiently. Operates and maintains company CDL A vehicle safely and efficiently, whether manual or standard transmission. Handles all physical requirements for loading, transporting and driving without assistance. Executes accurate and timely handling of client delivery requests. Prepares accurate paperwork and records. Performs other duties as assigned.</p> <p>Minimum years of experience: 21 years old with a valid CLASS A CDL driver's license. 1-2 years of route transportation experience preferred</p> <p>Minimum education requirement: High school degree or equivalent</p>	\$52.93	Hour
OS20	<p>Transportation Coordinator</p> <p>Responsible for driving vehicles and coordinating the delivery / pick-up of critical customer media. Provides support to the Transportation Department in a lead capacity by answering questions raised by Transportation Service Specialists and employees, assisting in benchmarking all routes, and assisting in coordinating the fleet maintenance program. Primary and back-up driving responsibilities on all routes providing delivery / pick-up of media in agreement with company policy and customer requirements. Completes internal garage, vehicle, and vault tasks as required. Responsible for organizing, loading, and unloading media as required at both company and customer locations. Performs other duties as assigned.</p> <p>Minimum years of experience: 21 years old with a valid driver's license and a good</p>	\$58.23	Hour

Operations Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	driving record. 1-2 years of route transportation experience is preferred Minimum education requirement: High school degree or equivalent		
OS21	<p>Transportation Supervisor</p> <p>Supervises day-to-day transportation operations and courier workforce. Manages all aspects of transportation discipline to include safety and security compliances, route structures and development, personnel scheduling, work load assignments, cost control, and metric-driven performance. Tracks progress of routes daily. Ensures routing technology is used and routes are executed as designed. Manages scanning platform to include proper usage, route ID configurations, exception code usage, and proper care of equipment. Accountable for variances to plan for all route performance. Establishes and manages proper workflow to ensure daily, weekly and monthly DOT / IFTA reporting and requirements are met. Performs other duties as assigned.</p> <p>Minimum years of experience: 2 years of experience with a preference for 2-4 years of transportation experience</p> <p>Minimum education requirement: High school diploma or equivalent; college degree preferred</p>	\$71.98	Hour

Program Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PMS1	<p>Program Manager I</p> <p>Entry level. Under supervision, responsible for organizing and directing aspects of a given program, including ownership of individual, small projects. Recommends strategies and develops plans that satisfy customer needs. Individually performs project-and program-related tasks. Manages an individual project within a Program.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-4 years in a professional environment Minimum education requirement: Bachelor's Degree</p>	\$117.50	Hour
PMS2	<p>Program Manager II</p> <p>Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints. Supports scoping of program and projects, including plan execution strategy. May manage one large, complex program or several smaller ones. Recommends strategies and develops plans that satisfy customer needs. Manages all aspects of an assignment, either directly or through subordinate professionals.</p> <p>Minimum years of experience: 4 years of experience with a preference for 4-8 years. Minimum education requirement: Bachelor's Degree</p>	\$129.15	Hour
PMS3	<p>Program Director</p> <p>Provides senior leadership over a given program or programs. Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints. Manages multiple large, complex programs. Manages and develops Program Managers. Recommends strategies and develops plans that satisfy customer needs. Manages all aspects of an assignment, either directly or through subordinate professionals.</p> <p>Minimum years of experience: 8 years of experience with a preference for 9-15 years Minimum education requirement: Bachelor's Degree, graduate degree and/or PMP certification preferred</p>	\$176.79	Hour

Program Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PMS4	<p>Program Executive Provides executive-level leadership over an entire program, project, or account. Creates and maintains the Program Management discipline and frameworks. Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints. Manages and develops Program Managers and Program Directors. Recommends strategies and develops plans that satisfy customer needs. Manages all aspects of an assignment primarily through subordinate professionals.</p> <p>Minimum years of experience: 15 years of experience Minimum education requirement: Bachelor's Degree, graduate degree and/or PMP certification preferred</p>	\$245.59	Hour
PMS5	<p>Systems Engineer I Entry level. Responsible for service delivery and technical quality of one or more applications. This may include installation, configuration and maintenance. Under supervision, develops work plans, schedules, and status reports. Provides technical support on systems and application technologies. Troubleshoots technical problems. Performs risk assessments, performance measurement, tuning, and reporting. Optimize processes, develop new processes as required. Manages build out of new environments, install application code, validate new environment, capacity planning.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-5 years of experience Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering</p>	\$81.51	Hour
PMS6	<p>Systems Engineer II Responsible for service delivery and technical quality of one or more applications. This may include installation, configuration and maintenance. Develops work plans, schedules, and status reports. Provides technical support on systems and application technologies. Troubleshoots technical problems. Performs risk assessments, performance measurement, tuning, and reporting. Optimize processes, develop new processes as required. Manages build out of new environments, install application code, validate new environment, capacity planning.</p>	\$106.92	Hour

Program Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	<p>Minimum years of experience: 5 years of experience with a preference for 6-10 years of experience</p> <p>Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering</p>		
PMS7	<p>Systems Administration Manager I</p> <p>Responsible for the technical design, planning, implementation, and performance tuning and recovery procedures for enterprise systems primarily through management of a team. Serves as a technical expert in the area of system administration for complex operating systems. Recommends the redesign and configuration of operating systems and system applications. Investigates and analyzes feasibility of system requirements and develops system specifications. Identifies methods, solutions, and provides project leadership and management in order to provide a high level of service to the customers of the department. Manages, develops, and assigns responsibilities to Systems Engineers, Systems Architects, and other IT professionals as needed.</p> <p>Minimum years of experience: 4 years of experience with a preference for 5-6 years of experience</p> <p>Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering</p>	\$131.26	Hour
PMS8	<p>Systems Administration Manager II</p> <p>Responsible for the technical design, planning, implementation, and performance tuning and recovery procedures for enterprise systems primarily through the management of a team. Serves as a technical expert in the area of system administration for complex operating systems. Recommends the redesign and configuration of operating systems and system applications. Investigates and analyzes feasibility of system requirements and develops system specifications. Identifies methods, solutions, and provides project leadership and management in order to provide a high level of service to the customers of the department. Manages, develops, and assigns responsibilities to Systems Engineers, Systems Architects, and other IT professionals as needed.</p> <p>Minimum years of experience: 6 years of experience with a preference for 7-10 years of experience</p> <p>Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering. Masters' degree preferred</p>	\$174.67	Hour

Program Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PMS9	<p>Systems Architect</p> <p>Responsible for aligning multiple applications, products, and systems. Plays a leadership role across the systems operation of assigned projects. This includes launching new projects, ensuring the technical architecture for the project is determined, ensuring that appropriate deliverable / operations readiness reviews are conducted and working with other organizations to prepare for and maintain the implementation. Works with developers, business analysts, users, IT management and project managers to fulfill this role. Gathers technical and business requirements, analyzes the information received to ensure functional requirements, technical requirements, and operational needs are being met and can delivered on service level agreements. Leads systems design efforts to ensure major design issues such as system integration, security, performance, data integrity and scalability are addressed.</p> <p>Minimum years of experience: 8 years Software Development, 2 years Applicable Technologies, or 3 years Software Design; with a preference for experience in all three disciplines.</p> <p>Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering</p>	\$147.14	Hour
PMS10	<p>Principal Engineer</p> <p>Provides executive-level IT leadership over a program, project, or account. Creates and maintains the customer-facing IT discipline and frameworks. Manages communications with executives, customers, and staff. Manages, develops, and assigns responsibilities for an IT team. Directs IT development projects of varying sizes by directing a team, ensuring projects are completed on time, on budget and according to corporate quality standards.</p> <p>Minimum years of experience: 10 years of experience with a preference for 11-15 years of experience</p> <p>Minimum education requirement: Bachelor's Degree in a technical area, preferably engineering or science. Master's degree preferred</p>	\$196.90	Hour
PMS11	<p>Implementation Manager I</p> <p>Responsible for the successful completion of project engagements for new and existing customers, including planning, monitoring, and execution. Manages a smaller number of projects and/or less complex projects than an Implementation Manager II across multiple service lines. With support, responsible for supporting multiple complex projects and delegating project tasks where appropriate to leverage expertise. Serves as the day-to-day contact for the customer during the</p>	\$85.75	Hour

Program Management Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
	<p>project. Manages internal project teams as required to execute project work and meet customer's expectations. Utilizes reporting tools to measure and communicate progress, quality and compliance to program. Responsible for the timely and successful implementation of complex projects.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-5 years of project management experience Minimum education requirement: Bachelor's degree in Management or related field preferred or equivalent work experience.</p>		
PMS12	<p>Implementation Manager II</p> <p>Responsible for the successful completion of project engagements for new and existing customers, including planning, monitoring, and execution. Designs and leads projects with minimum direction. Manages a larger number of projects and/or more complex projects than an Implementation Manager I across multiple service lines. With support, responsible for supporting multiple complex projects and delegating project tasks where appropriate to leverage expertise. Serves as the day-to-day contact for the customer during the project. Manages internal project teams as required to execute project work and meet customer's expectations. Utilizes reporting tools to measure and communicate progress, quality and compliance to program. Responsible for the timely and successful implementation of complex projects.</p> <p>Minimum years of experience: 5 years of project management experience Minimum education requirement: Bachelor's degree in Management or related field preferred or equivalent work experience. PMP certification preferred.</p>	\$101.62	Hour

Operations and Program Management Services Out-Year Pricelist

Item	Labor Services Offering	GFY 2021 GSA	GFY 2022 GSA	GFY 2023 GSA	GFY 2024 GSA	GFY 2025
Operations Services						
OS1	Vault Specialist	\$38.11	\$39.06	\$40.04	\$41.04	\$42.07
OS2	Vault Coordinator	\$62.46	\$64.02	\$65.62	\$67.26	\$68.94
OS3	Records Specialist	\$38.11	\$39.06	\$40.04	\$41.04	\$42.07
OS4	Records Coordinator	\$62.46	\$64.02	\$65.62	\$67.26	\$68.94
OS5	Operations Supervisor	\$71.98	\$73.78	\$75.63	\$77.52	\$79.46
OS6	Project Specialist	\$38.11	\$39.06	\$40.04	\$41.04	\$42.07
OS7	Project Coordinator	\$62.46	\$64.02	\$65.62	\$67.26	\$68.94
OS8	Project Supervisor	\$69.86	\$71.61	\$73.40	\$75.24	\$77.12
OS9	Operations Manager	\$103.74	\$106.33	\$108.99	\$111.71	\$114.50
OS10	Data Entry Specialist	\$34.94	\$35.82	\$36.72	\$37.63	\$38.57
OS11	Data Entry Coordinator	\$44.46	\$45.57	\$46.71	\$47.88	\$49.08
OS12	Quality Assurance Specialist	\$34.94	\$35.82	\$36.72	\$37.63	\$38.57
OS13	Quality Assurance Coordinator	\$44.46	\$45.57	\$46.71	\$47.88	\$49.08
OS14	ROI Specialist	\$32.82	\$33.63	\$34.47	\$35.33	\$36.21
OS15	ROI Coordinator	\$62.46	\$64.02	\$65.62	\$67.26	\$68.94
OS16	Courier Assistant	\$35.99	\$36.89	\$37.81	\$38.76	\$39.73
OS17	Courier Light Truck	\$42.35	\$43.41	\$44.49	\$45.61	\$46.75
OS18	Courier Heavy Truck	\$52.93	\$54.25	\$55.61	\$57.00	\$58.43
OS19	Courier Tractor Trailer	\$52.93	\$54.25	\$55.61	\$57.00	\$58.43
OS20	Transportation Service Coordinator	\$58.23	\$59.68	\$61.17	\$62.70	\$64.27
OS21	Transportation Supervisor	\$71.98	\$73.78	\$75.63	\$77.52	\$79.46
Program Management Services						
PMS1	Program Manager I	\$117.50	\$120.44	\$123.46	\$126.54	\$129.70
PMS2	Program Manager II	\$129.15	\$132.37	\$135.68	\$139.07	\$142.55
PMS3	Program Director	\$176.79	\$181.21	\$185.74	\$190.39	\$195.15
PMS4	Program Executive	\$245.59	\$251.73	\$258.03	\$264.48	\$271.09
PMS5	Systems Engineer I	\$81.51	\$83.55	\$85.63	\$87.77	\$89.96
PMS6	Systems Engineer II	\$106.92	\$109.59	\$112.33	\$115.14	\$118.02
PMS7	Systems Administration Manager I	\$131.26	\$134.55	\$137.91	\$141.36	\$144.89
PMS8	Systems Administration Manager II	\$174.67	\$179.03	\$183.51	\$188.09	\$192.79
PMS9	Systems Architect	\$147.14	\$150.82	\$154.59	\$158.45	\$162.41
PMS10	Principal Engineer	\$196.90	\$201.82	\$206.87	\$212.04	\$217.34
PMS11	Implementation Manager I	\$85.75	\$87.90	\$90.10	\$92.35	\$94.66
PMS12	Implementation Manager II	\$101.62	\$104.16	\$106.76	\$109.43	\$112.17

Secure Shred Services (Special Item No. 561990)

Offsite and Onsite Shredding Services

Services Overview Iron Mountain offers secure shredding services, with proper logistics and secure chain-of-custody methods to ensure compliance, security and sustainability. Iron Mountain's service offerings include secure offsite and secure onsite shredding services that are available on an ongoing or one-time basis for paper documents. Iron Mountain performs shredding services in a secure, reliable, convenient, environmentally-friendly manner, and in compliance with applicable security standards.

Iron Mountain's service offerings include, but are not limited to, the following shredding services: Scheduled Offsite, Scheduled Onsite, One-Time Offsite and One-Time Onsite. These service offerings are available in different container sizes such as box, mini-console, console, 65 gallon bin and 95 gallon bin.

The following identifies the specific Iron Mountain Secure Shred Services and related prices available under this Pricelist.

Secure Shred Services			
(see http://cic.ironmountain.com/records/glossary for service definitions)			
ITEM	Task / Description	GSA Price/Unit	Unit
SS01	<p>Offsite Scheduled – Console (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in an Iron Mountain Console at a secure facility within 50 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$6.41	Per container
SS02	<p>Offsite Scheduled - 65 Gallon (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in an Iron Mountain 65 Gallon Bin at a secure facility within 50 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$8.55	Per container
SS03	<p>Offsite Scheduled - 95 Gallon (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in an Iron Mountain 95 Gallon Bin at a secure facility within 50 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$12.83	Per container

Secure Shred Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
SS04	<p>Offsite Scheduled – Box (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in a standard 1.2 cubic office-sized box at a secure facility within 50 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$5.34	Per container
SS05	<p>Offsite Scheduled - Mini Console (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in an Iron Mountain Mini-Console at a secure facility within 50 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$6.41	Per container
SS06	<p>Offsite Scheduled - Off-Cycle Trip Charge</p> <p>An additional fee charged for any unscheduled offsite shred service requested outside of the regular service schedule as defined in the Customer Agreement.</p>	\$45.97	Per Trip plus corresponding Offsite Scheduled Container Fee(s)
SS07	<p>Onsite Scheduled – Console (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an Iron Mountain Console at or near a Customer Location using a Mobile Shredding Unit; and located within 50 miles of an Iron Mountain secure facility. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$8.55	Per container
SS08	<p>Onsite Scheduled - 65 Gallon (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an Iron Mountain 65 Gallon Bin at or near a Customer Location using a Mobile Shredding Unit; and located within 50 miles of an Iron Mountain secure facility. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$10.69	Per container

Secure Shred Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
SS09	<p>Onsite Scheduled - 95 Gallon (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an Iron Mountain 95 Gallon Bin at or near a Customer Location using a Mobile Shredding Unit; and located within 50 miles of an Iron Mountain secure facility. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$17.11	Per container
SS10	<p>Onsite Scheduled – Box (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an standard 1.2 cubic foot office-sized box at or near a Customer Location using a Mobile Shredding Unit; and located within 50 miles of an Iron Mountain secure facility. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$5.34	Per container
SS11	<p>Onsite Scheduled - Mini Console (within 50 mile radius)</p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an Iron Mountain Mini-Console at or near a Customer Location using a Mobile Shredding Unit; and located within 50 miles of an Iron Mountain secure facility. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	\$8.55	Per container
SS12	<p>Onsite Scheduled - Off-Cycle Trip Charge</p> <p>An additional fee charged for any unscheduled onsite shred service requested outside of the regular service schedule as defined in the Customer Agreement.</p>	\$58.80	Per Trip plus corresponding Onsite Scheduled Container Fee(s)
SS13	<p>Offsite Purge - 65 Gallon (within 50 mile radius)</p> <p>Non-recurring, one-time offsite shredding of Paper-based Materials in a 65 Gallon Bin at a secure facility within 50 miles of the Customer's Service Location. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	\$8.55	Per container

Secure Shred Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
SS14	<p>Offsite Purge - 95 Gallon (within 50 mile radius)</p> <p>Non-recurring, one-time offsite shredding of Paper-based Materials in a 95 Gallon Bin at a secure facility within 50 miles of the Customer's Service Location. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	\$13.37	Per container
SS15	<p>Offsite Purge – Box (within 50 mile radius)</p> <p>Non-recurring, one-time offsite shredding of Paper-based Materials in a standard 1.2 cubic office-sized box at a secure facility within 50 miles of the Customer's Service Location. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	\$4.81	Per container
SS16	<p>Offsite Purge - Trip Charge (within 50 mile radius)</p> <p>Use this service in conjunction with Offsite Purge container fees for picking up Paper-based Materials for non-recurring, one-time offsite destruction from an address located within 50 miles of the Iron Mountain servicing facility.</p>	\$64.15	Per Trip plus corresponding Offsite Purge Container Fee(s)
SS17	<p>Onsite Purge - 65 Gallon (within 50 mile radius)</p> <p>Non-recurring, one-time onsite shredding of Paper-based Materials in a 65 Gallon Bin at or near a Customer Location using a Mobile Shredding Unit; and located within 50 miles of an Iron Mountain secure facility. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	\$16.04	Per container
SS18	<p>Onsite Purge - 95 Gallon (within 50 mile radius)</p> <p>Non-recurring, one-time onsite shredding of Paper-based Materials in a 95 Gallon Bin at or near a Customer Location using a Mobile Shredding Unit; and located within 50 miles of an Iron Mountain secure facility. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	\$21.39	Per container
SS19	<p>Onsite Purge – Box (within 50 mile radius)</p> <p>Non-recurring, one-time onsite shredding of Paper-based Materials in a standard 1.2 cubic office-size box at or near a Customer Location using a Mobile Shredding Unit; and located within 50 miles of an Iron Mountain secure facility. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	\$5.34	Per container

Secure Shred Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
SS20	<p>Onsite Purge - Trip Charge (within 50 mile radius)</p> <p>Use this service in conjunction with Onsite Purge container fees for the mobilization of a Mobile Shredding Unit for non-recurring, one-time onsite destruction of Paper-based Materials.</p>	\$74.85	Per Trip plus corresponding Onsite Purge Container Fee(s)
SS21	<p>Transportation - Zone 2 (within 75 mile radius)</p> <p>An additional charge assessed for Transportation Visits to Customer Locations located between 51-75 miles from an Iron Mountain facility and not in a Metro or NY Metro location as defined in Item # SS24, SS25.</p>	\$17.11	Per trip
SS22	<p>Transportation - Zone 3 (within 100 mile radius)</p> <p>An additional charge assessed for Transportation Visits to Customer Locations located between 76-100 miles from an Iron Mountain facility and not in a Metro or NY Metro location as defined in Item # SS24, SS25.</p>	\$23.53	Per trip
SS23	<p>Transportation - Zone 4 (greater than a 100 mile radius)</p> <p>An additional charge assessed for Transportation Visits to Customer Locations located >100 miles from an Iron Mountain facility and not in a Metro or NY Metro location as defined in Item # SS24, SS25.</p>	\$29.93	Per trip
SS24	<p>Transportation – Metro</p> <p>An additional charge assessed on Transportation Visits at Customer Locations located in certain metropolitan markets. The affected metropolitan markets include: Atlanta, GA; Boston, MA; Chicago, IL; Dallas, TX; Houston, TX; Los Angeles, CA; Miami, FL; Philadelphia, PA; San Francisco, CA; Seattle, WA; Washington, DC. A complete list of the zip or postal codes included in the above metro markets can be found on Iron Mountain's online Customer Information Center via the following link: http://cic.ironmountain.com/shredding/</p>	\$5.34	Per trip
SS25	<p>Transportation - NY Metro</p> <p>An additional charge assessed on Transportation Visits at Customer Locations located in the New York metropolitan market. A complete list of the zip or postal codes can be found on Iron Mountain's online Customer Information Center via the following link: http://cic.ironmountain.com/shredding/</p>	\$12.83	Per trip

Secure Shred Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
SS26	Shred Hourly Labor Charges for other miscellaneous Shred Services requested by a Customer that are not specifically described and provided for in the customer's Pricing Schedule or in the Additional Services section of Iron Mountain's online Customer Information Center. Shred labor billed per person, per hour in fifteen minutes increments. Examples include, but are not limited to material prepping, packing or consolidation.	\$59.84	Per hour
SS27	Shred Offsite Minimum The minimum charge for each Shred Order (Scheduled or Purge) applied when the total fees, including container and applicable trip fees, associated with performing Offsite Secure Shredding services per the Customer Work Order are less than the minimum.	\$48.12	Per order
SS28	Shred Onsite Minimum The minimum charge for each Shred Order (Scheduled or Purge) applied when the total fees, including container and applicable trip fees, associated with performing Onsite Secure Shredding services per the Customer Work Order are less than the minimum.	\$58.80	Per order

Secure Shred Services Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025
SS01	Offsite Scheduled - Console	\$6.41	\$6.54	\$6.67	\$6.80	\$6.94
SS02	Offsite Scheduled - 65 Gallon	\$8.55	\$8.73	\$8.90	\$9.07	\$9.25
SS03	Offsite Scheduled - 95 Gallon	\$12.83	\$13.08	\$13.34	\$13.61	\$13.88
SS04	Offsite Scheduled - Box	\$5.34	\$5.45	\$5.56	\$5.67	\$5.78
SS05	Offsite Scheduled - Mini Console	\$6.41	\$6.54	\$6.67	\$6.80	\$6.94
SS06	Offsite Scheduled - Off- Cycle Trip Charge	\$45.97	\$46.89	\$47.83	\$48.79	\$49.77
SS07	Onsite Scheduled - Console	\$8.55	\$8.73	\$8.90	\$9.07	\$9.25
SS08	Onsite Scheduled - 65 Gallon	\$10.69	\$10.90	\$11.12	\$11.35	\$11.58
SS09	Onsite Scheduled - 95 Gallon	\$17.11	\$17.45	\$17.80	\$18.16	\$18.52

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 Price/Unit
SS10	Onsite Scheduled - Box	\$5.34	\$5.45	\$5.56	\$5.67	\$5.78
SS11	Onsite Scheduled - Mini Console	\$8.55	\$8.73	\$8.90	\$9.07	\$9.25
SS12	Onsite Scheduled - Off-Cycle Trip Charge	\$58.80	\$59.98	\$61.18	\$62.40	\$63.65
SS13	Offsite Purge - 65 Gallon	\$8.55	\$8.73	\$8.90	\$9.07	\$9.25
SS14	Offsite Purge - 95 Gallon	\$13.37	\$13.64	\$13.91	\$14.19	\$14.47
SS15	Offsite Purge - Box	\$4.81	\$4.91	\$5.01	\$5.11	\$5.21
SS16	Offsite Purge - Trip Charge	\$64.15	\$65.43	\$66.74	\$68.08	\$69.44
SS17	Onsite Purge - 65 Gallon	\$16.04	\$16.36	\$16.69	\$17.02	\$17.36
SS18	Onsite Purge - 95 Gallon	\$21.39	\$21.81	\$22.25	\$22.69	\$23.14
SS19	Onsite Purge - Box	\$5.34	\$5.45	\$5.56	\$5.67	\$5.78
SS20	Onsite Purge - Trip Charge	\$74.85	\$76.35	\$77.88	\$79.44	\$81.03
SS21	Transportation - Zone 2	\$17.11	\$17.45	\$17.80	\$18.16	\$18.52
SS22	Transportation - Zone 3	\$23.53	\$24.00	\$24.48	\$24.97	\$25.47
SS23	Transportation - Zone 4	\$29.93	\$30.53	\$31.14	\$31.77	\$32.41
SS24	Transportation - Metro	\$5.34	\$5.45	\$5.56	\$5.67	\$5.78
SS25	Transportation - NY Metro	\$12.83	\$13.08	\$13.34	\$13.61	\$13.88
SS26	Shred Hourly Labor	\$59.84	\$61.04	\$62.26	\$63.51	\$64.78
SS27	Shred Offsite Minimum	\$48.12	\$49.09	\$50.07	\$51.07	\$52.09
SS28	Shred Onsite Minimum	\$58.80	\$59.98	\$61.18	\$62.40	\$63.65

Secure IT Asset Disposition Services (Special Item No. 561990)

Offsite and Onsite Media Destruction, e-Waste Recycling, IT Asset Audit & Remarketing

Services Overview Iron Mountain offers secure e-Waste and IT Asset Disposition, with proper logistics and secure chain-of-custody methods to ensure compliance, security and sustainability. Iron Mountain's suite of secure IT asset disposition services includes handling, transport, and disposing of media such as IT equipment, office equipment, audio/visual equipment, consumer electronics, computer hard drives, CDs/DVDs, backup tapes, SD cards, video tapes, and many other forms of media.

Iron Mountain performs IT asset recycling and disposition services in a secure, reliable, environmentally-friendly manner, and in compliance with applicable security standards. At a high level in performing IT asset recycling and disposition services, the assets are retrieved, packed and palletized, and securely transported to the site where the desired destruction service is performed. If the assets do not have any value, the disposal process begins; all data-bearing components are removed and hardware is dismantled into commodity components for environmentally approved recycling through audited down-stream specialists. If the IT assets do contain value, customers may choose a service to have their assets tested for functionality, repaired, refurbished, packed for reuse and securely stored in inventory for remarketing. Iron Mountain offers both offsite and onsite services. With onsite services, customers can dispose of sensitive assets without ever having them leave the premises. With offsite services, equipment is picked up, transported, and processed with care and consistency.

The following identifies the specific Iron Mountain Secure IT Asset Disposition Services and related prices available under this Pricelist.

Secure IT Asset Disposition Services (see http://cic.ironmountain.com/records/glossary for service definitions)			
ITEM	Task / Description	GSA Price/Unit	Unit
SD01	Offsite – Bulk Tapes/Plastics Media (plastics) are destroyed in a secure and eco-friendly manner. Waste to energy incineration services are performed offsite at the nearest destruction facility. Note: Bulk is defined as no serial number captured (non-itemized), and there is no quantity threshold.	\$0.37	Per pound
SD02	Offsite - Bulk Hard Drives Hard drives are destroyed in a secure and eco-friendly manner. Shredding services are performed offsite at the nearest destruction facility. Note: Bulk is defined as no serial number captured (non-itemized), and there is no quantity threshold.	\$10.55	Per item
SD03	Offsite - Bulk Mixed Hard Drives/Tapes A mix of media (plastics) and hard drives are destroyed in a secure and eco-friendly manner. Shredding services are performed offsite at the nearest destruction facility, and includes separating plastic media and hard drives into separate	\$1.20	Per pound

Secure IT Asset Disposition Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
	destruction streams. Note: Bulk is defined as no serial number captured (non-itemized), and there is no quantity threshold.		
SD04	<p>Offsite - Vault Itemized Tapes</p> <p>Scanning and cataloging of tape magnetic media is performed offsite and a destruction inventory is provided to the customer to sign off prior to destruction. Shredding services are then performed offsite, in a secure and eco-friendly manner.</p>	\$1.68	Per item
SD05	<p>Offsite - Vault Itemized Hard Drives</p> <p>Scanning and cataloging of hard drives is performed offsite and a destruction inventory is provided to the customer to sign off prior to destruction. Shredding services are then performed offsite, in a secure and eco-friendly manner.</p>	\$5.77	Per item
SD06	<p>Onsite - Itemized Tapes/Plastics - 1-1000</p> <p>Scanning, cataloging and destruction of 1-1000 media (plastics) items performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$3.74	Per item
SD07	<p>Onsite - Itemized Tapes/Plastics - 1001-2000</p> <p>Scanning, cataloging and destruction of 1001-2000 media (plastics) items performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$3.20	Per item
SD08	<p>Onsite - Itemized Tapes/Plastics - 2001-3000</p> <p>Scanning, cataloging and destruction of 2001-3000 media (plastics) items performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$2.89	Per item
SD09	<p>Onsite - Itemized Tapes/Plastics - 3001-4000</p> <p>Scanning, cataloging and destruction of 3001-4000 media (plastics) items performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the</p>	\$2.35	Per item

Secure IT Asset Disposition Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
	mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.		
SD10	<p>Onsite - Itemized Tapes/Plastics - 4001-5000</p> <p>Scanning, cataloging and destruction of 4001-5000 media (plastics) items performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$2.04	Per item
SD11	<p>Onsite - Itemized Tapes/Plastics - 5001+</p> <p>Scanning, cataloging and destruction of 5001 or more media (plastics) items performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$1.81	Per item
SD12	<p>Onsite - Itemized Hard Drives - 1-250</p> <p>Scanning, cataloging and destruction of 1-250 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$13.90	Per item
SD13	<p>Onsite - Itemized Hard Drives - 251-500</p> <p>Scanning, cataloging and destruction of 251-500 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$12.83	Per item
SD14	<p>Onsite - Itemized Hard Drives - 501-1000</p> <p>Scanning, cataloging and destruction of 501-1000 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of or the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$10.69	Per item

Secure IT Asset Disposition Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
SD15	<p>Onsite - Itemized Hard Drives - 1001-1500</p> <p>Scanning, cataloging and destruction of 1001-1500 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$8.55	Per item
SD16	<p>Onsite - Itemized Hard Drives - 1501-2500</p> <p>Scanning, cataloging and destruction of 1501-2500 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$7.49	Per item
SD17	<p>Onsite - Itemized Hard Drives - 2501+</p> <p>Scanning, cataloging and destruction of 2501 or more hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (CoD) is provided based on the number of assets destroyed. Includes the mobilization of the mobile shred unit to an address located within 100 miles of Iron Mountain's destruction facility.</p>	\$6.41	Per item
SD18	<p>Onsite - Mobilization Fee >100 Miles</p> <p>Use this service in conjunction with all Onsite Itemized Tapes/Plastics and Hard Drives destruction services to mobilize the mobile shred unit to an address located greater than 100 miles from Iron Mountain's destruction facility. Mobilization is billed one-way only for, and for the total miles traveled.</p>	\$6.21	Per mile
SD19	<p>Onsite Order Minimum</p> <p>Minimum charge for an onsite hard drive or tape destruction order</p>	\$1,511.34	Per order
SD20	<p>Offsite - Bulk E-waste Recycling up to 500 lbs.</p> <p>e-Waste is de-manufactured into dozens of commodity categories and recycled. Price is per pallet, with each pallet weighing no more than 500 lbs.</p>	\$240.57	Per pallet
SD21	<p>Offsite - Bulk E-waste Recycling 500+ lbs.</p> <p>e-Waste is de-manufactured into dozens of commodity categories and recycled. Price is per lb., greater than 500 lbs.</p>	\$0.48	Per pound

Secure IT Asset Disposition Services

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

ITEM	Task / Description	GSA Price/Unit	Unit
SD22	<p>IT Asset Audit & Remarketing</p> <p>IT assets are tested, graded, and refurbished for resale. Data bearing devices are erased. Service includes providing the customer with an audit report with specs on each asset and associated resale value.</p>	\$11.55	Per item
SD23	<p>Media Destruction - Standard Run (within 50 mile radius)</p> <p>Use this service for picking up IT assets for offsite destruction from an address located within 50 miles of the Iron Mountain servicing facility.</p>	\$48.12	Per transportation visit
SD24	<p>Shipping - Tape Destruction</p> <p>Use this service in conjunction with "Media Destruction - Standard Run" for the shipping of offsite tape destruction materials to processing facilities.</p>	\$149.16	Per pallet
SD25	<p>Shipping - Bulk Mixed Media, Hard Drive, e-Waste, Remarketing</p> <p>Use this service in conjunction with "Media Destruction - Standard Run" for the shipping of bulk mixed media, offsite hard drive destruction, e-waste recycling, and IT asset audit & remarketing materials to processing facilities.</p>	\$336.81	Per pallet
SD26	<p>Labor - On-site Packing</p> <p>Charges for various on-site packing services requested by the customer. Examples include loading materials into secure bins or containers; securing bins or containers with a lock or seal; and staging the bins or containers in a pre-assigned location or dock. Labor services are billed in 15 minute increments per person, per hour.</p> <p>Minimum years of experience: 0-2 years. Minimum education requirement: High School or equivalent.</p>	\$48.12	Per hour

Secure IT Asset Disposition Services Out-Year Pricelist

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
SD01	Offsite – Bulk Tapes/Plastics	\$0.37	\$0.38	\$0.39	\$0.40	\$0.41
SD02	Offsite – Bulk Hard Drives	\$10.55	\$10.76	\$10.97	\$11.19	\$11.41
SD03	Offsite – Bulk Mixed HardDrives/Tapes	\$1.20	\$1.22	\$1.24	\$1.26	\$1.29
SD04	Offsite – Vault Itemized Tapes	\$1.68	\$1.71	\$1.74	\$1.78	\$1.82
SD05	Offsite – Vault Itemized Hard Drives	\$5.77	\$5.88	\$6.01	\$6.13	\$6.25
SD06	Onsite - Itemized Tapes/Plastics - 1-1000	\$3.74	\$3.81	\$3.89	\$3.97	\$4.05
SD07	Onsite - Itemized Tapes/Plastics - 1001-2000	\$3.20	\$3.26	\$3.32	\$3.39	\$3.46
SD08	Onsite - Itemized Tapes/Plastics - 2001-3000	\$2.89	\$2.95	\$3.01	\$3.07	\$3.13
SD09	Onsite - Itemized Tapes/Plastics - 3001-4000	\$2.35	\$2.40	\$2.45	\$2.50	\$2.55
SD10	Onsite - Itemized Tapes/Plastics - 4001-5000	\$2.04	\$2.08	\$2.12	\$2.16	\$2.20
SD11	Onsite - Itemized Tapes/Plastics - 5001+	\$1.81	\$1.85	\$1.89	\$1.93	\$1.97
SD12	Onsite - Itemized Hard Drives - 1-250	\$13.90	\$14.19	\$14.47	\$14.76	\$15.06
SD13	Onsite - Itemized Hard Drives - 251-500	\$12.83	\$13.08	\$13.34	\$13.61	\$13.88
SD14	Onsite - Itemized Hard Drives - 501-1000	\$10.69	\$10.90	\$11.12	\$11.35	\$11.58

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
SD15	Onsite - Itemized Hard Drives - 1001-1500	\$8.55	\$8.73	\$8.90	\$9.07	\$9.25
SD16	Onsite - Itemized Hard Drives - 1501-2500	\$7.49	\$7.64	\$7.79	\$7.94	\$8.10
SD17	Onsite - Itemized Hard Drives - 2501+	\$6.41	\$6.54	\$6.67	\$6.80	\$6.94
SD18	Onsite - Mobilization Fee >100 Miles	\$6.21	\$6.33	\$6.46	\$6.59	\$6.72
SD19	Onsite - Order Minimum	\$1,511.34	\$1,511.34	\$1,511.34	\$1,511.34	\$1,572.39
SD20	Offsite - Bulk E-waste Recycling up to 500 lbs	\$240.57	\$245.39	\$250.30	\$255.30	\$260.41
SD21	Offsite - Bulk E-waste Recycling 500+ lbs (Per lb. greater than	\$0.48	\$0.49	\$0.50	\$0.51	\$0.52
SD22	IT Asset Audit & Remarketing	\$11.55	\$11.78	\$12.01	\$12.25	\$12.50
SD23	Media Destruction – Standard Run (within 50 mile radius	\$48.12	\$49.09	\$50.07	\$51.07	\$52.09
SD24	Shipping - Tape Destruction	\$149.16	\$152.14	\$155.18	\$158.29	\$161.46
SD25	Shipping - Hard Drive, e-Waste, Remarketing	\$336.81	\$343.55	\$350.42	\$357.43	\$364.58
SD26	Labor - On-site Packing (Per person, per hour)	\$48.12	\$49.09	\$50.07	\$51.07	\$52.09

Information Governance & Digital Solutions (IGDS) Services (Special Item No. 518210 ERM)

Professional Services: Strategy, Foundation, Implementation, Operations, and Electronic Records Management Services

Services Overview Iron Mountain's Information Governance & Digital Solutions (IGDS) Services combine technology with deep expertise and broad experience. Advisory Services are provided by a team of information governance (IG) professionals specializing in the intricacies of retention, privacy, compliance and risk management. IM's IG Service Professionals include but are not limited to lawyers, legal researchers, records managers, and library scientists. Services provided include, but are not limited to, the following:

- **Strategy:** Includes Information Governance (IG) & Organization Design, IG Assessment & Roadmap, Privacy Program Planning & Assessments, Risk Management, Benchmarking, and Information Strategy.
- **Foundation:** Includes Policies and Procedures, Training & Education, Retention Schedule Development, Records of Privacy Processing Activities, Data and Records Inventories and Location Mapping, and Metadata Standards.
- **Implementation:** Physical Content Classification and Remediation, Electronic Content Classification and Remediation, Privacy Risk Assessments (PTAs & PIAs), Defensible Destruction and Process Automation solutions.
- **Operations:** IG Staffing and Outsourcing (General Program Management/Project Management Support), Program Monitoring & Auditing, Privacy Program Management Support, Records Management Program Support, and Managed Services.

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS1	<p>Managing Principal Lead executive responsible for the execution of an Information Governance program and manager of Iron Mountain Principals and other resources delivering the program. This person is an acknowledged expert in Information Governance across the full lifecycle from Strategy through Policy Development, Implementation of both program and system and Operation of the program.</p> <p>Minimum years of experience: 12 Minimum education requirement: BA/BS</p>	\$351.13	Per hour
PS2	<p>Principal Lead executive responsible for execution of the engagement. An expert in Information Governance and leading Information Governance initiatives. Serves in an advisory capacity, providing members of the project team and the client organization a level of quality review to help guide the project to remain on schedule and within budget. Provides management and technical review, industry and Information Governance insight, issue resolution, and employs proven problem solving techniques, directs critical decision making. Responsible for ensuring quality assurance.</p> <p>Minimum years of experience: 10 Minimum education requirement: BA/BS</p>	\$258.19	Per hour
PS3	<p>Project Manager III Provides strong senior-level management. Responsible for project delivery and oversight of key business enablers on projects and identification of needs for new tools. Assumes regular interaction and communications with the delegated Client representatives. Maintains responsibility for managing business solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables. Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Provides technical guidance to the project team on performance of the work; and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight.</p> <p>Minimum years of experience: 8 Minimum education requirement: BA/BS</p>	\$222.04	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS4	<p>Project Manager II Provides strong senior-level management. Responsible for project delivery and oversight of key business enablers on projects and identification of needs for new tools. Assumes regular interaction and communications with the delegated Client representatives. Maintains responsibility for managing business solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables. Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Provides technical guidance to the project team on performance of the work; and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight.</p> <p>Minimum years of experience: 5 Minimum education requirement: BA/BS</p>	\$187.75	Per hour
PS5	<p>Project Manager I Responsible for project delivery and oversight of key business enablers on projects and identification of needs for new tools. Assumes regular interaction and communications with the delegated Client representatives. Maintains responsibility for managing business solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables. Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Provides technical guidance to the project team on performance of the work; and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight.</p> <p>Minimum years of experience: 3 Minimum education requirement: BA/BS</p>	\$168.98	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS6	<p>Subject Matter Specialist III</p> <p>Develops solutions and delivers expert leadership and support to project teams by leveraging knowledge of theories, principles, or technology in the designated field (domain) or discipline (functional area). Contributes to the implementation of strategy and helps assess the impact of industry trends, policies, and/or standard methodologies. Understands, articulates, and implements best practices related to their area of expertise. Works directly in supervision of lower level SMEs and team members to maintain quality across project deliverables. Often holds an advanced degree or other specialized training.</p> <p>Minimum years of experience: 12 Minimum education requirement: BA/BS</p>	\$231.33	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS7	<p>Subject Matter Specialist II Develops solutions and delivers expert leadership and support to project teams by leveraging knowledge of theories, principles, or technology in the designated field (domain) or discipline (functional area). Contributes to the implementation of strategy and helps assess the impact of industry trends, policies, and/or standard methodologies. Understands, articulates, and implements best practices related to their area of expertise. Works directly in supervision of lower level SMEs and team members to maintain quality across project deliverables. Often holds an advanced degree or other specialized training.</p> <p>Minimum years of experience: 8 Minimum education requirement: BA/BS</p>	\$194.16	Per hour
PS8	<p>Subject Matter Specialist I Develops solutions and delivers expert leadership and support to project teams by leveraging knowledge of theories, principles, or technology in the designated field (domain) or discipline (functional area). Contributes to the implementation of strategy and helps assess the impact of industry trends, policies, and/or standard methodologies. Understands, articulates, and implements best practices related to their area of expertise. Works directly in supervision of lower level SMEs and team members to maintain quality across project deliverables. Often holds an advanced degree or other specialized training.</p> <p>Minimum years of experience: 5 Minimum education requirement: BA/BS</p>	\$129.09	Per hour
PS9	<p>Senior Associate II Provides senior-level analytical and program support. Contributes to engagement work plan development and often leads assigned engagement tasks to completion within scope and budget. Serves as a senior-level analytical correspondent within engagement team. Responsible for contributing to work plan development, reaching engagement milestones, and leading specific project tasks. Applies business modeling, process modeling, and business design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate</p>	\$206.55	Per hour

alternatives, and offers conclusions to Managing Staff. This position performs analyses and makes diagnoses, as well as defines symptoms and problems, and develops conclusions. Participates in organizational assessments, and leads performance measures and indicators analysis.

Minimum years of experience: 5

Minimum education requirement: BA/BS

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS10	<p>Senior Associate I Provides senior-level analytical and program support. Contributes to engagement work plan development and often leads assigned engagement tasks to completion within scope and budget. Serves as a senior-level analytical correspondent within engagement team. Responsible for contributing to work plan development, reaching engagement milestones, and leading specific project tasks. Applies business modeling, process modeling, and business design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to Managing Staff. This position performs analyses and makes diagnoses, as well as defines symptoms and problems, and develops conclusions. Participates in organizational assessments, and leads performance measures and indicators analysis.</p> <p>Minimum years of experience: 3 Minimum education requirement: BA/BS</p>	\$185.89	Per hour
PS11	<p>Associate II Provides analytical and program support, and is focused on high performance work. Completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Maintains responsibility for quality assurance practices and fostering completion and accuracy of system documentation. May participate in organizational assessments, and performance measures and indicators.</p> <p>Minimum years of experience: 1 Minimum educational requirement: BA/BS</p>	\$158.01	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS12	<p>Associate I Provides analytical and program support, and is focused on high performance work. Completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Maintains responsibility for quality assurance practices and fostering completion and accuracy of system documentation. May participate in organizational assessments, and performance measures and indicators.</p> <p>Minimum years of experience: 0 Minimum educational requirement: BA/BS</p>	\$138.67	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS13	<p>Analyst II Provides administrative support and data entry on client engagements. Performs document management tasks such as document preparation, imaging, document and media storage and shipping coordination.</p> <p>Minimum years of experience: 2 Minimum educational requirement: High School Diploma</p>	\$67.13	Per hour
PS14	<p>Analyst I Provides administrative support and data entry on client engagements. Performs document management tasks such as document preparation, imaging, document and media storage and shipping coordination.</p> <p>Minimum years of experience: 1 Minimum educational requirement: High School Diploma</p>	\$55.77	Per hour
PS15	<p>Junior Analyst Provides administrative support and data entry on client engagements. Performs document management tasks such as document preparation, imaging, document and media storage and shipping coordination</p> <p>Minimum years of experience: 0 Minimum educational requirement: High School Diploma</p>	\$50.60	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS16	<p>Senior Training Specialist / Instructor Responsible for the oversight, development, structure/format, and content of training plans, programs, and courses. Works with the client to develop baseline training requirements, develops training plan, establishes baseline/measurement criteria. Develops the course criteria, materials, lesson plans, and training aids. Delivers training (in person, live webinars, recorded online sessions). Able to assess training impact, monitor and report results, and recommend training improvements. May also conduct "train the trainer" sessions to enable the client to facilitate training course.</p> <p>Minimum years of experience: 5 Minimum educational requirement: BA/BS</p>	\$170.41	Per hour
PS17	<p>Training Specialist / Instructor Develops training content, plans, courses, and programs. Works with the client to develop baseline training requirements, develops training plan, establishes baseline/measurement criteria. Develops the course criteria, materials, lesson plans, and training aids. Delivers training (in person, live webinars, recorded online sessions). Able to assess training impact, monitor and report results, and recommend training improvements. May also conduct "train the trainer" sessions to enable the client to facilitate training course.</p> <p>Minimum years of experience: 3 Minimum educational requirement: BA/BS</p>	\$129.09	Per hour
PS18	<p>Training Coordinator Supports development of training content, plans, courses, and programs. Assists client with developing baseline training requirements, training plans, and baseline/measurement criteria. Helps develops the course materials, lesson plans, and training aids. Conducts research and supports trainer in delivering courses.</p> <p>Minimum years of experience: 1 Minimum educational requirement: High School Diploma</p>	\$95.02	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS19	<p>Business Analyst III Provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. Utilizes systems, resources, and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>Minimum years of experience: 7 Minimum educational requirement: BA/BS</p>	\$177.63	Per hour
PS20	<p>Business Analyst II Provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. Utilizes systems, resources, and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>Minimum years of experience: 3 Minimum educational requirement: BA/BS</p>	\$154.91	Per hour
PS21	<p>Business Analyst I Provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. Utilizes systems, resources, and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>Minimum years of experience: 1 Minimum educational requirement: BA/BS</p>	\$139.42	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS22	<p>Web Designer Designs, plans, or executes the design and layout for Internet and mobile sites, which may include combining text with sounds, pictures, graphics, and video-clips. May supports usability and UX design requirements.</p> <p>Minimum years of experience: 2 Minimum educational requirement: BA/BS</p>	\$156.98	Per hour
PS23	<p>Data Architect Defines, designs, or develops relational and/or multi-dimensional databases for warehousing of data. Reviews current data structures and recommends optimizations and reconfigurations as warranted.</p> <p>Minimum years of experience: 7 Minimum educational requirement: BA/BS</p>	\$210.68	Per hour
PS24	<p>Application Architect III Plans, designs, develops, redesigns or enhances, installs, or implements various technology products, or enhance computer programs. Applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. May draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Minimum years of experience: 7 Minimum educational requirement: BA/BS</p>	\$210.68	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS25	<p>Application Architect II Plans, designs, develops, redesigns or enhances, installs, or implements various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produces the necessary outcome for clients. May draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Minimum years of experience: 5 Minimum educational requirement: BA/BS</p>	\$183.83	Per hour
PS26	<p>Application Architect I Plans, designs, develops, redesigns or enhances, installs, or implements various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produces the necessary outcome for clients. May draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 1 performs more routine aspects and is supervised by a more senior team member.</p> <p>Minimum years of experience: 3 Minimum educational requirement: BA/BS</p>	\$138.39	Per hour
PS27	<p>Records Analyst IV Conducts records management activities, applying advanced methods, techniques, and technologies to problems of increasing difficulty. Operates and maintains records system, including receipt, storage, retrieval, and disposition. Adheres to documented legal requirements and government regulations affecting retention, dissemination, access, and storage of information. Verifies authenticity of supporting documents; clarifies discrepancies. Minimum 7 years of professional experience providing records management support services.</p> <p>Minimum years of experience: 7 Minimum educational requirement: BA/BS</p>	\$180.73	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS28	<p>Records Analyst III Conducts records management activities, applying advanced methods, techniques, and technologies to problems of increasing difficulty. Operates and maintains records system, including receipt, storage, retrieval, and disposition. Adheres to documented legal requirements and government regulations affecting retention, dissemination, access, and storage of information. Verifies authenticity of supporting documents; clarifies discrepancies.</p> <p>Minimum years of experience: 5 Minimum educational requirement: BA/BS</p>	\$149.75	Per hour
PS29	<p>Records Analyst II Conducts records management activities, applying advanced methods, techniques, and technologies to problems of increasing difficulty. Operates and maintains records system, including receipt, storage, retrieval, and disposition. Adheres to documented legal requirements and government regulations affecting retention, dissemination, access, and storage of information. Verifies authenticity of supporting documents; clarifies discrepancies. Minimum 3 years of professional experience providing records management support services.</p> <p>Minimum years of experience: 3 Minimum educational requirement: BA/BS</p>	\$124.96	Per hour
PS30	<p>Records Analyst Assists in the classification of physical and electronic content in accordance with the information governance policies governing that content.</p> <p>Minimum years of experience: 1 Minimum educational requirement: BA/BS</p>	\$110.51	Per hour

Information Governance and Digital Solutions (IGDS)

(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	GSA Price / Unit	Unit
PS31	<p>Legal Researcher Conducts legal research regarding information governance (retention, privacy, security, etc.) and assists in mapping legal authorities to client record classes.</p> <p>Minimum years of experience: 1 Minimum educational requirement: BA/BS</p>	\$109.47	Per hour
PS32	<p>Artificial Intelligence Engineer Develops software that can be used for artificial intelligence programs, artificial intelligence applications, and machine learning. Works closely with application architects, engineers, and developers to produce systems that utilize artificial intelligence or classify content. Programs systems to seek out specific conditions and respond based on various factors. May be responsible for supervising other programmers as part of his/her duties.</p> <p>Minimum years of experience: 3 Minimum educational requirement: BA/BS</p>	\$247.86	Per hour

GSA Pricing for IGDS Services with Out-Year Rates

Item	Labor Services Offering	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
PS1	Managing Principal	\$351.13	\$359.91	\$368.91	\$378.13	\$387.58
PS2	Principal	\$258.19	\$264.64	\$271.26	\$278.04	\$284.99
PS3	Project Manager III	\$222.04	\$227.59	\$233.28	\$239.11	\$245.09
PS4	Project Manager II	\$187.75	\$192.44	\$197.25	\$202.18	\$207.23
PS5	Project Manager I	\$168.98	\$173.20	\$177.53	\$181.97	\$186.52
PS6	Subject Matter Specialist III	\$231.33	\$237.11	\$243.04	\$249.12	\$255.35
PS7	Subject Matter Specialist II	\$194.16	\$199.01	\$203.99	\$209.09	\$214.32
PS8	Subject Matter Specialist I	\$129.09	\$132.32	\$135.63	\$139.02	\$142.50
PS9	Senior Associate II	\$206.55	\$211.71	\$217.00	\$222.43	\$227.99
PS10	Senior Associate I	\$185.89	\$190.54	\$195.30	\$200.18	\$205.18
PS11	Associate II	\$158.01	\$161.96	\$166.01	\$170.16	\$174.41
PS12	Associate I	\$138.67	\$142.14	\$145.69	\$149.33	\$153.06
PS13	Analyst II	\$67.13	\$68.81	\$70.53	\$72.29	\$74.10
PS14	Analyst I	\$55.77	\$57.16	\$58.59	\$60.05	\$61.55
PS15	Junior Analyst	\$50.60	\$51.87	\$53.17	\$54.50	\$55.86
PS16	Senior Training Specialist/Instructor	\$170.41	\$174.67	\$179.04	\$183.52	\$188.11
PS17	Training Specialist / Instructor	\$129.09	\$132.32	\$135.63	\$139.02	\$142.50
PS18	Training Coordinator	\$95.02	\$97.40	\$99.84	\$102.34	\$104.90
PS19	Business Analyst III	\$177.63	\$182.07	\$186.62	\$191.29	\$196.07
PS20	Business Analyst II	\$154.91	\$158.78	\$162.75	\$166.82	\$170.99
PS21	Business Analyst I	\$139.42	\$142.91	\$146.48	\$150.14	\$153.89
PS22	Web Designer	\$156.98	\$160.90	\$164.92	\$169.04	\$173.27
PS23	Data Architect	\$210.68	\$215.95	\$221.35	\$226.88	\$232.55
PS24	Application Architect III	\$210.68	\$215.95	\$221.35	\$226.88	\$232.55
PS25	Application Architect II	\$183.83	\$188.43	\$193.14	\$197.97	\$202.92
PS26	Application Architect I	\$138.39	\$141.85	\$145.40	\$149.04	\$152.77
PS27	Records Analyst IV	\$180.73	\$185.25	\$189.88	\$194.63	\$199.50
PS28	Records Analyst III	\$149.75	\$153.49	\$157.33	\$161.26	\$165.29
PS29	Records Analyst II	\$124.96	\$128.08	\$131.28	\$134.56	\$137.92
PS30	Records Analyst I	\$110.51	\$113.27	\$116.10	\$119.00	\$121.98
PS31	Legal Researcher	\$109.47	\$112.21	\$115.02	\$117.90	\$120.85
PS32	Artificial Intelligence Engineer	\$247.86	\$254.06	\$260.41	\$266.92	\$273.59

Education and Experience Equivalencies

Experience Equivalencies:		
H.S. Diploma + 4 years additional experience	Equals	Bachelor's Degree
Associate's Degree + 2 years additional experience	Equals	Bachelor's Degree
Bachelor's Degree + 2 years additional experience	Equals	Master's Degree
Master's Degree + 4 years additional experience	Equals	Ph.D. or J.D.

Education Equivalencies:
A J.D. or Ph.D. may be substituted for 4 years of required experience with a Master's Degree or 6 years with a Bachelor's Degree.
A Master's Degree may be substituted for 2 years of required experience with a Bachelor's Degree.
A Bachelor's Degree may be substituted for 4 years of required experience with a H.S. Diploma.

Federal Data Center Colocation Services (Special Item No. 518210 ERM)

Cabinets, Cages/Suites, Data Centers, Power & Installation, Networking Services

Services Overview Iron Mountain’s Federal Data Center Colocation Services are auxiliary services that support the delivery of other Electronic Records Management (ERM) Services available under SIN 518210 ERM. Iron Mountain’s Data Center Services team provides data center co-location and related services, including secured space, infrastructure, power, physical and perimeter security, and support services, to its data center customers in the United States. Iron Mountain operates secure, resilient, energy-efficient data center facilities that are built in accordance with regulatory and efficiency standards (PCI-DSS, HIPAA, FISMA, DCOI / EO 13693, SSAE-16 SOC 3) and includes around-the-clock support from full-time, Iron Mountain employed technicians who have all passed background checks. Iron Mountain’s existing data center complexes offered under this Pricelist are located in:

- Boyers, Pennsylvania (WPA1)
- Northborough, Massachusetts (BOS1)
- Kansas City, Missouri (KCM1)
- Manassas, Virginia (VA1/VA2)
- Denver, CO (DEN1)

Iron Mountain’s secure colocation offerings range from individual cabinets and small cage spaces to multi-megawatt dedicated data centers. Iron Mountain’s facilities are ideal for organizations seeking to meet the Federal Data Center Optimization Initiative (DCOI) and Executive Order (EO) 13693 (energy efficiency) directives, and include the following features:

- Meet NIST 800-53 Security Controls (FISMA High)
- Meet requirements for efficiency and monitoring systems
- Ideal for Continuity of Operations (COOP)
- Able to support Sensitive Compartmented Information Facility (SCIF) space.
- Supports 100% Wind Power / Renewable Energy – In 2017, all of the data center energy utilized by the Boyers, PA (WPA1) underground can be exchanged with wind-power energy purchased by Iron Mountain from a wind turbine farm in Ringer, PA – providing stable & green energy costs for customers over a 15-year period.

The following identifies the specific Iron Mountain Federal Data Center Colocation Services and related prices available under this Pricelist. IM typically uses a menu based pricing model to price its Data Center Services, and typically includes this menu-based pricing in customer agreements. Iron Mountain often refers to the document where pricing is included as a “Schedule A.” The Schedule A includes specific inputs that are used to calculate an initial non-recurring charge (NRC), which includes space preparation, power circuit installation, set-up fees and other miscellaneous one-time charges. A Schedule A also lists the monthly recurring charge (MRC), which includes usage and maintenance fees.

Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Task/Description	Monthly Recurring GSA Price/Unit	Non- Recurring GSA Price/Unit	Unit
DC01	Monthly Federal Colocation Services - WPA1 - 4.99 kW WPA1 - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	\$1,527.92	\$1,527.92	Per month
DC02	Monthly Federal Colocation Services - WPA1 - 8.64 kW WPA1 - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	\$2,511.30	\$2,511.30	Per month
DC03	Monthly Federal Colocation Services - WPA1 - 14.40 kW WPA1 - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	\$3,963.54	\$3,963.54	Per month
DC04	Monthly Federal Colocation Services - WPA1 - 20.00 kW WPA1 - FISMA High - 100% Renewable Energy Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	\$5,174.63	\$5,174.63	Per month
DC05	Monthly Federal Colocation 5 kW Expansion - WPA1 (20.00 - 40.00 kW) WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,293.66	\$1,293.66	Per month
DC06	Monthly Federal Colocation Services - WPA1 - 40.00 kW WPA1 - FISMA High - 100% Renewable Energy Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	\$10,173.10	\$10,173.10	Per month
DC07	Monthly Federal Colocation 5 kW Expansion - WPA1 (40.00 - 80.00 kW) WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,271.64	\$1,271.64	Per month

Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Task / Description	Monthly Recurring GSA Price/Unit	Non- Recurring GSA Price/Unit	Unit
DC08	Monthly Federal Colocation Services - WPA1 - 80.00 kW WPA1 - FISMA High - 100% Renewable Energy Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	\$20,081.96	\$20,081.96	Per month
DC09	Monthly Federal Colocation 5 kW Expansion - WPA1 (80.00 - 160.00 kW) WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,255.12	\$1,255.12	Per month
DC10	Monthly Federal Colocation Services - WPA1 - 160.00 kW WPA1 - FISMA High - 100% Renewable Energy Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	\$39,459.28	\$39,459.28	Per month
DC11	Monthly Federal Colocation 5 kW Expansion - WPA1 (160.00 - 320.00 kW) WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,233.10	\$1,233.10	Per month
DC12	Monthly Federal Colocation Services - WPA1 - 320.00 kW WPA1 - FISMA High - 100% Renewable Energy Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	\$77,509.30	\$77,509.30	Per month
DC13	Monthly Federal Colocation 5 kW Expansion - WPA1 (320.00 - 1000.00 kW) WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,211.08	\$1,211.08	Per month
DC14	Monthly Federal Colocation Services - WPA1 - 1000.00 kW WPA1 - FISMA High - 100% Renewable Energy Federal Private Data Center with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200.	\$236,711.64	\$236,711.64	Per month

Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Task / Description	Monthly Recurring GSA Price/Unit	Non- Recurring GSA Price/Unit	Unit
DC15	Monthly Federal Colocation 50 kW Expansion - WPA1 (1000.00 - 2000.00 kW) WPA1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	\$11,835.58	\$11,835.58	Per month
DC16	Monthly Federal Colocation Services - WPA1 - 2000.00 kW WPA1 - FISMA High - 100% Renewable Energy Federal Private Data Center with 2000 kW Maximum Electrical Consumption. Max # of cabinets = 400	\$455,807.53	\$455,807.53	Per month
DC17	Monthly Federal Colocation 50 kW Expansion - WPA1 (>2000.00 kW) WPA1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	\$11,395.19	\$11,395.19	Per month
DC18	Monthly Federal Colocation Services - BOS1 - 4.99 kW BOS1 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	\$1,560.27	\$1,560.27	Per month
DC19	Monthly Federal Colocation Services - BOS1 - 8.64 kW BOS1 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	\$2,673.01	\$2,673.01	Per month
DC20	Monthly Federal Colocation Services - BOS1 - 14.40 kW BOS1 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	\$4,407.46	\$4,407.46	Per month
DC21	Monthly Federal Colocation Services - BOS1 - 20.00 kW BOS1 - FISMA High - DCOI-Compliant Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	\$5,504.92	\$5,504.92	Per month
DC22	Monthly Federal Colocation 5 kW Expansion - BOS1 (20.00 - 40.00 kW) BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,376.23	\$1,376.23	Per month
DC23	Monthly Federal Colocation Services - BOS1 - 40.00 kW	\$10,714.25	\$10,714.25	Per

Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Task / Description	Monthly Recurring GSA Price/Unit	Non-Recurring GSA Price/Unit	Unit
	BOS1 - FISMA High - DCOI-Compliant Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8			month
DC24	Monthly Federal Colocation 5 kW Expansion - BOS1 (40.00 - 80.00 kW) BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,339.28	\$1,339.28	Per month
DC25	Monthly Federal Colocation Services - BOS1 - 80.00 kW BOS1 - FISMA High - DCOI-Compliant Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	\$21,226.98	\$21,226.98	Per month
DC26	Monthly Federal Colocation 5 kW Expansion - BOS1 (80.00 - 160.00 kW) BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,326.69	\$1,326.69	Per month
DC27	Monthly Federal Colocation Services - BOS1 - 160.00 kW BOS1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	\$42,101.64	\$42,101.64	Per month
DC28	Monthly Federal Colocation 5 kW Expansion - BOS1 (160.00 - 320.00 kW) BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,315.68	\$1,315.68	Per month
DC29	Monthly Federal Colocation Services - BOS1 - 320.00 kW BOS1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	\$83,498.66	\$83,498.66	Per month
DC30	Monthly Federal Colocation 5 kW Expansion - BOS1 (320.00 - 1000.00 kW) BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,304.67	\$1,304.67	Per month
DC31	Monthly Federal Colocation Services - BOS1 - 1000.00 kW BOS1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200	\$257,630.35	\$257,630.35	Per month
DC32	Monthly Federal Colocation 50 kW Expansion - BOS1 (>1000.00 kW)	\$12,881.52	\$12,881.52	Per

Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Task / Description	Monthly Recurring GSA Price/Unit	Non-Recurring GSA Price/Unit	Unit
	BOS1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10			month
DC33	Monthly Federal Colocation Services - KCM1 - 4.99 kW KCM1 - FISMA High - Underground Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	\$1,659.82	\$1,659.82	Per month
DC34	Monthly Federal Colocation Services - KCM1 - 8.64 kW KCM1 - FISMA High - Underground Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	\$2,872.78	\$2,872.78	Per month
DC35	Monthly Federal Colocation Services - KCM1 - 14.40 kW KCM1 - FISMA High - Underground Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	\$4,787.96	\$4,787.96	Per month
DC36	Monthly Federal Colocation Services - KCM1 - 20.00 kW KCM1 - FISMA High - Underground Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	\$6,465.59	\$6,465.59	Per month
DC37	Monthly Federal Colocation 5 kW Expansion - KCM1 (20.00 - 40.00 kW) KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,616.40	\$1,616.40	Per month
DC38	Monthly Federal Colocation Services - KCM1 - 40.00 kW KCM1 - FISMA High - Underground Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	\$12,710.96	\$12,710.96	Per month
DC39	Monthly Federal Colocation 5 kW Expansion - KCM1 (40.00 - 80.00 kW) KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,588.87	\$1,588.87	Per month
DC40	Monthly Federal Colocation Services - KCM1 - 80.00 kW KCM1 - FISMA High - Underground Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	\$24,625.97	\$24,625.97	Per month
DC41	Monthly Federal Colocation 5 kW Expansion - KCM1 (80.00 - 160.00 kW) KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,539.12	\$1,539.12	Per month

Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options:
Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Task / Description	Monthly Recurring GSA Price/Unit	Non-Recurring GSA Price/Unit	Unit
DC42	Monthly Federal Colocation Services - KCM1 - 160.00 kW KCM1 - FISMA High - Underground Federal Cage with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	\$47,490.37	\$47,490.37	Per month
DC43	Monthly Federal Colocation 5 kW Expansion - KCM1 (160.00 - 320.00 kW) KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,484.07	\$1,484.07	Per month
DC44	Monthly Federal Colocation Services - KCM1 - 320.00 kW KCM1 - FISMA High - Underground Federal Cage with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	\$91,593.73	\$91,593.73	Per month
DC45	Monthly Federal Colocation 5 kW Expansion - KCM1 (320.00 - 1000.00 kW) KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,431.15	\$1,431.15	Per month
DC46	Monthly Federal Colocation Services - KCM1 - 1000.00 kW KCM1 - FISMA High - Underground Federal Cage with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200	\$276,598.38	\$276,598.38	Per month
DC47	Monthly Federal Colocation 50 kW Expansion - KCM1 (>1000.00 kW) KCM1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	\$13,829.92	\$13,829.92	Per month
DC48	Monthly Federal Colocation Services - VA1/VA2 - 4.99 kW VA1/VA2 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	\$1,291.59	\$1,291.59	Per month
DC49	Monthly Federal Colocation Services - VA1/VA2 - 8.64 kW VA1/VA2 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	\$2,235.44	\$2,235.44	Per month
DC50	Monthly Federal Colocation Services - VA1/VA2 - 14.40 kW VA1/VA2 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	\$3,725.73	\$3,725.73	Per month
DC51	Monthly Federal Colocation Services - VA1/VA2 - 20.00 kW VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	\$5,064.53	\$5,064.53	Per month

Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options:
Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Task / Description	Monthly Recurring GSA Price/Unit	Non- Recurring GSA Price/Unit	Unit
DC52	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (20.00 - 40.00 kW) VA1/VA2 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,266.13	\$1,266.13	Per month
DC53	Monthly Federal Colocation Services - VA1/VA2 - 40.00 kW VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	\$9,908.86	\$9,908.86	Per month
DC54	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (40.00 - 80.00 kW) VA1/VA2 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,238.61	\$1,238.61	Per month
DC55	Monthly Federal Colocation Services - VA1/VA2 - 80.00 kW VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	\$19,025.01	\$19,025.01	Per month
DC56	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (80.00 - 160.00 kW) VA1/VA2 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,189.06	\$1,189.06	Per month
DC57	Monthly Federal Colocation Services - VA1/VA2 - 160.00 kW VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	\$37,169.23	\$37,169.23	Per month
DC58	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (160.00 - 320.00 kW) VA1/VA2 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,161.54	\$1,161.54	Per month
DC59	Monthly Federal Colocation Services - VA1/VA2 - 320.00 kW VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	\$70,815.32	\$70,815.32	Per month
DC60	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (320.00 - 1000.00 kW) VA1/VA2 - Expansion - 5kW increment (additional cabinet	\$1,106.49	\$1,106.49	Per month

Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options:
Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Task / Description	Monthly Recurring GSA Price/Unit	Non- Recurring GSA Price/Unit	Unit
	utilization is optional). Max # of cabinets = 1			
DC61	Monthly Federal Colocation Services - VA1/VA2 - 1000.00 kW VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage/Suite with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200	\$204,783.10	\$204,783.10	Per month
DC62	Monthly Federal Colocation 50 kW Expansion - VA1/VA2 (1000.00 - 2000.00 kW) VA1/VA2 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	\$10,239.15	\$10,239.15	Per month
DC63	Monthly Federal Colocation Services - VA1/VA2 - 2000.00 kW VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage/Suite with 2000 kW Maximum Electrical Consumption. Max # of cabinets = 400	\$402,960.28	\$402,960.28	Per month
DC64	Monthly Federal Colocation 50 kW Expansion - VA1/VA2 (>2000.00 kW) VA1/VA2 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	\$10,074.01	\$10,074.01	Per month
DC65	120V Circuit & Installation 120V Circuits & Installation (per circuit, all types 120V) for Cages/Suites		\$324.79	Each
DC66	208V 1-Phase Circuit & Installation 208V 1-Phase Circuit & Installation (per circuit, all types 208V 1-phase) for Cages/Suites		\$434.89	Each
DC67	208V 3-Phase Circuit & Installation 208V 3-Phase Circuit & Installation (per circuit, all types 208V 3-phase) for Cages/Suites		\$544.99	Each
DC68	Cross Connections Cross-Connections (all types) within Iron Mountain data centers	\$99.09	\$99.09	Each
DC69	Dark Fiber (1 pair) Dedicated access to one (1) pair of Iron Mountain provided, Dark Fiber segments between Customer's Space and Allegheny Center Mall in Pittsburgh, PA.	\$5,504.92	\$5,504.92	Per pair
DC70	Dark Fiber (2 pairs) Dedicated access to two (2) pairs of Iron Mountain provided, 100% diverse 'East' and 'West' Dark Fiber segments between	\$9,358.37	\$9,358.37	Per 2 pairs

Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options:
Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Task / Description	Monthly Recurring GSA Price/Unit	Non- Recurring GSA Price/Unit	Unit
	Customer's Space and Allegheny Center Mall in Pittsburgh, PA.			
DC71	Managed Internet Access (10-150 Mbps) 10-150 Mbps per month of Managed Internet Access. Charges for usage over the indicated minimum Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.		\$4.13	Per 1 Mbps
DC72	Managed Internet Access (151-500 Mbps) 151-500 Mbps per month of Managed Internet Access. Charges for usage over the indicated monthly Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.		\$3.58	Per 1 Mbps
DC73	Managed Internet Access (501 Mbps-1 Gbps) 501 Mbps-1Gbps per month of Managed Internet Access. Charges for usage over the indicated minimum Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.		\$2.75	Per 1 Mbps
DC74	Managed Internet Access (1-4 Gbps) 1 Gbps-4Gbps per month of Managed Internet Access. Charges for usage over the indicated minimum Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.		\$2.48	Per 1 Mbps
DC75	Managed Internet Access (4-10 Gbps) 4 Gbps-10 Gbps per month of Managed Internet Access. Charges for usage over the indicated minimum Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.		\$2.20	Per 1 Mbps
DC76	Helping Hands Charges for Helping Hands services are billed in 15 minute increments		\$126.61	Per hour
DC77	Monthly Federal Colocation Services - DEN1 - 20.00 kW DEN1 - FISMA High - DCOI-Compliant Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	\$4,566.25	\$4,566.25	Per Month
DC78	Monthly Federal Colocation 5 kW Expansion - DEN1 (20.00 - 40.00 kW) DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,141.56	\$1,141.56	Per Month
DC79	Monthly Federal Colocation Services - DEN1 - 40.00 kW DEN1 - FISMA High - DCOI-Compliant Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	\$9,049.47	\$9,049.47	Per Month

DC80	Monthly Federal Colocation 5 kW Expansion - DEN1 (40.00 - 80.00 kW) DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,131.18	\$1,131.18	Per Month
DC81	Monthly Federal Colocation Services - DEN1 - 80.00 kW DEN1 - FISMA High - DCOI-Compliant Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	\$16,604.53	\$16,604.53	Per Month
DC82	Monthly Federal Colocation 5 kW Expansion - DEN1 (80.00 - 160.00 kW) DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,037.78	\$1,037.78	Per Month
DC83	Monthly Federal Colocation Services - DEN1 - 160.00 kW DEN1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	\$32,212.80	\$32,212.80	Per Month
DC84	Monthly Federal Colocation 5 kW Expansion - DEN1 (160.00 - 320.00 kW) DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$1,006.65	\$1,006.65	Per Month
DC85	Monthly Federal Colocation Services - DEN1 - 320.00 kW DEN1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	\$58,447.96	\$58,447.96	Per Month
DC86	Monthly Federal Colocation 5 kW Expansion - DEN1 (320.00 - 1000.00 kW) DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	\$913.25	\$913.25	Per Month
DC87	Monthly Federal Colocation Services - DEN1 - 1000.00 kW DEN1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200	\$172,272.04	\$172,272.04	Per Month
DC88	Monthly Federal Colocation 50 kW Expansion - DEN1 (1000.00 - 2000.00 kW) DEN1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	\$8,613.60	\$8,613.60	Per Month
DC89	Monthly Federal Colocation Services - DEN1 - 2000.00 kW DEN1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 2000 kW Maximum Electrical Consumption. Max # of cabinets = 400	\$334,166.25	\$334,166.25	Per Month
DC90	Monthly Federal Colocation 50 kW Expansion - DEN1 (>2000.00 kW) DEN1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	\$8,354.16	\$8,354.16	Per Month
DC91	1-4MW Variable Metered Power License Fee - VA-1 and VA-2	\$86.14	\$86.14	Per KW / Per Month
DC92	4MW+ Variable Metered Power License Fee - VA-1 and VA-2	\$86.14	\$86.14	Per KW / Per Month
DC93	Variable Metered Power - Utility Power Usage - VA-1 and VA-2	\$55.00	\$55.00	Per KW / Per Month
DC94	1MW -4MW Variable Metered Power License Fee - DEN 1	\$92.36	\$92.36	Per KW / Per Month
DC95	Variable Metered Power - Utility Power Usage - DEN 1	\$73.68	\$73.68	Per KW / Per Month
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DC96	208V 1-Phase Circuit & Installation for Variable Metered Power (2 circuits, 1 pair) 208V 1-Phase Circuit & Installation (per circuit pair), all types 208V 1- phase) for Cages/Suites for Variable Metered Power	\$2,070.38	\$2,070.38	Each
DC97	208V 3-Phase Circuit & Installation for Variable Metered Power (2 circuits, 1 pair) 208V 3-Phase Circuit & Installation (per circuit pair), all types 208V 3- phase) for Cages/Suites for Variable Metered Power	\$2,594.46	\$2,594.46	Each

Federal Data Center Colocation Services Out-Year Price List*

*Unless otherwise noted, unit prices are for both Monthly Recurring Charges (MRC) and Non-Recurring Charges (NRC).

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DC01	Monthly Federal Colocation Services - WPA1 - 4.99 kW	\$1,527.92	\$1,573.76	\$1,620.97	\$1,669.60	\$1,719.69
DC02	Monthly Federal Colocation Services - WPA1 - 8.64 kW	\$2,511.30	\$2,586.64	\$2,664.24	\$2,744.17	\$2,826.50
DC03	Monthly Federal Colocation Services - WPA1 - 14.40 kW	\$3,963.54	\$4,082.45	\$4,204.92	\$4,331.07	\$4,461.00
DC04	Monthly Federal Colocation Services - WPA1 - 20.00 kW	\$5,174.63	\$5,329.87	\$5,489.76	\$5,654.45	\$5,824.08
DC05	Monthly Federal Colocation 5 kW Expansion - WPA1 (20.00 - 40.00 kW)	\$1,293.66	\$1,332.47	\$1,372.44	\$1,413.61	\$1,456.02
DC06	Monthly Federal Colocation Services - WPA1 - 40.00 kW	\$10,173.10	\$10,478.29	\$10,792.64	\$11,116.42	\$11,449.91
DC07	Monthly Federal Colocation 5 kW Expansion - WPA1 (40.00 -	\$1,271.64	\$1,309.79	\$1,349.08	\$1,389.55	\$1,431.24
DC08	Monthly Federal Colocation Services - WPA1 - 80.00 kW	\$20,081.96	\$20,684.41	\$21,304.95	\$21,944.09	\$22,602.41
DC09	Monthly Federal Colocation 5 kW Expansion - WPA1 (80.00 - 160.00	\$1,255.12	\$1,292.78	\$1,331.56	\$1,371.51	\$1,412.66
DC10	Monthly Federal Colocation Services - WPA1 - 160.00 kW	\$39,459.28	\$40,643.06	\$41,862.35	\$43,118.22	\$44,411.77
DC11	Monthly Federal Colocation 5 kW Expansion - WPA1 (160.00 - 320.00	\$1,233.10	\$1,270.10	\$1,308.20	\$1,347.44	\$1,387.86

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DC12	Monthly Federal Colocation Services - WPA1 - 320.00 kW	\$77,509.30	\$79,834.58	\$82,229.62	\$84,696.51	\$87,237.41
DC13	Monthly Federal Colocation 5 kW Expansion - WPA1 (320.00 - 1000.00)	\$1,211.08	\$1,247.42	\$1,284.84	\$1,323.38	\$1,363.08
DC14	Monthly Federal Colocation Services - WPA1 - 1000.00	\$236,711.64	\$243,812.99	\$251,127.38	\$258,661.20	\$266,421.04
DC15	Monthly Federal Colocation 50 kW Expansion - WPA1 (1000.00 - 2000.00)	\$11,835.58	\$12,190.65	\$12,556.37	\$12,933.06	\$13,321.05
DC16	Monthly Federal Colocation Services - WPA1 - 2000.00	\$455,807.53	\$469,481.76	\$483,566.21	\$498,073.20	\$513,015.40
DC17	Monthly Federal Colocation 50 kW Expansion - WPA1 (>2000.00)	\$11,395.19	\$11,737.04	\$12,089.16	\$12,451.83	\$12,825.38
DC18	Monthly Federal Colocation Services - BOS1 - 4.99 kW	\$1,560.27	\$1,607.08	\$1,655.29	\$1,704.95	\$1,756.10
DC19	Monthly Federal Colocation Services - BOS1 - 8.64 kW	\$2,673.01	\$2,753.20	\$2,835.80	\$2,920.87	\$3,008.50
DC20	Monthly Federal Colocation Services - BOS1 - 14.40 kW	\$4,407.46	\$4,539.68	\$4,675.88	\$4,816.15	\$4,960.63
DC21	Monthly Federal Colocation Services - BOS1 - 20.00 kW	\$5,504.92	\$5,670.07	\$5,840.17	\$6,015.38	\$6,195.84
DC22	Monthly Federal Colocation 5 kW Expansion - BOS1 (20.00 - 40.00 kW)	\$1,376.23	\$1,417.52	\$1,460.04	\$1,503.84	\$1,548.96
DC23	Monthly Federal Colocation Services - BOS1 - 40.00 kW	\$10,714.25	\$11,035.68	\$11,366.75	\$11,707.75	\$12,058.98
DC24	Monthly Federal Colocation 5 kW Expansion - BOS1 (40.00 - 80.00 kW)	\$1,339.28	\$1,379.46	\$1,420.84	\$1,463.47	\$1,507.37

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DC25	Monthly Federal Colocation Services - BOS1 - 80.00 kW	\$21,226.98	\$21,863.79	\$22,519.70	\$23,195.29	\$23,891.15
DC26	Monthly Federal Colocation 5 kW Expansion - BOS1 (80.00 - 160.00 kW)	\$1,326.69	\$1,366.49	\$1,407.48	\$1,449.71	\$1,493.20
DC27	Monthly Federal Colocation Services - BOS1 - 160.00 kW	\$42,101.64	\$43,364.69	\$44,665.63	\$46,005.60	\$47,385.77
DC28	Monthly Federal Colocation 5 kW Expansion - BOS1 (160.00 - 320.00 kW)	\$1,315.68	\$1,355.15	\$1,395.80	\$1,437.68	\$1,480.81
DC29	Monthly Federal Colocation Services - BOS1 - 320.00 kW	\$83,498.66	\$86,003.62	\$88,583.72	\$91,241.24	\$93,978.48
DC30	Monthly Federal Colocation 5 kW Expansion - BOS1 (320.00 - 1000.00 kW)	\$1,304.67	\$1,343.81	\$1,384.12	\$1,425.64	\$1,468.41
DC31	Monthly Federal Colocation Services - BOS1 - 1000.00 kW	\$257,630.35	\$265,359.26	\$273,320.03	\$281,519.63	\$289,965.22
DC32	Monthly Federal Colocation 50 kW Expansion - BOS1 (>1000.00 kW)	\$12,881.52	\$13,267.96	\$13,666.00	\$14,075.98	\$14,498.26
DC33	Monthly Federal Colocation Services - KCM1 - 4.99 kW	\$1,659.82	\$1,709.62	\$1,760.91	\$1,813.73	\$1,868.14
DC34	Monthly Federal Colocation Services - KCM1 - 8.64 kW	\$2,872.78	\$2,958.96	\$3,047.73	\$3,139.16	\$3,233.33
DC35	Monthly Federal Colocation Services - KCM1 - 14.40 kW	\$4,787.96	\$4,931.60	\$5,079.55	\$5,231.93	\$5,388.89
DC36	Monthly Federal Colocation Services - KCM1 - 20.00 kW	\$6,465.59	\$6,659.55	\$6,859.34	\$7,065.12	\$7,277.07
DC37	Monthly Federal Colocation 5 kW Expansion - KCM1 (20.00 - 40.00 kW)	\$1,616.40	\$1,664.89	\$1,714.84	\$1,766.28	\$1,819.27

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DC38	Monthly Federal Colocation Services - KCM1 - 40.00 kW	\$12,710.96	\$13,092.29	\$13,485.06	\$13,889.61	\$14,306.30
DC39	Monthly Federal Colocation 5 kW Expansion - KCM1 (40.00 - 80.00 kW)	\$1,588.87	\$1,636.54	\$1,685.64	\$1,736.21	\$1,788.30
DC40	Monthly Federal Colocation Services - KCM1 - 80.00 kW	\$24,625.97	\$25,364.75	\$26,125.69	\$26,909.46	\$27,716.74
DC41	Monthly Federal Colocation 5 kW Expansion - KCM1 (80.00 - 160.00 kW)	\$1,539.12	\$1,585.29	\$1,632.85	\$1,681.84	\$1,732.30
DC42	Monthly Federal Colocation Services - KCM1 - 160.00 kW	\$47,490.37	\$48,915.08	\$50,382.53	\$51,894.01	\$53,450.83
DC43	Monthly Federal Colocation 5 kW Expansion - KCM1 (160.00 - 320.00 kW)	\$1,484.07	\$1,528.59	\$1,574.45	\$1,621.69	\$1,670.34
DC44	Monthly Federal Colocation Services - KCM1 - 320.00 kW	\$91,593.73	\$94,341.54	\$97,171.79	\$100,086.94	\$103,089.55
DC45	Monthly Federal Colocation 5 kW Expansion - KCM1 (320.00 - 1000.00 kW)	\$1,431.15	\$1,474.08	\$1,518.30	\$1,563.85	\$1,610.77
DC46	Monthly Federal Colocation Services - KCM1 - 1000.00 kW	\$276,598.38	\$284,896.33	\$293,443.22	\$302,246.52	\$311,313.92
DC47	Monthly Federal Colocation 50 kW Expansion - KCM1 (>1000.00 kW)	\$13,829.92	\$14,244.81	\$14,672.16	\$15,112.32	\$15,565.69
DC48	Monthly Federal Colocation Services - VA1/VA2 - 4.99 kW	\$1,291.59	\$1,330.33	\$1,370.24	\$1,411.35	\$1,453.69
DC49	Monthly Federal Colocation Services - VA1/VA2 - 8.64 kW	\$2,235.44	\$2,302.50	\$2,371.58	\$2,442.72	\$2,516.00
DC50	Monthly Federal Colocation Services - VA1/VA2 - 14.40 kW	\$3,725.73	\$3,837.50	\$3,952.63	\$4,071.21	\$4,193.35

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DC51	Monthly Federal Colocation Services - VA1/VA2 - 20.00 kW	\$5,064.53	\$5,216.46	\$5,372.96	\$5,534.15	\$5,700.17
DC52	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (20.00 -	\$1,266.13	\$1,304.12	\$1,343.24	\$1,383.54	\$1,425.05
DC53	Monthly Federal Colocation Services - VA1/VA2 - 40.00 kW	\$9,908.86	\$10,206.13	\$10,512.31	\$10,827.68	\$11,152.51
DC54	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (40.00 -	\$1,238.61	\$1,275.77	\$1,314.04	\$1,353.46	\$1,394.06
DC55	Monthly Federal Colocation Services - VA1/VA2 - 80.00 kW	\$19,025.01	\$19,595.76	\$20,183.63	\$20,789.14	\$21,412.81
DC56	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (80.00 -	\$1,189.06	\$1,224.74	\$1,261.48	\$1,299.32	\$1,338.30
DC57	Monthly Federal Colocation Services - VA1/VA2 - 160.00	\$37,169.23	\$38,284.31	\$39,432.84	\$40,615.82	\$41,834.29
DC58	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (160.00	\$1,161.54	\$1,196.38	\$1,232.28	\$1,269.24	\$1,307.32
DC59	Monthly Federal Colocation Services - VA1/VA2 - 320.00	\$70,815.32	\$72,939.77	\$75,127.97	\$77,381.81	\$79,703.26
DC60	Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (320.00	\$1,106.49	\$1,139.68	\$1,173.87	\$1,209.09	\$1,245.36
DC61	Monthly Federal Colocation Services - VA1/VA2 - 1000.00	\$204,783.10	\$210,926.59	\$217,254.39	\$223,772.02	\$230,485.18
DC62	Monthly Federal Colocation 50 kW Expansion - VA1/VA2 (1000.00 - 2000.00 kW)	\$10,239.15	\$10,546.33	\$10,862.72	\$11,188.60	\$11,524.26

ITEM	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DC63	Monthly Federal Colocation Services - VA1/VA2 - 2000.00	\$402,960.28	\$415,049.09	\$427,500.57	\$440,325.58	\$453,535.35
DC64	Monthly Federal Colocation 50 kW Expansion - VA1/VA2	\$10,074.01	\$10,376.23	\$10,687.51	\$11,008.14	\$11,338.38
DC65	120V Circuit & Installation	\$324.79 <i>*NRC only</i>	\$334.53 <i>*NRC only</i>	\$344.57 <i>*NRC only</i>	\$354.91 <i>*NRC only</i>	\$365.56 <i>*NRC only</i>
DC66	208V 1-Phase Circuit & Installation	\$434.89 <i>*NRC only</i>	\$447.94 <i>*NRC only</i>	\$461.37 <i>*NRC only</i>	\$475.21 <i>*NRC only</i>	\$489.47 <i>*NRC only</i>
DC67	208V 3-Phase Circuit & Installation	\$544.99 <i>*NRC only</i>	\$561.34 <i>*NRC only</i>	\$578.18 <i>*NRC only</i>	\$595.52 <i>*NRC only</i>	\$613.39 <i>*NRC only</i>
DC68	Cross Connections	\$99.09	\$102.06	\$105.12	\$108.28	\$108.28
DC69	Dark Fiber (1 pair)	\$5,504.92	\$5,670.07	\$5,840.17	\$6,015.38	\$6,015.38
DC70	Dark Fiber (2 pairs)	\$9,358.37	\$9,639.12	\$9,928.29	\$10,226.14	\$10,226.14
DC71	Managed Internet Access (10-150 Mbps)	\$4.13 <i>*NRC only</i>	\$4.25 <i>*NRC only</i>	\$4.38 <i>*NRC only</i>	\$4.51 <i>*NRC only</i>	\$4.65 <i>*NRC only</i>
DC72	Managed Internet Access (151-500 Mbps)	\$3.58 <i>*NRC only</i>	\$3.69 <i>*NRC only</i>	\$3.80 <i>*NRC only</i>	\$3.91 <i>*NRC only</i>	\$4.03 <i>*NRC only</i>
DC73	Managed Internet Access (501 Mbps-1 Gbps)	\$2.75 <i>*NRC only</i>	\$2.84 <i>*NRC only</i>	\$2.92 <i>*NRC only</i>	\$3.01 <i>*NRC only</i>	\$3.10 <i>*NRC only</i>
DC74	Managed Internet Access (1-4 Gbps)	\$2.48 <i>*NRC only</i>	\$2.55 <i>*NRC only</i>	\$2.63 <i>*NRC only</i>	\$2.71 <i>*NRC only</i>	\$2.79 <i>*NRC only</i>
DC75	Managed Internet Access (4-10 Gbps)	\$2.20 <i>*NRC only</i>	\$2.27 <i>*NRC only</i>	\$2.34 <i>*NRC only</i>	\$2.41 <i>*NRC only</i>	\$2.48 <i>*NRC only</i>
DC76	Helping Hands	\$126.61 <i>*NRC only</i>	\$130.41 <i>*NRC only</i>	\$134.32 <i>*NRC only</i>	\$138.35 <i>*NRC only</i>	\$142.50 <i>*NRC only</i>
DC77	Monthly Federal Colocation Services - DEN1 - 20.00 kW	\$4,566.25	\$4,703.23	\$4,844.33	\$4,989.66	\$5,139.35
DC78	Monthly Federal Colocation 5 kW Expansion - DEN1 (20.00 - 40.00 kW)	\$1,141.56	\$1,175.81	\$1,211.08	\$1,247.42	\$1,284.84
DC79	Monthly Federal Colocation Services - DEN1 - 40.00 kW	\$9,049.47	\$9,320.96	\$9,600.58	\$9,888.60	\$10,185.26

DC80	Monthly Federal Colocation 5 kW Expansion - DEN1 (40.00 - 80.00 kW)	\$1,131.18	\$1,165.12	\$1,200.07	\$1,236.08	\$1,273.16
DC81	Monthly Federal Colocation Services - DEN1 - 80.00 kW	\$16,604.53	\$17,102.67	\$17,615.75	\$18,144.22	\$18,688.55
DC82	Monthly Federal Colocation 5 kW Expansion - DEN1 (80.00 - 160.00 kW)	\$1,037.78	\$1,068.92	\$1,100.98	\$1,134.01	\$1,168.03
DC83	Monthly Federal Colocation Services - DEN1 - 160.00 kW	\$32,212.80	\$33,179.18	\$34,174.56	\$35,199.79	\$36,255.78
DC84	Monthly Federal Colocation 5 kW Expansion - DEN1 (160.00 - 320.00 kW)	\$1,006.65	\$1,036.85	\$1,067.95	\$1,099.99	\$1,132.99
DC85	Monthly Federal Colocation Services - DEN1 - 320.00 kW	\$58,447.96	\$60,201.40	\$62,007.44	\$63,867.66	\$65,783.69
DC86	Monthly Federal Colocation 5 kW Expansion - DEN1 (320.00 - 1000.00 kW)	\$913.25	\$940.65	\$968.87	\$997.93	\$1,027.87
DC87	Monthly Federal Colocation Services - DEN1 - 1000.00 kW	\$172,272.04	\$177,440.20	\$182,763.41	\$188,246.31	\$193,893.70
DC88	Monthly Federal Colocation 50 kW Expansion - DEN1 (1000.00 - 2000.00 kW)	\$ 8,613.60	\$ 8,872.01	\$9,138.17	\$ 9,412.32	\$9,694.69
DC89	Monthly Federal Colocation Services - DEN1 - 2000.00 kW	\$ 334,166.25	\$ 344,191.23	\$ 354,516.97	\$ 365,152.48	\$376,107.05
DC90	Monthly Federal Colocation 50 kW Expansion - DEN1 (>2000.00 kW)	\$8,354.16	\$8,604.78	\$8,862.92	\$9,128.81	\$9,402.67
DC91	1-4MW Variable Metered Power License Fee - VA-1 and VA-2 (per KW/per month)	\$86.14	\$88.72	\$91.38	\$94.12	\$96.94
DC92	4MW+ Variable Metered Power License Fee - VA-1 and VA-2 (per KW/per month)	\$86.14	\$88.72	\$91.38	\$94.12	\$96.94
DC93	Variable Metered Power - Utility Power Usage - VA-1 and VA-2 (per KW/per month)	\$55.00	\$56.65	\$58.35	\$60.10	\$61.90
DC94	1MW -4MW Variable Metered Power License Fee - DEN 1 (per KW/per month)	\$92.36	\$95.13	\$97.99	\$100.93	\$96.94
DC95	Variable Metered Power - Utility Power Usage - DEN 1 (per KW/per month)	\$73.68	\$75.89	\$78.17	\$80.51	\$82.93
DC96	208V 1-Phase Circuit & Installation for Variable Metered Power (2 circuits, 1 pair)	\$2,070.38	\$2,132.49	\$2,196.46	\$2,262.36	\$2,330.23

DC97	208V 3-Phase Circuit & Installation for Variable Metered Power (2 circuits, 1 pair)	\$2,594.46	\$2,672.29	\$2,752.46	\$2,835.03	\$2,920.08
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Digital Records Center (DRC) (Special Item No. 518210 ERM)

Services Overview: Digital Records Center is a cloud-based Repository utilizing IBM's Alfresco Electronic Content Management System (ECMS), Web Content Management, and Digital Image Management Tool. It is an open source content management system providing cloud-based document storage services. The associated browser provides a full-range of electronic document management tools and comprehensive search/retrieval, sharing, and publishing capabilities applied departmentally or enterprise-wide.

Digital Records Center (DRC) (see http://cic.ironmountain.com/records/glossary for service definitions)			
Item	Task / Description	GSA Price / Unit	Unit
DRC01	DRC Monthly Per User (Named): DRC monthly charge rate based on the number of Users.	\$10.35	Per user
DRC02	DRC Monthly Per GB Stored Price per Gigabyte charged monthly for electronic information ingested.	\$10.66	Per GB stored
DRC03	DRC Implementation: one-time Implementation fee for services rendered establishing, setting-up, testing, training, and supporting the installation of DRC specific for the Customer. Implementation includes: <ul style="list-style-type: none"> • Kick-off meeting and definition of Customer requirements • Creation of the database schema • Document Types: up to three (3) • Index fields per document: up to ten (10) • Characters per index field: up to thirty-two (32) • Applications: up to three (3) • Creation of related batch classes • Testing of the data processes associated with a Customer's business requirements. • One (1) online training session covering the functionality of DRC, with standard training materials. Training sessions are approximately two (2) hours in duration. 	\$10,250.00	Per instance

DRC04	DRC Monthly Minimum Minimum monthly dollar commitment per month ("MMDC"). Each calendar month, the total monthly service fees are calculated and compared to the MMDC minimum dollar rate. If the actual total monthly services is less than the MMDC, the difference between the MMDC fee and the price of the actual services will be charged for that calendar month.	\$820.00	Per month
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Digital Records Center Out-Year Pricelist

ITEM	Task/Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
DRC01	DRC Monthly Per User (Named)	\$10.35	\$10.61	\$10.88	\$11.15	\$11.43
DRC02	DRC Monthly Per Gigabyte stored	\$10.66	\$10.93	\$11.20	\$11.48	\$11.77
DRC03	DRC Implementation	\$10,250.00	\$10,506.25	\$10,768.91	\$11,038.13	\$11,314.08
DRC04	DRC Monthly Minimum	\$820.00	\$840.50	\$861.51	\$883.05	\$905.13

Iron Mountain InSight Solution (Special Item Number 518210 ERM)

Electronics Records Management Solutions

Services Overview Iron Mountain InSight® is a content services platform that provides actionable business insights and predictive analytics through Machine Learning (ML)-based classification of a company's physical and digital information, which adds structure, context and meta-data to information to make it more usable. The resulting enriched content can then enable enhanced automated governance and workflow throughout your organization. The Iron Mountain InSight products include the following: InSight Enterprise, InSight Enterprise for Processing, and InSight Essentials.

Iron Mountain InSight Enterprise

Iron Mountain InSight Enterprise automates the process of data capture by connecting to all applicable data sources (using a series of APIs), including off-site physical records and backup tapes, data stored in the cloud, and digital files hosted onsite or archived at Iron Mountain. Physical records are imaged so that content is digitized, creating manageable data in a usable and accessible format.

Iron Mountain then maps the "data store" against its vast content library using Machine Learning (ML)/Artificial Intelligence (AI) tools and technology, which accelerates the classification process, including document type identification, document sorting and metadata identification. As content is classified, Iron Mountain InSight validates that files are complete. For example, all files identified by a particular document type are parsed to ensure all required fields are complete and the metadata entered fits the expected pattern.

All of this helps automate traditionally manual business processes that are prone to human error. Once data is classified, and discrepancies are resolved, the data store is established as a collection that can be searched for patterns and trends using analytics and data visualization tools. Iron Mountain InSight Enterprise helps standardize records management by digitizing customer data and providing the tools needed to better manage data throughout its lifecycle.

List of key features:

Iron Mountain InSight Enterprise unlocks dark data contained in physical assets through:

- Indexing
- AI/ML-based classification
- Entity extraction
- Robust search options
- Analytics to drive business insights
- Secure online access 24/7

Note: this product is also available as a data processing tool, meaning that companies can use the InSight AI/ML pipeline and return their objects and a metadata file to a platform of their choice. Customer who opt for this solution fall under "Iron Mountain InSight Enterprise Edition for Processing" and will not benefit from the InSight user interface.

Iron Mountain InSight Essential Edition

Iron Mountain InSight Essential Edition is a subscription solution that combines scanning of physical documents and digital storage in a secure cloud repository accessible through Iron Mountain Connect™, IM's web-based customer hub (or customer single sign on interface of preference, on demand). Documents can also be ingested from a variety of digital repositories.

Iron Mountain Digital Solutions (IMDS) perform scanning of physical documents; this is done in order to help customers manage the entire information lifecycle for both physical and digital information, consolidating

physical storage, scanning and digital storage into a single operation. Iron Mountain maintains a proven chain of custody to ensure transparency of where physical and digital assets are at all times.

InSight (see http://cic.ironmountain.com/records/glossary for service definitions)			
Item	Task / Description	GSA Price / Unit	Unit
IS01	<p>InSight Enterprise: User Interface - Tier 1 - Up to 20,000 Objects Under Management</p> <p>Access to the InSight Enterprise User Interface, managing up to 20,000 objects per month. Objects can be no more than 20MBs per object on weighted average (see definition of Standard Object).</p>	\$7,254.41	Per Year
IS02	<p>InSight Enterprise: User Interface - Tier 2 - Up to 50,000 Objects Under Management</p> <p>Access to the InSight Enterprise User Interface, managing up to 50,000 objects per month. Objects can be no more than 20MBs per object on weighted average (see definition of Standard Object).</p>	\$15,717.88	Per Year
IS03	<p>InSight Enterprise: User Interface - Tier 3 - Up to 170,000 Objects Under Management</p> <p>Access to the InSight Enterprise User Interface, managing up to 170,000 objects per month. Objects can be no more than 20MBs per object on weighted average (see definition of Standard Object).</p>	\$36,997.48	Per Year
IS04	<p>InSight Enterprise: User Interface - Tier 4 - Up to 400,000 Objects Under Management</p> <p>Access to the InSight Enterprise User Interface, managing up to 400,000 objects per month. Objects can be no more than 20MBs per object on weighted average (see definition of Standard Object).</p>	\$82,216.62	Per Year
IS05	<p>InSight Enterprise: User Interface - Tier 5 - Up to 800,000 Objects Under Management</p> <p>Access to the InSight Enterprise User Interface, managing up to 800,000 objects per month. Objects can be no more than 20MBs per object on weighted average (see definition of Standard Object).</p>	\$164,433.25	Per Year
IS06	<p>InSight Enterprise: User Interface - Tier 6 - Up to 1,600,000 Objects Under Management</p> <p>Access to the InSight Enterprise User Interface, managing up to 1,600,000 objects per month, before incurring overage charges. Objects can be no more than 20MBs per object on weighted average (see definition of Standard Object).</p>	\$290,176.32	Per Year

IS07	<p>InSight Enterprise: User Interface - Tier 1 Overages - Beyond 20,000 Objects</p> <p>Access to additional objects under management in the InSight Enterprise User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 20,000 objects). Standard object conditions apply.</p>	\$0.030	Per Object Past Tier Limit Per Month
IS08	<p>InSight Enterprise: User Interface - Tier 2 Overages - Beyond 50,000 Objects</p> <p>Access to additional objects under management in the InSight Enterprise User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 50,000 objects). Standard object conditions apply.</p>	\$0.026	Per Object Past Tier Limit Per Month
IS09	<p>InSight Enterprise: User Interface - Tier 3 Overages - Beyond 170,000 Objects</p> <p>Access to additional objects under management in the InSight Enterprise User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 170,000 objects). Standard object conditions apply.</p>	\$0.022	Per Object Past Tier Limit Per Month
IS10	<p>InSight Enterprise: User Interface - Tier 4 Overages - Beyond 400,000 Objects</p> <p>Access to additional objects under management in the InSight Enterprise User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 400,000 objects). Standard object conditions apply.</p>	\$0.018	Per Object Past Tier Limit Per Month
IS11	<p>InSight Enterprise: User Interface - Tier 5 Overages - Beyond 800,000 Objects</p> <p>Access to additional objects under management in the InSight Enterprise User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 800,000 objects). Standard object conditions apply.</p>	\$0.017	Per Object Past Tier Limit Per Month
IS12	<p>InSight Enterprise: User Interface - Tier 6 Overages - Beyond 1,600,000 Objects</p> <p>Access to additional objects under management in the InSight Enterprise User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 1,600,000 objects). Standard object conditions apply.</p>	\$0.015	Per Object Past Tier Limit Per Month

IS13	<p>InSight Enterprise: User Interface - Megabytes Price Multiplier</p> <p>The megabyte price multiplier applies to the Iron Mountain InSight Enterprise User Interface subscription AND overage prices, multiplying prices linearly every as the weighted average MBs per object scales in echelons of 20MBs. This is enforced as the objects are no longer considered standard, i.e. they do not conform to the 20MBs per object on weighted average. (Example: if the weighted average object is 65MBs, then all User interface pricing will 3 times the listed amounts).</p>	1x every 20MB above max	Per Year
IS14	<p>InSight Enterprise: Processing - Tier 1 - Up to 20,000 Objects Processed</p> <p>Allows the processing of up to 20,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition).</p>	\$9,430.73	Per Year
IS15	<p>InSight Enterprise: Processing - Tier 2 - Up to 50,000 Objects Processed</p> <p>Allows the processing of up to 50,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition).</p>	\$20,050.38	Per Year
IS16	<p>InSight Enterprise: Processing - Tier 3 - Up to 170,000 Objects Processed</p> <p>Allows the processing of up to 170,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition).</p>	\$57,894.21	Per Year

IS17	<p>InSight Enterprise: Processing - Tier 4 - Up to 400,000 Objects Processed</p> <p>Allows the processing of up to 400,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition).</p>	\$115,667.51	Per Year
IS18	<p>InSight Enterprise: Processing - Tier 5 - Up to 800,000 Objects Processed</p> <p>Allows the processing of up to 800,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition).</p>	\$208,765.74	Per Year
IS19	<p>InSight Enterprise: Processing - Tier 6 - Up to 1,600,000 Objects Processed</p> <p>Allows the processing of up to 1,600,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition).</p>	\$375,617.13	Per Year
IS20	<p>InSight Enterprise: Processing - Tier 1 Overages - Beyond 20,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 20,000 objects) at a one time fee per object.</p>	\$0.472	Per Object Past Tier Limit Per Month
IS21	<p>InSight Enterprise: Processing - Tier 2 Overages - Beyond 50,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 50,000 objects) at a one time fee per object.</p>	\$0.401	Per Object Past Tier Limit Per Month

IS22	<p>InSight Enterprise: Processing - Tier 3 Overages - Beyond 170,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 170,000 objects) at a one time fee per object.</p>	\$0.341	Per Object Past Tier Limit Per Month
IS23	<p>InSight Enterprise: Processing - Tier 4 Overages - Beyond 400,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 400,000 objects) at a one time fee per object.</p>	\$0.289	Per Object Past Tier Limit Per Month
IS24	<p>InSight Enterprise: Processing - Tier 5 Overages - Beyond 800,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 800,000 objects) at a one time fee per object.</p>	\$0.261	Per Object Past Tier Limit Per Month
IS25	<p>InSight Enterprise: Processing - Tier 6 Overages - Beyond 1,600,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 1,600,000 objects) at a one time fee per object.</p>	\$0.235	Per Object Past Tier Limit Per Month
IS26	<p>InSight Enterprise: Processing - Image Count Price Multiplier</p> <p>The image count price multiplier applies to the Iron Mountain InSight Enterprise Processing subscription AND overage prices, multiplying prices linearly as the weighted average number of images per object scales in echelons of 7 images. This is enforced as the objects are no longer considered standard, i.e. they do not conform to the 6 images per object on weighted average. (Example: if the weighted average object is 25 images, then all processing pricing will 4 times the listed amounts).</p>	1x every 7 images above max	Per Year
IS27	<p>InSight Essential: UI - Tier 1 - Up to 20,000 Objects Under Management</p> <p>Access to the InSight Essential User Interface, managing up to 20,000 objects per month. If weighted average of objects are larger than 20MBs, the InSight Essential price multiplier (IS39) must be used. If objects are larger than 50 images per object on weighted average, custom pricing is required.</p>	\$9,672.54	Per Year

IS28	<p>InSight Essential: UI - Tier 2 - Up to 50,000 Objects Under Management</p> <p>Access to the InSight Essential User Interface, managing up to 50,000 objects per month. If weighted average of objects are larger than 20MBs, the InSight Essential price multiplier (IS39) must be used. If objects are larger than 50 images per object on weighted average, custom pricing is required.</p>	\$20,554.16	Per Year
IS29	<p>InSight Essential: UI - Tier 3 - Up to 170,000 Objects Under Management</p> <p>Access to the InSight Essential User Interface, managing up to 170,000 objects per month. If weighted average of objects are larger than 20MBs, the InSight Essential price multiplier (IS39) must be used. If objects are larger than 50 images per object on weighted average, custom pricing is required.</p>	\$59,607.05	Per Year
IS30	<p>InSight Essential: UI - Tier 4 - Up to 400,000 Objects Under Management</p> <p>Access to the InSight Essential User Interface, managing up to 400,000 objects per month. If weighted average of objects are larger than 20MBs, the InSight Essential price multiplier (IS39) must be used. If objects are larger than 50 images per object on weighted average, custom pricing is required.</p>	\$116,070.53	Per Year
IS31	<p>InSight Essential: UI - Tier 5 - Up to 800,000 Objects Under Management</p> <p>Access to the InSight Essential User Interface, managing up to 800,000 objects per month. If weighted average of objects are larger than 20MBs, the InSight Essential price multiplier (IS39) must be used. If objects are larger than 50 images per object on weighted average, custom pricing is required.</p>	\$212,795.97	Per Year
IS32	<p>InSight Essential: UI - Tier 6 - Up to 1,600,000 Objects Under Management</p> <p>Access to the InSight Enterprise User Interface, managing up to 1,600,000 objects per month, before incurring overage charges. If weighted average of objects are larger than 20MBs, the InSight Essential price multiplier (IS39) must be used. If objects are larger than 50 images per object on weighted average, custom pricing is required.</p>	\$386,901.76	Per Year
IS33	<p>InSight Essential: UI - Tier 1 Overages - Beyond 20,000 Objects</p> <p>Access to additional objects under management in the InSight Essential User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 20,000 objects). Standard object conditions apply.</p>	\$0.040	Per Object Past Tier Limit Per Month

IS34	<p>InSight Essential: UI - Tier 2 Overages - Beyond 50,000 Objects</p> <p>Access to additional objects under management in the InSight Essential User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 50,000 objects). Standard object conditions apply.</p>	\$0.034	Per Object Past Tier Limit Per Month
IS35	<p>InSight Essential: UI - Tier 3 Overages - Beyond 170,000 Objects</p> <p>Access to additional objects under management in the InSight Essential User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 170,000 objects). Standard object conditions apply.</p>	\$0.029	Per Object Past Tier Limit Per Month
IS36	<p>InSight Essential: UI - Tier 4 Overages - Beyond 400,000 Objects</p> <p>Access to additional objects under management in the InSight Essential User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 400,000 objects). Standard object conditions apply.</p>	\$0.024	Per Object Past Tier Limit Per Month
IS37	<p>InSight Essential: UI - Tier 5 Overages - Beyond 800,000 Objects</p> <p>Access to additional objects under management in the InSight Essential User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 800,000 objects). Standard object conditions apply.</p>	\$0.022	Per Object Past Tier Limit Per Month
IS38	<p>InSight Essential: UI - Tier 6 Overages - Beyond 1,600,000 Objects</p> <p>Access to additional objects under management in the InSight Essential User Interface every month, beyond the limit established in the user's subscription tier (in this case, beyond 1,600,000 objects). Standard object conditions apply.</p>	\$0.020	Per Object Past Tier Limit Per Month
IS39	<p>InSight Essential: UI - Megabytes Multiplier</p> <p>The MB multiplier applies to the Iron Mountain InSight Essential User Interface subscription AND overage prices, multiplying prices linearly every as the weighted average MBs per object scales in echelons of 20MBs. This is enforced as the objects are no longer considered standard, i.e. they do not conform to the 20MBs per object on weighted average. (Example: if the weighted average object is 65MBs, then all User interface pricing will 3 times the listed amounts).</p>	1x every 20MB above max	Per Year

IS40	<p>InSight Enterprise Edition for Processing: Processing - Up to 20,000 Objects Processed</p> <p>Allows the processing of up to 20,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition). This product is not bundled with the user interface.</p>	\$11,062.97	Per Year
IS41	<p>InSight Enterprise Edition for Processing: Processing - Tier 2 - Up to 50,000 Objects Processed</p> <p>Allows the processing of up to 50,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition). This product is not bundled with the user interface.</p>	\$23,526.45	Per Year
IS42	<p>InSight Enterprise Edition for Processing: Processing - Tier 3 - Up to 170,000 Objects Processed</p> <p>Allows the processing of up to 170,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition). This product is not bundled with the user interface.</p>	\$68,000.00	Per Year
IS43	<p>InSight Enterprise Edition for Processing: Processing - Tier 4 - Up to 400,000 Objects Processed</p> <p>Allows the processing of up to 400,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition). This product is not bundled with the user interface.</p>	\$135,818.64	Per Year

IS44	<p>InSight Enterprise Edition for Processing: Processing - Tier 5 - Up to 800,000 Objects Processed</p> <p>Allows the processing of up to 800,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition). This product is not bundled with the user interface.</p>	\$244,231.74	Per Year
IS45	<p>InSight Enterprise Edition for Processing: Processing - Tier 6 - Up to 1,600,000 Objects Processed</p> <p>Allows the processing of up to 1,600,000 standard objects per year through the standard InSight Enterprise Processing pipeline, including and limited to the following APIs: Optical Character Recognition (OCR), Entity Extraction, Doctype Classification, and Image Similarity. Objects processed can be no more than 6 images per object on weighted average (see Standard object definition). This product is not bundled with the user interface.</p>	\$440,100.76	Per Year
IS46	<p>InSight Enterprise Edition for Processing: Processing - Tier 1 - Beyond 20,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 20,000 objects) at a one time fee per object. This is product is not bundled with the user interface.</p>	\$0.553	Per Object Past Tier Limit Per Month
IS47	<p>InSight Enterprise Edition for Processing: Processing - Tier 2 - Beyond 50,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 50,000 objects) at a one time fee per object. This is product is not bundled with the user interface.</p>	\$0.471	Per Object Past Tier Limit Per Month
IS48	<p>InSight Enterprise Edition for Processing: Processing - Tier 3 - Beyond 170,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 170,000 objects) at a one time fee per object. This is product is not bundled with the user interface.</p>	\$0.400	Per Object Past Tier Limit Per Month

IS49	<p>InSight Enterprise Edition for Processing: Processing - Tier 4 - Beyond 400,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 400,000 objects) at a one time fee per object. This is product is not bundled with the user interface.</p>	\$0.340	Per Object Past Tier Limit Per Month
IS50	<p>InSight Enterprise Edition for Processing: Processing - Tier 5 - Beyond 800,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 800,000 objects) at a one time fee per object. This is product is not bundled with the user interface.</p>	\$0.305	Per Object Past Tier Limit Per Month
IS51	<p>InSight Enterprise Edition for Processing: Processing - Tier 6 - Beyond 1,600,000 Objects</p> <p>Processing of additional standard objects through the InSight Enterprise Processing pipeline beyond the subscription tier limit (in this case, beyond 1,600,000 objects) at a one time fee per object. This is product is not bundled with the user interface.</p>	\$0.275	Per Object Past Tier Limit Per Month
IS52	<p>InSight Enterprise Edition for Processing: Processing - Image Count Multiplier</p> <p>The image count multiplier applies to the Iron Mountain InSight Enterprise Processing subscription AND overage prices, multiplying prices linearly every as the weighted average of images per object scales in echelons of 7 images. This is enforced as the objects are no longer considered standard, i.e. they do not conform to the 6 images per object on weighted average. (Example: if the weighted average object is 25 images, then all processing pricing will 4 times the listed amounts).</p>	1x every 7 images above max	Per Year
IS53	<p>Open Digital Connector 1</p> <p>InSight digital connectors are used to shuttle customer data from a source of origin to the InSight platform.</p>	\$12,725.44	Per Year
IS54	<p>Additional Open Digital Connectors</p> <p>InSight digital connectors are used to shuttle customer data from a source of origin to the InSight platform. This CLIN is used for each additional open digital connector.</p>	\$8,487.66	Per Year
IS55	<p>IMConnect User Login</p> <p>IMConnect is our standard and integrated login portal for user to access the InSight Enterprise and Essential platforms.</p>	\$0.00	One Time

IS56	<p>Shared InSight Environment</p> <p>A shared environment is our standard offering for InSight Enterprise and Essential customers. This provides customers with their own InSight instance, and said instance resides in a shared GCP environment (all security standards apply).</p>	\$0.00	Per Month
IS57	<p>Dedicated InSight Environment</p> <p>A dedicated environment is available to InSight Enterprise and Essential customers who require their instance(s) to be isolated from any others. This provides customers with their own dedicated InSight Environment in GCP (all security standards apply).</p>	\$3,022.67	Per Month

Standard object definition - as individual files ingested from either a digital or physical data source, limited to up to 6 images and up to 20MBs on weighted average. (e.g. if a customer’s object batch contains different object types - varying in image count and file size - the weighted average of these can be no more than 6 images per object and no larger than 20MBs per object).

GSA Pricing for InSight with Out-Year Rates

Item	Task / Description	GFY 2021 GSA Price/Unit	GFY 2022 GSA Price/Unit	GFY 2023 GSA Price/Unit	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit
IS01	InSight Enterprise - User Interface - Tier 1 - up to 20,000 objects	\$7,254.41	\$7,254.41	\$7,254.41	\$7,254.41	\$7,254.41
IS02	InSight Enterprise - User Interface - Tier 2 - up to 50,000 objects	\$15,717.88	\$15,717.88	\$15,717.88	\$15,717.88	\$15,717.88
IS03	InSight Enterprise - User Interface - Tier 3 - up to 170,000 objects	\$36,997.48	\$36,997.48	\$36,997.48	\$36,997.48	\$36,997.48
IS04	InSight Enterprise - User Interface - Tier 4 - up to 400,000 objects	\$82,216.62	\$82,216.62	\$82,216.62	\$82,216.62	\$82,216.62
IS05	InSight Enterprise - User Interface - Tier 5 - up to 800,000 objects	\$164,433.25	\$164,433.25	\$164,433.25	\$164,433.25	\$164,433.25
IS06	InSight Enterprise - User Interface -Tier 6 -up to 1,600,000 objects	\$290,176.32	\$290,176.32	\$290,176.32	\$290,176.32	\$290,176.32
IS07	InSight Enterprise - User Interface - Tier 1 Overage - up to 20,000 objects	\$0.030	\$0.030	\$0.030	\$0.030	\$0.030
IS08	InSight Enterprise - User Interface - Tier 2 Overage - up to 50,000 objects	\$0.026	\$0.026	\$0.026	\$0.026	\$0.026
IS09	InSight Enterprise - User Interface - Tier 3 Overage -up to 170,000 objects	\$0.022	\$0.022	\$0.022	\$0.022	\$0.022
IS10	InSight Enterprise - User Interface - Tier 4 Overage - up to 400,000 objects	\$0.018	\$0.018	\$0.018	\$0.018	\$0.018
IS11	InSight Enterprise - User Interface - Tier 5 Overage - up to 800,000 objects	\$0.017	\$0.017	\$0.017	\$0.017	\$0.017
IS12	InSight Enterprise - User Interface -Tier 6 Overage - up to 1,600,000 objects	\$0.015	\$0.015	\$0.015	\$0.015	\$0.015
IS13	InSight Enterprise - User Interface - MB Multiplier	1x every 20MB above max				
IS14	InSight Enterprise - Processing - Tier 1 - up to 20,000 objects	\$9,430.73	\$9,430.73	\$9,430.73	\$9,430.73	\$9,430.73
IS15	InSight Enterprise - Processing - Tier 2 - up to 50,000 objects	\$20,050.38	\$20,050.38	\$20,050.38	\$20,050.38	\$20,050.38
IS16	InSight Enterprise - Processing - Tier 3 - up to 170,000 objects	\$57,894.21	\$57,894.21	\$57,894.21	\$57,894.21	\$57,894.21
IS17	InSight Enterprise - Processing - Tier 4 - up to 400,000 objects	\$115,667.51	\$115,667.51	\$115,667.51	\$115,667.51	\$115,667.51
IS18	InSight Enterprise - Processing - Tier 5 - up to 800,000 objects	\$208,765.74	\$208,765.74	\$208,765.74	\$208,765.74	\$208,765.74
IS19	InSight Enterprise - Processing -Tier 6 - up tp 1,600,000 objects	\$375,617.13	\$375,617.13	\$375,617.13	\$375,617.13	\$375,617.13
IS20	InSight Enterprise - Processing - Tier 1 Overage - up to 20,000 objects	\$0.472	\$0.472	\$0.472	\$0.472	\$0.472
IS21	InSight Enterprise - Processing - Tier 2 Overage - up to 50,000 objects	\$0.401	\$0.401	\$0.401	\$0.401	\$0.401
IS22	InSight Enterprise - Processing - Tier 3 Overage - up to 170,000 objects	\$0.341	\$0.341	\$0.341	\$0.341	\$0.341
IS23	InSight Enterprise - Processing - Tier 4 Overage - up to 400,000 objects	\$0.289	\$0.289	\$0.289	\$0.289	\$0.289
IS24	InSight Enterprise - Processing - Tier 5 Overage - up to 800,000 objects	\$0.261	\$0.261	\$0.261	\$0.261	\$0.261
IS25	InSight Enterprise - Processing -Tier 6 Overage - up to 1,600,000 objects	\$0.235	\$0.235	\$0.235	\$0.235	\$0.235
IS26	InSight Enterprise - Processing - Images Multiplier	1x every 7 images above max				
IS27	InSight Essential - User Interface - Tier 1 - up to 20,000 objects	\$9,672.54	\$9,672.54	\$9,672.54	\$9,672.54	\$9,672.54
IS28	InSight Essential - User Interface - Tier 2 - up to 50,000 objects	\$20,554.16	\$20,554.16	\$20,554.16	\$20,554.16	\$20,554.16
IS29	InSight Essential - User Interface - Tier 3 - up to 170,000 objects	\$59,607.05	\$59,607.05	\$59,607.05	\$59,607.05	\$59,607.05

Item	Task / Description	Year 1 Price with IFF	Year 2 Price with IFF	Year 3 Price with IFF	Year 4 Price with IFF	Year 5 Price with IFF
IS30	InSight Essential - User Interface - Tier 4 - up to 400,000 objects	\$116,070.53	\$116,070.53	\$116,070.53	\$116,070.53	\$116,070.53
IS31	InSight Essential - User Interface - Tier 5 - up to 800,000 objects	\$212,795.97	\$212,795.97	\$212,795.97	\$212,795.97	\$212,795.97
IS32	InSight Essential - User Interface -Tier 6 - up to 1,600,000 objects	\$386,901.76	\$386,901.76	\$386,901.76	\$386,901.76	\$386,901.76
IS33	InSight Essential - User Interface - Tier 1 Overage - up to 20,000 objects	\$0.040	\$0.040	\$0.040	\$0.040	\$0.040
IS34	InSight Essential - User Interface - Tier 2 Overage - up to 50,000 objects	\$0.034	\$0.034	\$0.034	\$0.034	\$0.034
IS35	InSight Essential - User Interface - Tier 3 Overage - up to 170,000 objects	\$0.029	\$0.029	\$0.029	\$0.029	\$0.029
IS36	InSight Essential - User Interface - Tier 4 Overage - up to 400,000 objects	\$0.024	\$0.024	\$0.024	\$0.024	\$0.024
IS37	InSight Essential - User Interface - Tier 5 Overage - up to 800,000 objects	\$0.022	\$0.022	\$0.022	\$0.022	\$0.022
IS38	InSight Essential - User Interface -Tier 6 Overage - up to 1,600,000 objects	\$0.020	\$0.020	\$0.020	\$0.020	\$0.020
IS39	InSight Essential - User Interface - MB Multiplier	1x every 20MB above max				
IS40	InSight Processing - Processing - Tier 1 - up to 20,000 objects	\$11,062.97	\$11,062.97	\$11,062.97	\$11,062.97	\$11,062.97
IS41	InSight Processing - Processing - Tier 2 - up to 50,000 objects	\$23,526.45	\$23,526.45	\$23,526.45	\$23,526.45	\$23,526.45
IS42	InSight Processing - Processing - Tier 3 - up to 170,000 objects	\$68,000.00	\$68,000.00	\$68,000.00	\$68,000.00	\$68,000.00
IS43	InSight Processing - Processing - Tier 4 - up to 400,000 objects	\$135,818.64	\$135,818.64	\$135,818.64	\$135,818.64	\$135,818.64
IS44	InSight Processing - Processing - Tier 5 - up to 800,000 objects	\$244,231.74	\$244,231.74	\$244,231.74	\$244,231.74	\$244,231.74
IS45	InSight Processing - Processing -Tier 6 - up to 1,600,000 objects	\$440,100.76	\$440,100.76	\$440,100.76	\$440,100.76	\$440,100.76
IS46	InSight Processing - Processing - Tier 1 Overage - up to 20,000 objects	\$0.553	\$0.553	\$0.553	\$0.553	\$0.553
IS47	InSight Processing - Processing - Tier 2 Overage - up to 50,000 objects	\$0.471	\$0.471	\$0.471	\$0.471	\$0.471
IS48	InSight Processing - Processing - Tier 3 Overage - up to 170,000 objects	\$0.400	\$0.400	\$0.400	\$0.400	\$0.400
IS49	InSight Processing - Processing - Tier 4 Overage - up to 400,000 objects	\$0.340	\$0.340	\$0.340	\$0.340	\$0.340
IS50	InSight Processing - Processing - Tier 5 Overage - up to 800,000 objects	\$0.305	\$0.305	\$0.305	\$0.305	\$0.305
IS51	InSight Processing - Processing -Tier 6 Overage - up to 1,600,000 objects	\$0.275	\$0.275	\$0.275	\$0.275	\$0.275
IS52	InSight Processing - Processing - Images Multiplier	1x every 7 images above max				
IS53	Open Digital Connector 1	\$12,725.44	\$12,725.44	\$12,725.44	\$12,725.44	\$12,725.44
IS54	Additional Open Digital Connectors	\$8,487.66	\$8,487.66	\$8,487.66	\$8,487.66	\$8,487.66
IS55	IMConnect User Login	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
IS56	Shared Insight Environment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
IS57	Dedicated Insight Environment	\$3,022.67	\$3,022.67	\$3,022.67	\$3,022.67	\$3,022.67

Definition and conditions for objects to be categorized as Standard

Criterion:

Images per object for InSight Enterprise and InSight Enterprise for Processing Editions: 6 images per object maximum on weighted average (the formula being the total sum of images divided by the sum of objects)

Images per object for InSight Essential Edition: 50 images per object maximum on weighted average (the formula being the total sum of images divided by the sum of objects)

Megabytes per object: 20MBs per object maximum on weighted average (the formula being the total sum of megabytes divided by the sum of objects)

Document class: Printed documents only

Document Structure: Structured or semi-structured (ex: Forms, Invoices etc)

Language : English

Max # of Document Types: 20

Max variation per docType: 20

Max # of entities: 50

Max # of images per file : 6 or 50 (depending on product)

Page Type: A4, legal or similar

External data connection: GCP Bucket, AWS S3, ODBC

Max # of external connectors: 1

Data Export: csv,XML

Exception Triggers:

Document class: Handwritten Documents

Document Structure: Unstructured (contracts, letters etc.)

Language: any other except the listed above

Max # of Document Types: >20

Max variation per docType: >20

Max # of entities: >50

Max # of images : >6

Page Type: anything not specified above (e.g. Engg drawings etc)

External data connection: anything not specified above

Max # of external connectors: >1

Data Export: anything not listed above (e.g connecting to client application for export)

Special requests:

- Splitting documents,
- Workflow requirements
- Documents Certification requirements etc
- Any non-standard requirements

Appendix



Terms and Conditions Applicable to Records Management, Data Management, Document Conversion, Digital Record Center for Images, Image on Demand, Secure Shred Services, Secure IT Asset Disposition Services and Federal Data Center Colocation Services

All Services provided by Iron Mountain are subject to the following **General Terms and Conditions**. In addition, Digital Record Center for Images (DRCI), Image on Demand (IOD) services, and Data Management (DM) services, Document Management Services (DMS), Secure Shred Services, Secure IT Asset Disposition Services (SITAD) and Federal Data Center Colocation Services are subject to the respective **Special Terms and Conditions**.

General Terms and Conditions

Iron Mountain Information Management, LLC (“Iron Mountain” or “IM”) will perform the services described on schedules annexed to this Agreement, either physically or by reference (each a “Schedule”), and Customer will pay IM for such services according to the rates and provisions in the Schedules. All services will be provided subject to this Agreement, which consists of this page, the Basic Terms and Conditions, the Schedules and the Glossary of terms that can be found at <http://cic.ironmountain.com>.

- 1. VALUE OF DEPOSITS.** Customer declares, for the purposes of this Agreement, that (a) with respect to hard-copy (paper) records, microfilm and microfiche stored pursuant to this Agreement, the value of such stored items is \$1.00 per carton, linear foot of open-shelf files, container or other storage unit, and (b) with respect to round reel tape, audio tape, video tape, film, data tape, cartridges or cassettes or other non-paper media stored pursuant to this Agreement, the value of such stored items is equal to the cost of replacing the physical media. Customer acknowledges that it has declined to declare an excess valuation, for which an excess valuation fee would have been charged.
- 2. LIMITATION OF LIABILITY.** Iron Mountain’s liability, if any, for loss or destruction of, or damage to, materials stored with Iron Mountain (“Deposits” or “Items”) is limited to the value of each Deposit as described above, or as otherwise set forth herein. Iron Mountain’s maximum liability with respect to services not related to storage is the amount paid by Customer for a discrete project or, if the loss is related to service of an ongoing and continuing nature, six months of fees paid by Customer for such service. Other limitations on Iron Mountain’s and/or Customer’s liability are set forth in these

General Terms and Conditions and the Special Terms and Conditions below.

- 3. Customer Instructions.** Customer warrants that it is the owner or legal custodian of the Deposits and has full authority to store the Deposits and direct their disposition in accordance with this Agreement. IM will perform services pursuant to the direction of Customer's agent(s) identified pursuant to IM's standards. Authority granted to any persons on standard authorization forms shall constitute Customer's representation that the identified persons have full authority to order any service, including disposal or removal of Deposits. Such orders may be given in person, by telephone or in writing (fax, email or hard-copy). Customer releases IM from all liability by reason of the destruction of materials pursuant to Customer's authorization.
- 4. Operational Procedures.** Customer shall comply with IM's reasonable operational requirements, as modified from time to time, regarding cartons, carton integrity, delivery/pickup/account closing volumes, preparation for pickup, security, secure shredding protocols, access and similar matters. Extraordinary volume requests (defined as 125% of the average volume over the immediately preceding three month period) may involve additional charges, such as overtime, which Customer will pay at IM's overtime rates, provided Customer consents to such charges in advance.
- 5. Force Majeure.** Neither party shall be liable for delay or inability to perform caused by acts of God, governmental actions, labor unrest, acts of terrorism, riots, unusual traffic delays or other causes beyond its reasonable control.
- 6. Governmental Orders.** IM is authorized to comply with any subpoena or similar order related to the Deposits, provided that IM notifies Customer promptly upon receipt thereof, unless such notice is prohibited by law. IM will cooperate with Customer's efforts to quash or limit any subpoena, at Customer's expense.
- 7. Confidentiality.** "Confidential Information" means any information (i) contained in the Deposits, (ii) concerning or relating to the property, business and affairs of the party disclosing such information that is furnished to the receiving party, and (iii) regarding this Agreement, its Schedules and IM's processes and procedures; except for information that was previously known to the receiving party free of any obligation to keep it confidential, is subsequently made public by the disclosing party or is disclosed by a third party having a legal right to make such disclosure. Confidential Information shall be used only in the manner contemplated by this Agreement and shall not be intentionally disclosed to third parties without the disclosing party's written consent. IM shall not obtain any rights of any sort in or to the Confidential Information of Customer contained in Deposits. IM shall implement and maintain reasonable safeguards designed to protect Customer's Confidential Information.
- 8. Additional Limitation of Liability.**

 - a. Liability for Loss or Damage to Deposits. IM shall not be liable for any loss or destruction of, or damage to, Deposits, including costs resulting from a loss of a Deposit constituting a

breach of data security or confidentiality, unless such loss or damage resulted from IM's negligence. If liable, the amount of IM's liability is limited as provided in Provision 2 of these General Terms and Conditions. Deposits are not insured by IM against loss or damage, however caused. Customer may insure Deposits through third-party insurers for any amount. Customer shall cause its insurers of Deposits to waive any right of subrogation against IM.

b. Liability for Non-Storage Services. With respect to services not related to the storage of Deposits, IM shall not be liable for any loss or default unless such loss or default is due to the negligence of IM. If liable, the amount of IM's liability is limited as provided in Provision 2 of these General Terms and Conditions.

c. No Consequential Damages. In no event shall either party be liable for any consequential, incidental, special or punitive damages, or for loss of profits or loss of data, or the cost of recreating any data or information, regardless of whether an action is brought in tort, contract or under any other theory of liability.

9. ITAR/EAR Compliance. Customer represents that none of the Deposits stored by Iron Mountain pursuant to this Agreement require protection from access by foreign persons because they contain technical information regarding defense articles or defense services within the meaning of the International Traffic in Arms Regulations (22 CFR 120) or technical data within the meaning of the Export Administration Regulations (15 CFR 730-774). If any of Customer's Deposits do contain any such information, Customer shall notify Iron Mountain of the specific Deposits that contain such information and acknowledges that special storage and service rates shall apply thereto.

10. Non-Custodial Status. Unless Iron Mountain shall have explicitly agreed in writing, Iron Mountain's performance of services shall not cause Iron Mountain to be deemed a "custodian" of the records or "designee" of Customer under state or federal law with respect to such records.

11. Notice of Loss. When Deposits have been lost, damaged or destroyed, Iron Mountain shall, upon confirmation of the event, report the matter in writing to Customer.

12. Safe Materials and Premises. Customer shall not store with IM any material that is highly flammable, may attract vermin or insects, or is otherwise dangerous or unsafe to store or handle, or any material that is regulated by federal or state law or regulation relating to the environment or hazardous materials. Customer shall not store negotiable instruments, jewelry, check stock or other items that have intrinsic value

13. Transportation Outside of 50 Miles: In accordance with GSA's solicitation requirements for SIN 493110RM, Iron Mountain is authorized to use the GSA Government Bill of Lading (GBL)

program to move records to and from sites more than 50 miles from an Iron Mountain facility. Iron Mountain will coordinate these moves unless otherwise directed by the ordering agency. A customer may elect to acquire such extended transportation services through the GBL Program, from Iron Mountain (open market), or directly from a third party transportation provider.

Special Terms and Conditions-Document Conversion, Digital Records Center (DRC) and Image on Demand (IOD) Services

- 1. Limitations and Exclusions of Liability.** Iron Mountain shall not be liable under this Agreement unless Iron Mountain fails to exercise such care as a reasonably careful person would exercise under like circumstances. If liable, the amount of Iron Mountain's liability is limited to the amount paid by Customer for a discrete project or, if the service is of an ongoing and continuing nature, six (6) months of fees paid by Customer for such service.
- 2. Ownership Warranty.** Customer warrants that: (i) it is the owner or legal custodian of the Deposits; (ii) it has full authority to direct the disposition of the Deposits in accordance with this Agreement; and (iii) Iron Mountain's imaging or otherwise processing the Deposits shall not violate the rights of any third party.

Special Terms and Conditions-Data Management

- 1. No Product Warranty.** Iron Mountain hereby assigns to Customer any manufacturers' warranties applicable to any products sold by Iron Mountain pursuant to this Agreement. Iron Mountain provides no warranties related to products sold. WITH RESPECT TO PRODUCTS SOLD BY IRON MOUNTAIN TO CUSTOMER, IRON MOUNTAIN MAKES NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Special Terms and Conditions-Secure Shred

- 1. Limitations and Exclusions of Liability.** IM shall not be responsible or liable for the release, disclosure, or loss of any materials deposited in secure containers or otherwise delivered to it for secure shredding unless the release, loss, or disclosure is due to IM's negligence. IM's maximum liability for all claims arising with respect to the Services provided under this Agreement shall not exceed the aggregate amounts paid by Customer with respect to the Services being provided during the six (6) months preceding the event which gives rise to a claim. IN NO EVENT AND UNDER NO LEGAL THEORY, INCLUDING TORT, CONTRACT OR OTHERWISE, SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS) EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- 2. Ownership Warranty.** Customer warrants that it is the owner or legal custodian of, or

otherwise has the right to deliver for secure shredding, any and all materials provided to IM hereunder. Customer agrees to reimburse IM for any expenses reasonably incurred (including reasonable legal fees) by IM as a result of IM's compliance with Customer instructions regarding the disposition of such materials.

- 3. Hazardous Materials.** Customer shall not deposit into secure containers nor deliver to IM any material considered toxic or dangerous or which is regulated under any federal or state law or regulation relating to hazardous materials. Customer's premises where IM employees perform services or make deliveries hereunder shall be free of hazardous substances and hazardous or dangerous conditions. Customer warrants that it shall only place paper-based materials in the Secure Consoles or 65-gallon bins together, (the "Shredding Bins"). For the avoidance of doubt, if any small paperclips, staples, or binder clips are attached to such paper based materials, they may also be deposited in the Shredding Bins. Customer shall reimburse IM for damage to equipment or injury to personnel resulting from Customer's breach of this provision.

Special Terms and Conditions-Secure IT Asset Disposition

- 1. Secure IT Asset Disposition Services.** "IT Assets" shall mean the Customer's computer hardware and electronic equipment processed by IM in connection with this Agreement including, without limitation, personal computers, monitors, laptops, hard drives, printers, facsimile machines, and other computer equipment and computer related peripherals.
- 2. Representations and Warranties.** Customer represents and warrants to IM that Customer is the owner, legal custodian, or otherwise has the right to deliver for confidential destruction the IT Assets and any materials or data Customer provides to IM in connection with the IT Assets. Customer shall only deliver to IM those IT Assets listed as accepted in a schedule or statement of work, and shall not deliver to IM any material considered toxic, dangerous, or regulated under any federal or state law. Customer represents and warrants that: 1) the IT Assets are "Universal Waste" and do not constitute a "Hazardous Waste" as such terms are defined by the EPA, 2) the IT Assets shall be packaged in a manner to prevent releases into the environment, and 3) that their removal by IM does not constitute a violation of any federal, state, or local environmental laws or regulations.

Special Terms and Conditions-Information Governance and Digital Solutions

- 1. Limitation of Liability.** Iron Mountain's maximum aggregate liability arising out of or in connection with an order for Consulting Services, regardless of the cause of action and whether arising in contract, tort (including negligence), indemnity, warranty or any other legal theory is limited to the amount paid by Customer pursuant to the applicable SOW. In no event will either Party be liable for any indirect, incidental, consequential, special, punitive, exemplary or similar such losses or damages arising out of or in connection with an order for Consulting Services, including any loss of profits, interruption of

business, loss of data, or cost of recreating any data, however caused, under any theory of liability, regardless of whether any remedy set forth herein fails of its essential purpose, and even if a Party knew of or should have known of the possibility of such loss or damage. This Limitation of Liability is not intended to and will not be construed as excluding or limiting any liability contrary to applicable law or public policy, including but not limited to, liability for death or bodily injury. If applicable law or public policy renders any portion of this provision unenforceable or invalid, the remainder of this provision will remain in full force and effect. This provision survives the expiration or termination of an order for Consulting Services.

Special Terms and Conditions Applicable to Federal Data Center Colocation Services

Definitions

“**Affiliate**” means those entities controlling, controlled by, under common control with, or having a common parent with, either Iron Mountain or Customer as applicable. For purposes of the foregoing definition, “control” (including “controlling”, “controlled by” and “under common control with”) means direct or indirect ownership of: (a) not less than fifty percent (50%) of the voting stock of a corporation; (b) the right to vote not less than fifty percent (50%) of the voting stock of a corporation; or (c) not less than fifty percent (50%) ownership interest in a partnership or other business entity.

“**Authorized User**” means an agent, employee, or other representative of Customer with a certain level of authority (“Authorization Level”) to bind Customer, as granted by Customer on Iron Mountain’s standard authorization form or secure web portal. Such authorization will constitute Customer’s representation that each Authorized User has the authority to bind Customer within the scope of his/her Authorization Level. Depending on the applicable Authorization Level, an Authorized User may order and modify Services and/or Customer Space, issue a trouble ticket for the Services, direct the disposition of Customer Equipment, modify or remove the Authorization Level of another Authorized User, or take other actions on behalf of Customer.

“**Base Service**” means the fixed monthly recurring charges for Customer Space as set forth in the applicable Order Form(s).

“**Commencement Date**” means the commencement date of Customer’s license to use the Customer Space and Services, as specified in the applicable Order Form(s) or as adjusted pursuant to Section 2.3.

“**Customer Equipment**” means the equipment and property placed by or on behalf of Customer in the Customer Space, specifically excluding any items owned, leased or licensed by Iron Mountain or its other customers. Customer Equipment must be industry-accepted equipment suitable for use in a data center, which includes but is not limited to, (i) servers and computing devices; (ii) storage arrays and devices; (iii) tape arrays and robots; (iv) network equipment, including but not limited to, routers, switches, VOIP PBX, patch panels, DWDM terminals, hubs, media converters, monitors and keyboards, web cameras, cable management trays, terminal servers and remote power switches; and (v) security devices, including but not limited to, firewalls, intrusion detection devices, spam filters, and DDOS abatement devices.

“**Customer Representatives**” mean the individuals authorized to have unescorted access to the Customer Space, subject to the terms of this Agreement.

“**Customer Space**” means the dedicated suite, cage or cabinet space licensed to Customer by Iron Mountain under this Agreement.

“**Data**” means the data stored on the Customer Equipment or otherwise passing through the Services.

“**Data Center**” means the data center facility operated by Iron Mountain identified in this Agreement and containing the Customer Space.

“**Iron Mountain Space**” means all space in the Data Center, other than Customer Space.

“**Order Form**” means Iron Mountain’s standard written order form, signed by both Parties describing the Services, Customer Space, and applicable pricing. The Parties may modify or add to Customer Space or Services, subject to availability, via a mutually agreed upon modified Order Form signed by the Parties.

“**Professional Services**” means the services performed by Iron Mountain personnel in the Customer Space, including but not limited to, basic information technology infrastructure tasks, helping hands and/or remote hands services.

“**Services**” means the services offered by Iron Mountain that Customer elects to receive and described in the Order Form(s), including, without limitation, the provision of electrical power, the licensing of connections, audit support, the provision of and access to Internet exchange ports and network services, Professional Services, and the build out of Customer Space.

“**Service Level Agreement**” or “**SLA**” means Schedule B attached to this Agreement, which describes all potential abatements to Customer in the event Iron Mountain does not meet the levels of Service set forth in the SLA.

1. **License and Related Services.**

1.1. **Scope.** Iron Mountain grants to Customer an exclusive license to use the Customer Space during the Term for (i) the installation, maintenance, repair and operation of Customer Equipment; (ii) the use and receipt of Services; and (iii) the provision and use of electrical power and Internet bandwidth within the Customer Space, subject to and in accordance with the terms and conditions of this Agreement.

1.2. **Restrictions.** Except as expressly provided in this Agreement, neither Party shall have any right to terminate the license granted in Section 2.1, and the Parties shall remain fully responsible for all obligations and amounts payable under the applicable Order Form for the entire Term. Customer shall not acquire any right, title, or interest in capital expenditures made by Iron Mountain in the Data Center, including but not limited to, Iron Mountain’s build out of Customer Space related to this Agreement.

1.3. **Availability of Customer Space.** Iron Mountain shall make commercially reasonable efforts to make available the Customer Space to Customer by the Commencement Date specified in the applicable Order Form. If Iron Mountain fails to make the Customer Space available to Customer by the scheduled Commencement Date, Iron Mountain shall have no liability arising out of or in connection therewith, and such failure shall not invalidate the license to use the Customer Space or release the Parties from any obligations under this Agreement. Notwithstanding anything to the contrary in this Agreement, the Commencement Date is defined as the date that Iron Mountain actually makes available the Customer Space and, in such event, the length of the Term will not be reduced thereby, and the scheduled expiration of the Term will be extended to provide for the full Term.

1.4. **Expiration and Termination.** On the date of the expiration or termination of this Agreement, Customer shall have no further rights with respect to the Customer Space and shall, by such date and at its own expense, (i) remove all Customer Equipment, and repair any damage to the Customer Space or Iron Mountain Space resulting from such removal; and (ii) vacate the Customer Space to Iron Mountain in the same condition as it was when delivered to Customer, ordinary wear and tear excepted. In the event of a breach of this Section by Customer, Iron Mountain may exercise any or all of the remedies set forth in the event of a Customer Default as defined in this Agreement.

1.5. **Services.** Iron Mountain will provide the Services described in the Order Form(s) at the rates and charges set forth therein.

2. **Term.**

2.1. **Holdover.** If Customer continues to use the Customer Space after the expiration or termination of this Agreement, the terms of this Agreement will continue to apply until (i) Customer ceases using the Customer Space; and (ii) Customer has removed all Customer Equipment from the Customer Space or Iron Mountain has exercised its remedies in the event of a Customer Default. Such use of the Customer Space beyond the expiration or termination of the Agreement will not constitute a renewal or extension of the Agreement. Base Service during such holdover period will increase to one hundred fifty percent (150%) of the Base Service that was in effect immediately prior to termination or expiration.

3. **Pricing and Payment.**

3.1. **Taxes on Customer Equipment.** Customer shall be liable for and shall pay all governmental fees, taxes, tariffs, and other charges levied directly or indirectly against Customer Equipment. If any taxes for which Customer is liable are levied against Iron Mountain or Iron Mountain’s property, including as a withholding agent, Customer shall pay such taxes to Iron Mountain within ten (10) days of Iron Mountain’s written notice thereof.

3.2. **Other Applicable Taxes.** Customer shall pay all applicable taxes on the Services or Customer Space, including any taxes stated separately on Iron Mountain’s invoice or as otherwise directed by Iron Mountain in writing. Taxes may include, but are not limited to, any sales, use, or other taxes, assessments or other charges imposed by any governmental or quasi-governmental authority upon Iron Mountain or Customer on (i) the Base Service or other amounts payable by Customer hereunder; (ii) this Agreement, the Services, or the Customer Space, including, without limitation, any applicable possessory interest taxes; or (iii) any document to which Customer is a party creating or transferring an interest in the Customer Space. Customer shall not be responsible for any federal or state

income taxes, franchise taxes, excess profits taxes, gift taxes, capital stock taxes, or inheritance, succession or estate taxes imposed on Iron Mountain.

4. **Customer Representatives.**

4.1. Customer Representative Appointment and Rules. Before entering the Data Center unescorted by Iron Mountain staff, each Customer Representative shall comply with Iron Mountain's badging requirements, including undergoing a background investigation performed by Iron Mountain and signing a confidentiality agreement in form and substance reasonably acceptable to Iron Mountain. Iron Mountain shall provide badging for up to three (3) Customer Representatives during the Term at no charge to Customer; Customer shall reimburse Iron Mountain for each background investigation (including recurring background investigations) at Iron Mountain's prevailing rate for any additional badging beyond the initial three (3) Customer Representatives. Customer shall appoint in writing the Customer Representatives prior to the Commencement Date. Customer shall provide Iron Mountain with at least three (3) business days' prior written notice of any revocation of any Customer Representative's authority and/or any change to the list of authorized Customer Representatives. Iron Mountain may revoke the privileges of any Customer Representative at any time, and Iron Mountain shall use commercially reasonable efforts to notify Customer in advance of any such revocation. Customer shall be responsible for all acts and omissions of its employees, agents, Authorized Users, and Customer Representatives in connection with their presence at the Data Center and/or their performance under this Agreement.

4.2. Third Party Contractors. In the event Customer engages any third party contractors to perform work in the Customer Space, Customer shall provide advance written notice to Iron Mountain and shall comply with all Iron Mountain written procedures for the use of third party contractors at the Data Center. Customer is responsible for all acts and omissions of such third party contractors in connection with their presence at the Data Center and/or their performance under this Agreement. Customer's use of third party contractors will not release it from any of its obligations or liabilities under this Agreement.

5. **Use of Customer Space.**

5.1. Operational Procedures. Customer and Customer Representatives shall comply with Iron Mountain's operational requirements, as modified from time to time. Such requirements include, but are not limited to, (a) the Data Center rules and regulations attached hereto as Exhibit 1; (b) safety, security and related requirements regarding the Data Center; and (c) rules related to the Customer Space, power density, location of Customer Equipment and similar matters. Specifically, Customer and Customer Representatives shall not: (i) circumvent or damage any Data Center security equipment, including biometric readers, proximity readers, mantraps, cameras, or associated servers and electronics; or (ii) attempt to access or alter any point of network concentration, such as network demarcation cabinets, intermediate distribution frames, main distribution frames, or meet-me-rooms, without an Iron Mountain escort and Iron Mountain's written consent. Other than temporary access to common areas for the sole purpose of accessing the Customer Space, Customer shall have no access to the Iron Mountain Space unless approved in advance in writing by Iron Mountain.

5.2. Use of Customer Space. Subject to the terms of this Agreement and the Data Center rules and regulations, Iron Mountain shall provide Customer Representatives access to the Customer Space twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per year.

5.2.1. Maintenance of Customer Equipment. Customer shall install, operate, and maintain Customer Equipment pursuant to industry standards and in a manner reasonably acceptable to Iron Mountain. Without limiting the generality of the foregoing, Customer shall safely secure Customer Equipment (including cabling) to cabinets or racks; use blanking panels or equivalent devices to maintain proper airflow; and shall not (i) install Customer Equipment in a way that impedes Data Center airflow or blocks raised floor perforated tiles or return air plenums; (ii) install Customer Equipment (including cabling) in a way that interferes with any other Data Center customer; and (iii) install cabling between cabinets or cages, except for adjacent cabinets or cages licensed by Customer.

5.2.2. Maintenance of Customer Space. Customer shall maintain the Customer Space at its sole cost and expense in accordance with industry standards and practices for data centers, which includes but is not limited to, keeping the Customer Space neat and clean; immediately removing any cardboard or flammable materials from the floor of the Customer Space or Data Center; obeying all posted signs and placards; and refraining from (i) interfering with the operation of hot or cold aisle separation and containment; (ii) using the overhead cable tray, except as directed by Iron Mountain staff; (iii) plugging any device into the track busway system or interfering with the proper operation of the track busway; (iv) interfering with any life safety systems such as fire detection and fire suppression systems; and (v) depressing an emergency shut off button except in case of an emergency.

5.2.3. Iron Mountain's Use. Customer shall not perform any improvements, modifications, changes or alterations to the Customer Space unless approved in advance in writing by Iron Mountain. Iron Mountain may relocate any Customer Space upon prior written notice to Customer. Iron Mountain may access the Customer Space and Customer Equipment at any reasonable time to provide Services or for any other reasonable business purpose.

5.3. Suspension of Services or Access to Customer Space. In the event Iron Mountain is required by law or court order, or in the event

of a Customer Default as set forth in this Agreement, Iron Mountain may (i) suspend the Services including, without limitation, electrical power; or (ii) deny Customer access to the Customer Space or Data Center.

5.4. Compliance with Laws; Hazardous Material. Customer shall use the Customer Space and Services in compliance with all applicable federal, state, and local laws and regulations. Customer shall not cause or permit any hazardous material to be stored or used in the Customer Space, and shall reimburse Iron Mountain for damage to any equipment or injury to personnel (including damage or injury to other customers of the Data Center) resulting from Customer's breach of this Section.

5.5. Customer Responsibilities. Customer represents that it is the owner or legal custodian of the Customer Equipment and has full authority to install and operate the Customer Equipment in the Customer Space and direct its disposition in accordance with this Agreement. Customer shall not cause or allow any liens or encumbrances to be imposed upon the Customer Space or the Iron Mountain Space. In the event of a breach of this Section, Iron Mountain may pay all amounts necessary to remove any such liens and encumbrances, and Customer shall promptly reimburse Iron Mountain one hundred ten percent (110%) of all such amounts.

5.6. Maximum Power Limit.

5.6.1. *Definition.* As defined in the applicable Order Form, Customer's actual electrical power consumption for the Customer Space is limited to the lower of (i) the licensed Maximum Electrical Consumption; or (ii) 80% of the Maximum Primary Power Capacity limit. Notwithstanding the foregoing, at no time may the Maximum Electrical Consumption of any individual primary power circuit or pair of primary and redundant power circuits exceed 80% of the KW Rating of the individual primary power circuit(s) specified in the applicable Order Form. The limits in this paragraph are defined as the "Maximum Power Limit."

5.6.2. *Remedies for Breach.* If the Customer Space or an individual electrical power circuit has exceeded the Maximum Power Limit, Customer shall cure the breach within forty-eight (48) hours following written notification by Iron Mountain. Customer may cure a breach of this Section 6.6 by (a) reducing electrical load within the Customer Space and/or on the affected electrical power circuit to a level below the Maximum Power Limit; or (b) subject to availability, jointly executing an Order Form with Iron Mountain for additional Maximum Electrical Consumption for the Customer Space and/or for additional electrical power circuits. If Customer fails to cure a breach of this Section 6.6 within forty-eight (48) hours following written notification by Iron Mountain, Iron Mountain may (i) will be entitled to liquidated damages of five hundred dollars (\$500) per day for each day in which Customer's actual electrical consumption exceeds the Maximum Power Limit; (ii) reduce the electrical power load within the affected Customer Space or affected electrical power circuit without liability to Customer or anyone claiming by or through Customer; or (iii) exercise any or all of the remedies set forth in the event of a Customer Default as defined in this Agreement.

5.7. Subordination. In the event that Iron Mountain is a tenant under a lease with respect to the building containing the Data Center (the "Building"), and notwithstanding anything to the contrary in this Agreement, Customer hereby agrees that its use and occupancy of the Customer Space is subject and subordinate to any lease between Iron Mountain and the owner of the Building (a "Master Lease"). If the Building is owned by Iron Mountain, Customer hereby agrees that this Agreement and its rights, licenses, use and occupancy hereunder are subject and subordinate to any mortgage and/or deed of trust granted by Iron Mountain, whether existing or future, and to any renewals, modifications, consolidations, extensions and replacements thereof (including, without limitation, all advances thereon, whether existing or future), unless the holder of any such mortgage or deed of trust elects otherwise. If this Agreement is subordinate to any such mortgage and/or deed of trust and the holder or any other party (the "Successor") shall succeed to the interest of Iron Mountain, at the election of the Successor, Customer shall attorn to the Successor, and this Agreement will continue in full force and effect between the Successor and Customer. Customer shall, within ten (10) business days' prior written notice from Iron Mountain, deliver to Iron Mountain a statement signed by Customer certifying as to such matters as may be reasonably requested by Iron Mountain, including any such statement or document reasonably required by Iron Mountain or its lessor or lender in connection with this Section. Customer acknowledges and agrees that any such statement may be relied upon by Iron Mountain and any of its designees, including, without limitation, any prospective purchaser, assignee, lessor or lender. This Section is self-operative, and no further instrument shall be required to effect such subordination of this Agreement.

6. **Force Majeure.** Any failure or delay by either Party in the performance of its obligations under this Agreement will not be deemed a default or grounds for liability or termination if such failure or delay is caused by an event beyond the affected Party's reasonable control, or by acts of God, governmental actions, labor unrest, acts of terrorism or war, unusually severe weather, riots, or fire (a "Force Majeure Event"). The affected Party will be excused from any further performance of its obligations affected by the Force Majeure Event for as long as such Force Majeure Event continues. The affected Party shall promptly notify the other Party in writing of the occurrence of a Force Majeure Event and describe in reasonable detail the nature of the Force Majeure Event. If a Party's inability to perform under the Agreement due to a Force Majeure Event persists for a period of sixty (60) days following the Force Majeure Event, the other Party may terminate only the portion of the Agreement or applicable Order Form(s) directly affected by the Force Majeure Event. Notwithstanding any provision to the contrary, a Force Majeure Event will not excuse payment obligations under this Agreement.

7. **Governmental Orders.** Iron Mountain cannot prevent access by governmental entities to Customer Equipment or Data. However, in the event Iron Mountain receives any subpoena, warrant, court order or similar such governmental agency or legal

requirement (“Order”) that purports to compel disclosure of any of Data or the Customer Equipment, Iron Mountain shall promptly notify Customer of such Order (unless such notice is prohibited by law or judicial order) and shall cooperate with Customer, at Customer’s expense, in the exercise of Customer’s right to protect the confidentiality of Data and/or the Customer Equipment. Iron Mountain may comply with any such Order, except to the extent Customer obtains a court order quashing or limiting such Order.

8. **Confidentiality; Privacy, Security, and Data Protection.**

8.1. **Confidential Information.** “Confidential Information” means any (i) proprietary, confidential, or trade secret information disclosed by a Party to the other Party during negotiations or discussions regarding various business activities under this Agreement, (ii) information regarding this Agreement or Order Form(s), and (iii) information regarding Iron Mountain’s processes and procedures, including but not limited to, information received by Customer or Customer Representatives related to Iron Mountain’s Data Center operations or other customers of Iron Mountain; except for information that was previously known to the receiving Party free of any obligation to keep it confidential, is subsequently made public by the disclosing Party, or is disclosed by a third party having a legal right to make such disclosure. Confidential Information will not include the Customer Equipment or Data, which the Parties agree to address separately under this Agreement. Confidential Information shall be used only in the manner and for the purposes contemplated by this Agreement and shall not be intentionally disclosed to third parties without the disclosing Party’s written consent. Neither Party shall obtain any rights in or to the Confidential Information of the other Party. Each Party shall implement and maintain reasonable safeguards designed to protect the other Party’s Confidential Information, and will have no liability hereunder for any disclosure, loss or misuse of Confidential Information which could not have been avoided by exercise of such degree of care. Upon the expiration or termination of this Agreement, each Party shall promptly return to the other Party or destroy all Confidential Information in its possession. Each Party acknowledges that it will not obtain any right, title or interest in or to the Confidential Information of the other party as a result of disclosure under this Agreement.

8.2. **Security and Privacy.** Iron Mountain shall implement and maintain appropriate administrative, physical and technical safeguards designed to protect the Customer Equipment and Data in its possession against loss, damage or disclosure. Each Party agrees to comply with all applicable United States laws and implementing regulations in effect on the Effective Date, to the extent that each such Party is directly regulated by any such laws or regulations and to the extent that it knows or has been advised that, as a result of this Agreement, its activities are subject to any such laws or regulations. Upon discovery by Iron Mountain of any loss or damage with respect to Customer Equipment or Data in the custody and control of Iron Mountain under this Agreement, Iron Mountain will promptly notify Customer thereof in writing along with any actions that have been taken to mitigate the effects of such loss or damage and will take such further actions as it deems reasonably necessary to mitigate such effects. Iron Mountain will provide reasonable assistance and cooperation to Customer in the investigation of any such loss or damage.

9. **Limitation of Liability.**

9.1. **Liability for Customer Equipment and Data.** Iron Mountain will have no liability for any loss or destruction of, or damage to, Customer Equipment, unless and to the extent caused by its failure to exercise such care as a reasonably careful person would exercise under like circumstances. Iron Mountain’s liability for any claim for loss, destruction or damage with respect to the Customer Equipment is limited to the cost of replacing the physical equipment. Iron Mountain will have no liability for loss or destruction of, or damage to (i) Customer Equipment while in the custody of third-party transportation providers; or (ii) Data, wherever stored or transmitted (including via a third-party telecommunications provider), including any and all costs, expenses or liabilities resulting from a breach of data security or confidentiality. Customer is solely responsible for encrypting its Data.

9.2. **Maximum Liability.** Iron Mountain’s maximum aggregate liability arising out of or in connection with this Agreement regardless of the cause of action and whether arising in contract, tort (including negligence), indemnity, warranty or any other legal theory is limited to the Base Service paid by Customer for the three (3) months immediately preceding the claim. With respect to Professional Services, Customer releases Iron Mountain from all liability arising out of Professional Services that Iron Mountain performs in accordance with Customer’s written authorization and instruction. Customer acknowledges and agrees that the Services include third-party technology and products. Further, Customer acknowledges and agrees that Iron Mountain has no control over Data transmitted via third-party technology or products and Iron Mountain shall have no liability arising from or in connection with third-party technology or products.

9.3. **No Consequential Damages.** In no event will either Party be liable for any indirect, incidental, consequential, special, punitive, exemplary or similar such losses or damages arising out of or in connection with this Agreement including any loss of profits, interruption of business, or the loss of or cost of recreating any data, however caused, under any theory of liability (whether in contract, tort, warranty, or otherwise), and regardless of whether any remedy set forth herein fails of its essential purpose and even if a Party knew of or should have known of the possibility of such loss or damage.

9.4. **Construction.** This Section 10 “Limitation of Liability” is not intended to and will not be construed as excluding or limiting any liability contrary to applicable law or public policy, including but not limited to, liability for death or bodily injury. If applicable law or public policy renders any portion of this Section 10 unenforceable or invalid, the remainder of the Section will remain in full force and

effect. This Section 10 survives the expiration or termination of this Agreement.

10. **Indemnification.**

10.1. **Iron Mountain Indemnification.** Iron Mountain shall indemnify, defend, and hold harmless Customer and its Affiliates, subsidiaries, officers, directors and employees from and against any and all third-party claims or demands arising out of or in connection with (i) bodily injury (including death) or loss of or damage to tangible property (excluding Data or Customer Equipment), to the extent based upon the negligent acts or omissions of Iron Mountain; and (ii) allegations that the Services infringe any United States patent or copyright of any third party or misappropriate any third party's trade secrets. Iron Mountain shall have no liability or obligation to Customer with respect to any claim of infringement or misappropriation in the event and to the extent based upon (a) use of or access to the Services in or from an application or environment or on a platform or with devices not authorized in the applicable Iron Mountain published documentation or other requirements specified under this Agreement, (b) modifications, alterations, combinations or enhancements of the Services not created by Iron Mountain or (c) any patent, copyright, or trade secret in which Customer or any Affiliate of Customer has an interest. The foregoing indemnification obligations shall not apply in the event and to the extent that the claim or demand arises as a result of Customer's negligence, willful misconduct, or breach of this Agreement. This paragraph survives the expiration or termination of this Agreement.

10.2. **Indemnification Procedures.** Customer shall provide Iron Mountain prompt written notice of any such claim or demand. Iron Mountain shall, at its option and expense, assume control of the defense and resolution of each claim or demand and (i) Iron Mountain shall not settle any claim requiring any admission of fault or payment of money on the part of Customer without its prior written consent (not to be unreasonably withheld); (ii) Customer shall have the right to participate, at its own expense, in the claim or suit; and (iii) Customer shall cooperate with the Iron Mountain as may be reasonably requested at Iron Mountain's cost and expense. Iron Mountain's sole obligation hereunder shall be to pay any judgment rendered, or settlement made, as a result of any such claim or demand.

11. **Insurance.**

11.1. **Customer Insurance.** Customer shall, at its sole cost and expense, procure and maintain the following insurance: (i) General Liability insurance in an amount not less than two million dollars (\$2,000,000) per occurrence and three million dollars (\$3,000,000) in the annual aggregate for bodily injury and property damage and personal injury coverage; (ii) a policy of standard fire, extended coverage and special extended coverage insurance (all risks), in an amount equal to the full replacement value new, without deduction for depreciation, covering all Customer Equipment; and (iii) Automobile Liability insurance in an amount not less than one million (\$1,000,000) per accident. All insurance under this paragraph shall (a) be with reputable insurers licensed to do business in the state where the Data Center is located; (b) be provided by an insurer with an A.M. Best's financial rating of "A- XI" or better; (c) have commercially reasonable deductibles and be written on an occurrence basis; (d) name Iron Mountain and its designated lenders, lessors and managers as additional insureds (with respect to General Liability and Automobile Liability only); (e) be effective while Customer Equipment is in, and in transit to, the Data Center; and (f) provide that such insurance cannot be canceled upon less than thirty (30) days' prior written notice to Iron Mountain. At any time during the Term, Iron Mountain may request that Customer furnish certificates of insurance to Iron Mountain which evidence that Customer has obtained the insurance required hereunder, and provide evidence to Iron Mountain of the deductibles of all policies required hereunder. Customer shall cause its insurers to waive any rights of subrogation against Iron Mountain. Customer waives any and all rights, remedies, claims, actions and causes of action against Iron Mountain that it may have as a result of any loss or damage to Customer Equipment, or other claims or demands which are (or would have been, had Customer carried the insurance required by this Agreement) covered by insurance.

11.2. **Iron Mountain Insurance.** Iron Mountain shall, at its sole cost and expense, procure and maintain the following insurance during the Term: (i) commercial general liability insurance in an amount not less than two million dollars (\$2,000,000) per occurrence and three million dollars (\$3,000,000) in the annual aggregate for bodily injury and personal injury coverage; and (ii) a policy of standard fire, extended coverage and special extended coverage insurance (all risks), in an amount equal to the full replacement value of Iron Mountain's equipment in the Data Center. All insurance hereunder shall be with reputable insurers licensed to do business in the state where the Data Center is located, shall have commercially reasonable deductibles, and shall be written on an occurrence basis and may be under an umbrella, blanket or similar policy. Iron Mountain does not insure Customer Equipment or Data against loss or damage, however caused.

12. **Warranty.**

12.1. **Iron Mountain Services.** Iron Mountain warrants that (i) the Services will be performed in accordance with professional industry standards and substantially in conformance with this Agreement; and (ii) the persons it assigns to perform the Services will have the appropriate skill, training and background to perform such Services in a competent manner. This warranty is limited and will not apply to any Services where the failure of the Services to satisfy this warranty results from (a) improper use by Customer of the Services; (b) incomplete or inaccurate communication of information by Customer to Iron Mountain; or (c) Customer's decision not to implement any reasonable practices to which the Services apply that may be recommended by Iron Mountain. In the event of Iron Mountain's breach of the foregoing warranty, Customer's exclusive remedy and Iron Mountain's sole liability will be Iron Mountain's

re-performance of the applicable Service, at no charge to Customer.

12.2. **Limitation and Disclaimer.** THE WARRANTIES SET FORTH ABOVE EXTEND ONLY TO CUSTOMER AND ARE IRON MOUNTAIN'S SOLE AND EXCLUSIVE WARRANTIES UNDER THIS AGREEMENT. THESE WARRANTIES ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, STATUTORY OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR USE. IRON MOUNTAIN DISCLAIMS, AND CUSTOMER IRREVOCABLY WAIVES, ALL SUCH OTHER WARRANTIES.

13. **Customer Default.**

13.1. **Definition.** "Customer Default" means (i) Customer's failure to pay fees or other amounts for thirty (30) days after written notice that the applicable amount is overdue; (ii) Customer exceeding the Maximum Power Limit and failing to cure within forty-eight (48) hours after written notification by Iron Mountain; (iii) Customer's failure to timely remove Customer Equipment or vacate the Customer Space in breach of Section 2.4; or (iv) the failure by Customer to cure any other breach of this Agreement within thirty (30) days after written notice is delivered by Iron Mountain.

13.2. **Remedies.** In the event of a Customer Default, Iron Mountain may (i) terminate the license for the Customer Space; (ii) recover from Customer all of the Base Service that would otherwise have been payable by Customer for all of the remaining Term absent any termination of this Agreement; (iii) suspend any or all of the Services (including, without limitation, electrical power); (iv) deny Customer and Customer Representatives access to the Customer Space or Data Center; and (v) at Customer's expense remove, store, securely dispose of, or sell the Customer Equipment in accordance with applicable law, provided that Iron Mountain shall provide a final written notice ten (10) days prior to such secure destruction or sale. Notwithstanding the foregoing, Iron Mountain shall not sell Customer's tapes, hard drives, cassettes, cartridges, CDs, DVDs or other media-based storage devices ("Media") in connection with this Section; Iron Mountain may only securely destroy such Media at Customer's expense. In the event of any suspension of Services hereunder, Customer shall pay Iron Mountain a commercially reasonable reinstatement fee in the event of any reinstatement of such Services. Before exercising its remedies under this Section, Iron Mountain shall provide advance written notice to an Authorized User, a Customer Representative, or Customer at the notice address set forth in Section 19. In the event Iron Mountain takes any actions pursuant to this Section, it will have no liability to Customer or anyone claiming by or through Customer, and Customer shall pay all costs incurred by Iron Mountain in connection therewith.

14. **Iron Mountain Default.** Customer may terminate this Agreement in the event that Iron Mountain materially breaches any of its obligations under this Agreement, unless Iron Mountain cures such breach within sixty (60) days following receipt of Customer's written notice thereof.

15. **Service Level Agreement.** Customer shall be entitled to abatement under the Service Level Agreement in the event of certain Failures as defined in the SLA. Such abatement is Customer's exclusive remedy and Iron Mountain's sole liability arising out of or in connection with any Failures under the SLA.

16. **Order Forms; Purchase Orders.** Executed Order Form(s) will govern the price and scope of the Customer Space and Services. If Customer requests a project or Services modification that results in a one-time nonrecurring charge of \$500 or more (excluding taxes), the Parties shall detail the mutually agreed upon project or modification on Iron Mountain's standard form change order signed by both Parties (a "Change Order"). The Parties agree that projects or Services modifications resulting in one-time nonrecurring charges of less than \$500 (excluding taxes) may be mutually agreed upon between Iron Mountain and an Authorized User (via email or Iron Mountain's online portal) without a signed Change Order (each, a "Service Request"). Iron Mountain shall include the charges for each Service Request in the following invoice. All pre-printed terms and conditions included on any Customer purchase order shall be of no force or effect and shall not form a part of this Agreement. In the event of inconsistency between this text and the terms of any other document, the following will be the order of precedence: (i) this text; (ii) the Order Form(s); and (iii) any other documents executed by the Parties (excluding mutually negotiated documents that expressly amend the Agreement).

17. **ITAR/EAR Compliance.** Customer represents that none of the Customer Equipment or Data contain technical information regarding defense articles or defense services within the meaning of the International Traffic in Arms Regulations (22 CFR 120) or technical data within the meaning of the Export Administration Regulations (15 CFR 730-774) (cumulatively, "controlled information"), and acknowledges that Iron Mountain will not handle such materials under its plan for compliance with export controls. Notwithstanding, if Customer notifies Iron Mountain that Customer Equipment or Data contain controlled information, Iron Mountain will apply its Plan for compliance with export controls, and Customer acknowledges that special storage and service rates may apply.

18. **Notices.** Unless otherwise provided in this Agreement, any notice to be given by one Party to the other shall be in writing and shall be transmitted by certified mail, postage prepaid, or sent by nationally recognized overnight courier. Notice will be effective when received by the addressee. The current addresses for such notices are as follows:

If to Customer, then to:

If to Iron Mountain, then to:

Iron Mountain Information Management, LLC One

Federal Street, Boston MA 02110

Attn: General Manager of Data Centers with a

copy to:

Iron Mountain Information Management, LLC

One Federal Street, Boston MA 02110 Attn:

General Counsel

Either Party may change the address to which notices are to be sent by sending a written notice to the other in accordance with the terms set forth in this Section.

19. **Publicity.** Customer hereby grants to Iron Mountain and its Affiliates a revocable, nonexclusive, worldwide, royalty-free license to use and reproduce Customer’s name, logo, trademarks, and service marks on its website, marketing materials, and press releases, solely for purposes of identifying Customer as a customer of Iron Mountain. Should a security breach of Customer’s Data occur and Customer is required to disclose, issue notices, or issue a press release regarding such breach, either as required by law or as determined by Customer, then Customer shall not identify Iron Mountain or the location of the Data Center in any disclosure or press release pertaining to such breach. Customer, and not Iron Mountain, is solely responsible for sending any legally required notices in the event of a security breach of Customer’s Data.

20. **Assignment.** Without the consent of the other Party, neither Party shall assign any right under the Agreement, except Iron Mountain may assign any such right to an Affiliate. The non-assigning Party shall not unreasonably withhold its consent.

21. **Contract Terms and Conditions & Commercial Items Federal Acquisition Regulation 52.212-4.** To the extent not inconsistent with the terms provided herein, the provisions of FAR 52.212-4 are applicable to this Agreement.

22. **Cumulative Remedies.** Unless expressly stated to the contrary in this Agreement, all rights and remedies provided in this Agreement are cumulative and not exclusive of any other rights or remedies that may be available to the Parties, whether provided by law, equity, statute, in any other agreement between the Parties or otherwise.

23. **Entire Agreement.** This Agreement, together with the Acceptable Use Policy found at _____, incorporated herein by reference, constitutes the complete and exclusive statement of the agreement between the Parties and supersedes all prior or contemporaneous proposals, oral or written, and all other communications between the Parties relating to the subject matter of this Agreement.

SCHEDULE B: SERVICE LEVEL AGREEMENT

This Service Level Agreement (“SLA”) is made a part of the Agreement between the Parties and provides abatement to Customer in the event of the service level failures described in this SLA (collectively, “Failures”). This SLA applies only to the Customer Space set forth in the Agreement and the applicable Order Form(s). The abatement described in this SLA is Customer’s exclusive remedy and Iron Mountain’s sole liability arising out of or in connection with any Failures under the Agreement. This paragraph survives any expiration or termination of the Agreement. Any capitalized terms used but not defined in this SLA shall have the meaning set forth in the Agreement or applicable Order Form(s).

1. **Definitions:**

“**Authorized Request**” means a Helping Hands request placed by Customer through Iron Mountain’s trouble ticketing system via phone, dedicated email address, or web portal. Customer shall designate each Authorized Request as “High,” “Medium” or “Low” priority.

“**Carrier Services Failure**” means when the communication network connectivity provided by Iron Mountain between the Data Center and Iron Mountain’s point of presence in a carrier hotel (“Carrier Services”) is unavailable for the applicable duration specified in Section 2.

“**Cross Connection Failure**” means if (i) Iron Mountain fails to use commercially reasonable efforts to ensure that all of the critical data transmission pathways provided by Iron Mountain in the Data Center are properly operating; and (ii) as a result of such failure, a cross connection licensed by Customer from Iron Mountain in the applicable Individual Space (a “Cross Connection”) is simultaneously unavailable and interrupted on both the primary and redundant connections for the applicable duration specified in Section 2.

“**Helping Hands**” means the basic information technology infrastructure tasks performed by Iron Mountain in the Customer Space on Customer’s behalf, at Customer’s direction and pursuant to Customer’s instructions, including but not limited to, installation and replacement of network and power cabling, equipment reboots, removal and replacement of pluggable components, and installation, inspection, inventorying and moving of Customer Equipment. Helping Hands does not include system or database administration, or operating system configuration, support, architecture, or design.

“**Humidity Stability Failure**” or “**HS Failure**” means when the conditioned air provided by Iron Mountain to a cold aisle (i) exceeds eighty percent (80%) relative humidity; or (ii) is below twenty percent (20%) relative humidity, all as measured by Iron Mountain’s humidity sensors.

“**Individual Space**” means an individual data hall, private suite, cage or cabinet that is part of the Customer Space and affected by a Failure.

“**Managed Internet Access Failure**” means if (a) the multi-homed Internet service provided by Iron Mountain to Customer (“Managed Internet Access”) is unavailable for the duration specified in Section 2; and (b) Customer has set up Managed Internet Access redundancy in accordance with Iron Mountain’s instructions.

“**Redundant UPS Power Failure**” means a simultaneous disruption in the transmission of electrical power from any primary power source and its corresponding redundant power source serving Customer Equipment in the Data Center.

“**Resold Network Failure**” means when the communication network connectivity provided by any third-party telecommunications provider and resold by Iron Mountain to Customer (“Resold Network”) is unavailable for the applicable duration specified in Section 2.

“**Response Time Failure**” means when Iron Mountain fails to respond to an Authorized Request categorized by Customer as High, Medium or Low priority within the time period specified in Section 2, provided that the Authorized Request contains sufficient information to enable Iron Mountain to perform the requested Service.

“**Temperature Failure**” means when the sustained temperature in a cold aisle (as measured by Iron Mountain’s temperature

sensors) exceeds: (i) 80.6 degrees Fahrenheit for a period of more than twenty-four (24) consecutive hours; (ii) 85

degrees Fahrenheit for a period of more than six (6) consecutive hours; or (iii) 90 degrees Fahrenheit for a period of more than sixty (60) consecutive minutes.

2. **SLA Failure Abatements.** Iron Mountain shall provide the following abatements to Customer for the Failure(s) in accordance with the Agreement and this SLA:

<u>Failure Type</u>	<u>Trigger</u>	<u>Abatement</u>
Redundant UPS Power Failure	<u>Each</u> Redundant UPS Power Failure	<u>1 day of Base Service</u> for affected Individual Space
Redundant UPS Power Failure (Prolonged)	A single Redundant UPS Power Failure lasts <u>1 hour or longer</u>	An additional <u>1 day of Base Service</u> for the affected Individual Space <u>for each hour</u> that the UPS Power Failure exists
HS Failure	<u>Each</u> HS Failure	<u>1 day of Base Service</u> for affected Individual Space
HS Failure (Prolonged)	A single HS Failure lasts <u>1 hour or longer</u>	An additional <u>1 day of Base Service</u> for the affected Individual Space <u>for each hour</u> that the HS Failure exists
Temperature Failure	<u>Each</u> Temperature Failure	<u>1 day of Base Service</u> for affected Individual Space
Temperature Failure (Prolonged)	A single HS Failure lasts <u>1 hour or longer</u>	An additional <u>1 day of Base Service</u> for the affected Individual Space <u>for each hour</u> that the Temperature Failure exists
Carrier Services Failure	Cumulative availability of Carrier Services of <u>less than 99.5% in any calendar month.</u>	1 day of services fees for the affected Carrier Services element for each hour that the Carrier Services Failure exists.
Cross Connection Failure	<u>One or more</u> Cross Connection Failure(s) <u>in any calendar day</u>	The <u>daily service fees</u> for the affected Cross Connection for each day that a Cross Connection Failure exists
Resold Network Failure	Cumulative availability of Resold Network of <u>less than 99.5% in any calendar month.</u>	The monthly service fees for the affected Resold Network element in a percentage equal to <u>the abatement Iron Mountain receives from its third-party telecommunications provider</u>
Managed Internet Access Failure	<u>One or more</u> Managed Internet Access Failure(s) for more than <u>in any calendar day</u>	The <u>daily service fees</u> for the affected Managed Internet Access for each day that a Managed Internet Access Failure exists
Response Time Failure	<p><u>High Priority Authorized Requests:</u> Failure to begin work within 30 minutes of receipt</p> <p><u>Medium Priority Authorized Requests:</u> Failure to acknowledge request within 30 minutes of receipt</p> <p><u>Low Priority Authorized Requests:</u> Failure to acknowledge request within 90 minutes of receipt</p>	<u>1 hour of Helping Hands fees</u> for each Response Time Failure

3. **Failure Maximum Abatement.** In no event will the maximum, cumulative abatement in any calendar month for each Failure listed above exceed one (1) month of Base Service or monthly fees for the applicable Individual Space or Services (the “Maximum Abatement”). The Maximum Abatement for each Failure will apply regardless of the number or duration of such Failure(s) within the calendar month. In the event there would otherwise be abatement under this SLA in excess of the Maximum Abatement for a particular calendar month, then the excess shall not carry over to any subsequent period and shall be deemed extinguished and of no force or effect.

4. **SLA Applicability.**

4.1. **Exceptions.** Customer shall not be entitled to any abatement whatsoever (and shall have no rights or remedies under this SLA or otherwise), and no Failure of any kind shall be deemed to have occurred, if any of the following exists:

- (a) Customer is in breach or default under the Agreement at the time of the Failure in question;
- (b) Customer has not notified Iron Mountain’s operations team of such Failure via phone, email, web portal or in-person notification within three (3) days of the Failure in question; or
- (c) The Failure in question is caused by any of the following: (a) any equipment (including without limitation, any Customer Equipment) of (or otherwise used by or in possession of) Customer or Customer Representatives, or any software running on such equipment; (b) any act or omission of Customer or Customer Representatives; or (c) a Force Majeure Event.

4.2. **Per Event Maximum.** Customer’s aggregate abatement for a single event causing one or more concurrent Failure(s) as defined this SLA shall not exceed one (1) month’s total Base Service and the monthly recurring fees for the affected Individual Space and Services (as set forth on the applicable Order Form(s)). The foregoing limitation shall apply regardless of (i) such event causing more than one (1) type of Failure; or (ii) the length of time such Failure(s) persist(s).

EXHIBIT 1: IRON MOUNTAIN DATA CENTER RULES & REGULATIONS

While on-site at the Data Center, Customer (including its employees, agents, visitors and other representatives), Customer Representatives, and Customer's third party contractors (each a "Tenant") shall comply with the Data Center rules and regulations set forth in this Exhibit.

Electrical and Safety

- Customer shall notify Iron Mountain in advance of all Customer Equipment installations that require the installation of new power strips, cabinets, or racks. Customer may provide such notification by opening a ticket with the IMHELP phone number, an email, or a ticket in the IMHELP portal.
- Only Iron Mountain staff may install, change, or manipulate power circuits, and only Iron Mountain electricians may provide power circuits from power distribution units or Starline bus disconnects. Tenants shall not attempt to connect any device to the Starline bus or into any power panel, as this may result in injury or death.
- Tenants may only connect devices with current UL or equivalent listings to electrical power distribution. Tenants shall not alter any equipment's electrical configuration (e.g. stripping plugs) before connecting it to Iron Mountain electrical distribution. Upon Customer request, Iron Mountain Master Electricians and Engineers may design and evaluate specialized installations.
- Tenants may only plug one power strip or rack PDU into each whip from the electrical distribution system. Tenants may not use devices or power strips with frayed or defective wiring due to risk of fire.
- Iron Mountain generally provisions power circuits in an A+B redundant manner. Customer shall not draw more than 80% of the rated load for either A+B from the combined A+B circuits at any time. This requirement ensures that the Customer is properly protected in the event of a power system failure or outage.

Housekeeping

- Customer shall open an associated installation ticket for all equipment shipped to an Iron Mountain facility, which Customer may open by email, phone call, or the IMHELP portal. Customer shall include shipping information, including shipper name and tracking/ID number, and shall clearly specify any special handling requirements. Iron Mountain may reject packages not obtaining such documentation.
- Tenants shall not leave cardboard or other packaging, except for static-proof Mylar bags, on the Data Center floor at any time, including for installations. Tenants shall leave cardboard in the Data Center entrance vestibule/lobby or at a designated staging area. Tenants may store boxes in customer storage areas off of the Data Center floor; Iron Mountain may remove cardboard boxes in customer cages from the Data Center floor, unopened.
- Tenants shall only manipulate, view, or remove Customer Equipment in the Customer Space. In the event that other customers' cabinets or cages are unlocked or accessible, Tenants shall notify Iron Mountain staff.
- Tenants shall return crash carts and other Iron Mountain equipment when they have finished utilizing it or when Tenants exit the site. Iron Mountain may enter the Customer Space to retrieve Iron Mountain property without notification.
- Tenants shall not bring food or beverages, including bottled water, onto any part of the Data Center white space. Food and beverages are permitted in all break areas, staging areas, and lobbies.

Access Control and Security

- Visitors to the Data Center must have two forms of identification. One of those forms of identification must be a photo ID issued by a government agency, foreign or domestic. Iron Mountain may also require two forms of identification when issuing a Tenant an Iron Mountain badge. Acceptable forms of photo identification include:
 - U.S. Passport or U.S. Passport Card
 - Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address
 - ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address
- Iron Mountain strictly controls access to the Data Center for reasons of security, safety and audit. Customer personnel (excluding authorized Customer Representatives) wishing to visit should open an IMHELP ticket, if possible. Iron Mountain strongly desires that Tenants who visit Iron Mountain sites on a regular basis be badged, which requires a background check. In the event a non-badged Tenant requires access to Customer Equipment due to an emergency response situation, Iron Mountain

staff will provide a complementary escort for such Tenant. Tenants shall wear Iron Mountain badges at all times while within the facility.

- Customer shall not use audible alarms or strobe light alarms if they can be observed or heard from any other customer's cabinets or cage. In the event that an audible or strobe alarm is observed from another customer's area, Iron Mountain may silence the alarm or device.
- Iron Mountain Corporate Security staff may search all individuals entering and leaving the Data Center and Customer packages, bags, and vehicles via appropriate means according to local and state legal guidelines. A copy of said guidelines will be available for review at all times. In the event that Customer requires special handling of staff or packages, Customer shall place a note in the IMHELP access ticket and Iron Mountain shall accommodate all special requirements. Iron Mountain may not permit entry to persons refusing said inspection.
- Tenants may place video recording equipment inside their cabinets or cages, but must configure such equipment to only capture video of Tenants and Iron Mountain employees working on the Customer Equipment. Customer shall place visible signage noting that such recording is taking place and identity of the recording party. Iron Mountain Security will review all security devices placed in the Customer Space to ensure compliance with contractual obligations of other customers.
- Tenants must agree to camera surveillance as a condition of their entry into the Data Center. Any individual who does not consent to still and video camera operation may not enter the Data Center.
- Tenants shall not bring any of the following items into the Data Center: intoxicants (including alcohol), firearms, non-lethal weapons (including Tasers, batons, and sprays), and recording equipment (except as noted above). Additionally, Tenants may not use photographic equipment (including cell phone cameras) at any time at the Data Center without specific permission from Iron Mountain Security.
- Certain areas of the Data Center are off limits to Tenants and unauthorized Iron Mountain staff. Those areas include, but are not limited to, "meet-me" rooms, fiber distribution frames, electrical rooms, mechanical rooms and corridors, and security offices and monitoring areas. Such areas will have clear and legible warnings of non-entry. Due to OSHA regulations and Iron Mountain's obligations to customer reliability and privacy, any unauthorized entry into these areas will result in the violator being barred from having any further access to Iron Mountain property, and may result in personal civil or criminal liability. All Customer Representatives must utilize their Iron Mountain issued badges for access to all areas. "Piggybacking" occurs when an individual purposely allows someone to follow them through a physical security device into a controlled area without swiping their identification card. "Tailgating" occurs when an authorized individual enters a controlled area and unknowingly allows an unauthorized individual to enter through a physical security device (without swiping his/her badge) before it secures. No Tenant may engage in, or allow another Tenant or any third party to engage in piggybacking or tailgating. Failure to comply with this obligation will be deemed a material breach of these Data Center Rules and Regulations. Each Tenant must ensure that other individuals do not follow the Tenant into controlled areas, and Tenants must not hold a door open for any individual without verifying such individual's badge and ensuring he/she swipes the badge before entering. Tenants must prominently display valid identification cards on his/her person such that identification is easily viewed. Tenants must swipe their access cards at the card reader when entering a secure area, even if another individual holds open the door. Tenants who have forgotten or lost their identification cards shall report to security and/or the receptionist to acquire a temporary badge, and shall not piggyback or tailgate into the Data Center or secured areas.
- Tenants shall not utilize motor or electric vehicles on Iron Mountain campuses or in the Data Center without prior written authorization from Iron Mountain. Tenants must obey all provided vehicle operations rules, especially regarding speed, authorized routes, and safety.

Special Terms and Conditions for Insight Products

1. DEFINITIONS. Capitalized terms shall have the meanings set forth in this section, or in the section where they are first used.

1.1 “Access Protocols” means the usernames, passwords, access codes, encryption keys, service accounts, technical specifications, connectivity standards or protocols, or other relevant procedures, as may be necessary to allow Customer to access the Services.

1.2 “Affiliates” means those entities controlling, controlled by, under common control with, or having a common parent with, either Iron Mountain or Customer as applicable. For purposes of the foregoing definition, “control” (including “controlling”, “controlled by” and “under common control with”) shall mean direct or indirect ownership of: (a) not less than fifty percent (50%) of the voting stock of a corporation; (b) the right to vote not less than fifty percent (50%) of the voting stock of a corporation; or (c) not less than fifty percent (50%) ownership interest in a partnership or other business entity. If the Parties wish to add Customer’s Affiliate to receive Services under this Agreement, such Affiliate and Iron Mountain shall execute a Statement of Work, which will be subject to the terms and conditions of this Agreement. Upon execution of a Statement of Work by Customer’s Affiliate, any reference to “Customer” within this Agreement shall be deemed to include Customer’s Affiliate.

1.3 “Authorized User” means any individual who is an employee of Customer or such other person or entity as may be authorized by Customer to access the InSight Services pursuant to Customer’s rights under this Agreement. An authorized user is granted access using the Customer owned Identity Provider (“**IDP**”) or through an Iron Mountain managed IDP.

1.4 “AUP” means the acceptable use policy for Iron Mountain’s hosting provider, currently found at: <https://cloud.google.com/terms/aup>, which may be updated from time to time by the Host (as defined in Section 6.7).

1.5 “Customer Data” means all content, data and information provided by, or on behalf of, Customer to Iron Mountain through the Services under this Agreement. For the avoidance of doubt, Customer Data does not include Usage Data or any other information reflecting the access or use of the InSight Services by or on behalf of Customer or any Authorized User.

1.6 “Documentation” means the user manuals, training materials, reference guides, instruction materials, help files and similar documentation provided by Iron Mountain or its suppliers to Customer in hard copy or electronic form or available on Iron Mountain’s online portal describing the use, operations, features, functionalities, user responsibilities, procedures, commands, requirements, limitations and capabilities of and/or similar information about the Services.

1.7 “Encrypted” or “encrypted” shall mean data that has been rendered through algorithmic transformation or any other means available into an unrecognizable form in which meaning cannot be understood without the use of a confidential process or key.

1.8 “High Risk Activities” means uses such as the operation of nuclear facilities, air traffic control, or life support systems, where the use or failure of the Services could lead to death, personal injury, or environmental damage.

1.9 “InSight Services” means the hosting of the Customer Data on the Iron Mountain InSight platform, the classification and extraction of relevant metadata using machine learning (“**ML**”) and artificial intelligence (“**AI**”) models, and integration APIs, and the access and search capabilities available through the Iron Mountain InSight platform.

1.10 “Intellectual Property Rights” means any and all now known or hereafter existing (a) rights associated with works of authorship, including copyrights, mask work rights, and moral rights; (b) trademark or service mark rights; (c) trade secret rights; (d) patents, patent rights, and industrial property rights; (e) layout design rights, design rights, and other proprietary rights of every kind and nature other than trademarks, service marks, trade dress,

and similar rights; and (f) all registrations, applications, renewals, extensions, or reissues of the foregoing, in each case in any jurisdiction throughout the world.

1.11 “Implementation Services” means the services documented in an SOW, including service details related to IDP integration, security controls and special accommodations which require Iron Mountain assistance to implement.

1.12 “Professional Services” means the training, customization, Implementation Services, data ingestion, consulting or other services Iron Mountain or its suppliers may perform for the benefit of Customer in connection with the InSight Services as set forth in a Statement of Work.

1.13 “Usage Data” means the data and information related to Customer’s use, patterns, trends, and other statistical data derived from the InSight Services that is used by Iron Mountain in an aggregate and anonymized manner to provide, operate, maintain, and improve Iron Mountain products and services.

1.14 “Services” means the InSight Services, Professional Services and Support Services, as may be set forth in one or more Statement(s) of Work.

1.15 “Services Technology” means the software, databases, platforms and other technologies used by or on behalf of Iron Mountain in performing the Services, whether operated directly by Iron Mountain or through the use of third-party services.

1.16 “Statement of Work” or “SOW” means a document that (a) contains details regarding the Services to be performed or provided, including pricing and other specifics, (b) is mutually agreed upon and executed by the Parties, and (c) is incorporated into this Agreement.

1.17 “Support Services” means the support services and related maintenance for the InSight Services purchased by Customer as described in a Statement of Work.

2. PROVISION OF SERVICES

2.1 Services Use. Subject to and conditioned on Customer’s and its Authorized Users’ compliance with the terms and conditions of this Agreement, Iron Mountain hereby grants Customer a non-exclusive, non-transferable right, during the Term of this Agreement, solely for Customer’s internal business purposes and in accordance with the limitations and restrictions contained herein, (a) to access and use the Services in accordance with this Agreement and the Documentation; and (b) to use the Documentation solely to support Customer’s use of the Services. Iron Mountain may change or modify the Documentation and Services, including adding or removing features and functions, from time to time, provided that in no event will such modifications materially reduce the functionality provided to Customer during the Term.

2.2 Access Protocols. Iron Mountain will provide the Services to Customer at the rates and charges set forth in the applicable Statement(s) of Work. Iron Mountain will work with the Customer to provide access through the mutually agreed Access Protocol implementation process, including providing Customer with training on user account setup and access control implementation with the applicable IDP. Customer is solely responsible for obtaining and maintaining its equipment, computers, networks, and communications, including Internet access, required to access and utilize the Services and for all expenses related thereto. Iron Mountain is not responsible for any issues relating to access attributable to Customer or any third party. Customer agrees to maintain and update an industry leading anti-virus program within its computer systems that are used in connection with the Services.

2.3 Authorized Users. Customer may designate its Authorized Users and their access rights to the features and functions of the InSight Services. Usernames and passwords (“**User IDs**”) cannot be shared or used by more than one Authorized User at a time. Depending on the agreed login and authorization implementation, Iron Mountain may assist the Customer with establishing User IDs for Customer’s Authorized User who has been designated as a “User Manager” and provide such User Manager with rights to create, control and manage its portfolio of Authorized Users, including, but not limited to, the number of Authorized Users and all User IDs, in accordance with the Access Protocols. Customer shall not disclose or make available User IDs or other Access Protocols other than to Customer’s Authorized Users and shall prevent unauthorized access to, or use of, the InSight

Services, and will notify Iron Mountain promptly of any actual or suspected unauthorized use. Customer is solely responsible for managing the User IDs and access rights of its Authorized Users, including, but not limited to, terminating an Authorized User's access if such individual is no longer employed by Customer or otherwise authorized to have access. Customer is responsible for ensuring all Authorized Users comply with Customer's obligations under this Agreement. Iron Mountain reserves the right (a) to track and review user profiles, access and activity at any time, and (b) to terminate any User ID that it reasonably determines may have been used in a way that breaches this Section 3.3.

2.4 Professional Services. Iron Mountain will provide Professional Services as may be mutually agreed to by the Parties from time to time and set forth in one or more Statement(s) of Work. Each Statement of Work will be subject to the terms and conditions of this Agreement.

2.5 Other Services. Iron Mountain's services outside the scope of this Agreement, if any, shall be provided pursuant to Iron Mountain's then-current applicable services policies and procedures, including, at a minimum, negotiation and execution of Iron Mountain's then-current agreement for such service and payment of Iron Mountain's then-current fees for such services, plus Iron Mountain's reasonable costs and expenses incurred in providing such services.

3. INTELLECTUAL PROPERTY

3.1 Ownership. The Services, Documentation, Usage Data and all other materials provided by Iron Mountain hereunder, including but not limited to all manuals, reports, records, programs, data and other materials, and all worldwide Intellectual Property Rights in each of the foregoing, are the exclusive property of Iron Mountain and its suppliers. All rights in and to the Services, Documentation and Usage Data not expressly granted to Customer in this Agreement are reserved by Iron Mountain and its suppliers. Except as expressly set forth herein, no express or implied license or right of any kind is granted to Customer regarding the Services, Documentation, Usage Data or any part thereof, including any right to obtain possession of any source code, data or other technical material related to the Services. In furtherance of the foregoing, Customer hereby unconditionally and irrevocably grants to Iron Mountain an assignment of all its right, title and interest in and to the Usage Data, including all Intellectual Property Rights relating thereto.

3.2 License; Ownership. Customer grants Iron Mountain and its suppliers a non-exclusive, worldwide, royalty-free and fully paid license to access, use, reproduce, modify, display, process and store the Customer Data and any metadata extracted from such data as necessary for purposes of providing the Services for the Customer and building, training and maintaining its machine learning models. All data resulting from ML and AI processing, including classification and extracted metadata ("**Derivative Data**"), are property of the Customer and the Customer shall be provided access to Derivative Data, subject to the terms contained herein governing the destruction of such data upon termination of this Agreement. Iron Mountain will not retain Customer Data or Derivative Data in ML and AI models or otherwise to use or share with other customers. The Customer Data hosted by Iron Mountain as part of the Services, and all worldwide Intellectual Property Rights in it, are the exclusive property of Customer. All rights in and to the Customer Data and any Derivative Data not expressly granted to Iron Mountain in this Agreement are reserved by Customer. Under this Agreement, the Parties acknowledge and agree that Iron Mountain is a data processor.

3.3 Restrictions on Use. Customer shall not permit any party to access or use the Services, Services Technology or Documentation, other than the Authorized Users. Customer agrees that it will not, and will not permit any Authorized User or other party to: (a) copy, modify, adapt, alter or translate, in whole or in part, the Services Technology, Documentation or any component thereof; (b) license, sublicense, sell, resell, lease, rent, loan, transfer, assign, distribute, or otherwise commercially exploit or make available, in whole or in part, the Services, Services Technology or Documentation to any third party; (c) reverse engineer, decompile, disassemble, decode, adapt or otherwise derive or determine or attempt to derive, determine or gain access to the source code (or the underlying ideas, algorithms, structure or organization) of or make derivative works based upon the Services Technology, Documentation or any component thereof, in whole or in part; (d) disclose or transmit any information regarding the Services, Services Technology or Documentation to any individual other than an Authorized User, except as expressly allowed herein; (e) use or access the Services, Services Technology or Documentation to build a similar product; (f) use the Services, Services Technology or any component thereof (I) to send or store infringing, threatening, harassing, defamatory, libelous, obscene, pornographic, indecent or otherwise unlawful or tortious

material, including material harmful to children or violating third party privacy rights, (II) to send or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs, (III) for High Risk Activities, or (IV) in any manner or for any purpose that infringes, misappropriates, or otherwise violates any Intellectual Property Rights or other right of any person or that violates any applicable law; (g) disclose the results of any benchmark test of Services, Services Technology or Documentation to any third party; (h) interfere with or disrupt the integrity or performance of the Services, Services Technology or the data contained therein; or (i) bypass or breach any security device or protection used for or contained in the Services or Services Technology or otherwise attempt to gain unauthorized access to the Services, Services Technology or its related systems or networks. Unless otherwise specified in writing by Iron Mountain, Iron Mountain does not intend use of the Services to create obligations under the Health Insurance Portability and Accountability Act of 1996 as it may be amended from time to time and any regulations issued under it (“**HIPAA**”), and Iron Mountain makes no representations that the Services satisfy HIPAA requirements. Customer shall not provide Iron Mountain access to, nor use the Services for any purpose or in any manner involving Protected Health Information (as defined in HIPAA) unless specifically agreed to in writing by the Parties (including through the signing of a Business Associate Agreement).

3.4 Open Source Software. Certain items of software may be provided to Customer with the Services and are subject to “open source” or “free software” licenses (“**Open Source Software**”). Some of the Open Source Software is owned by third parties. The Open Source Software is not subject to the terms and conditions of the section titled *Indemnification* or the subsection titled *Services Use*. Instead, each item of Open Source Software is licensed under the terms of the end-user license that accompanies such Open Source Software. Nothing in this Agreement limits Customer’s rights under, or grants Customer rights that supersede, the terms and conditions of any applicable end user license for the Open Source Software.

3.5 Feedback. If Customer provides Iron Mountain any feedback or suggestions about the Services or Documentation (the “**Feedback**”), then Iron Mountain may use that information without obligation to Customer, and Customer hereby irrevocably assigns all rights, title and interest in the Feedback to Iron Mountain.

4. FEES AND EXPENSES; PAYMENTS

4.1 Fees. In consideration for the access rights granted to Customer and the Services performed by Iron Mountain under this Agreement, Customer will pay to Iron Mountain the fees set forth in the applicable Statement(s) of Work. Fees and charges during the Initial Term shall be as set forth in the applicable Statement(s) of Work,.

4.2 .

4.3 Taxes. The fees are exclusive of all applicable sales, use, value-added and other taxes, and all applicable duties, tariffs, assessments, export and import fees, or other similar charges, and Customer will be responsible for payment of all such taxes (other than taxes based on Iron Mountain’s income), fees, duties, and charges and any related penalties and interest, arising from the payment of the fees and the delivery of the Services to Customer under this Agreement. Customer shall not be responsible for any federal or state income taxes, franchise taxes, excess profits taxes, gift taxes, capital stock taxes, or inheritance, succession or estate taxes imposed on Iron Mountain.

5. CUSTOMER RESPONSIBILITIES

5.1 Customer Warranty. Customer represents and warrants that (a) it is the owner or legal custodian of the Customer Data; (b) it has all necessary consents, authorizations and/or legal permissions required to direct and enable Iron Mountain and its suppliers to access, use and process the Customer Data as set forth in this Agreement; and (c) any Customer Data hosted by Iron Mountain as part of the Services shall not (i) infringe any copyright, trademark, or patent; (ii) misappropriate any trade secret; (iii) be defamatory, obscene, pornographic or unlawful; (iv) contain any viruses, worms or other malicious computer programming codes intended to damage Iron Mountain’s systems or data; or (v) otherwise violate the rights of a third party or violate any applicable law. Iron Mountain is not obligated to back up any Customer Data. Customer agrees that any use of the Services contrary to or in violation of the representations and warranties of Customer in this Section constitutes unauthorized and improper use of the Services. Customer will immediately notify Iron Mountain of any issues of which it becomes aware that could negatively impact Iron Mountain’s use of the Customer Data in accordance with the terms of this Agreement.

5.2 Customer Responsibility for Data and Security. Customer and its Authorized Users shall have access to the Customer Data and shall be responsible for (a) all changes to and/or deletions of Customer Data, the maintaining security and confidentiality of all User IDs and other Access Protocols required in order to use and access the InSight Services, and (b) all activities that occur in connection with such use and access. Iron Mountain and its suppliers are not responsible or liable for the deletion of or failure to store any Customer Data; Customer is responsible for securing and backing up the Customer Data that is provided to Iron Mountain. Iron Mountain shall maintain service accounts and encryption keys on behalf of the Customer necessary to perform the Services. Iron Mountain shall not be liable to Customer for its inability to perform the Services due to Customer's failure to provide such access. Customer shall have the sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of all Customer Data, and for ensuring that it complies with the AUP. Iron Mountain and its suppliers reserve the right to review the Customer Data for compliance with the AUP. In no event will Iron Mountain be liable for any loss of Customer Data or other claims arising out of or in connection with the unauthorized acquisition or use of Access Protocols.

5.3 Cooperation. Customer agrees to provide Iron Mountain with such cooperation, materials, information, access and support which Iron Mountain deems reasonably required to allow Iron Mountain to successfully provide the Services. Customer understands and agrees that the success of the Services is contingent upon Customer providing such cooperation, materials, information, access and support.

5.4 Data Transmittal. Customer shall transmit any Customer Data to Iron Mountain in accordance with the acceptable methods and requirements for data transmittal set forth in a Statement of Work or Documentation. All Customer Data transmitted must use secure and encrypted protocols. Customer assumes full responsibility to safeguard against unauthorized access and to encrypt its electronic Customer Data prior to and during the transmission and transfer of its electronic Customer Data to Iron Mountain. With respect to physical and tangible Customer Data, the terms and conditions of this Agreement shall apply only to physical and tangible Customer Data that is in Iron Mountain's possession in the performance of the Services. Physical and tangible Customer Data shall only be deemed to be in Iron Mountain's possession while in an Iron Mountain facility, in an Iron Mountain vehicle or in the custody of an Iron Mountain employee. Customer shall have the ability to export Customer Data hosted by Iron Mountain as part of the Services out of the Host's (as defined below) platform.

5.5 Host. Iron Mountain will store the Customer Data on a hosting service provided by a third party ("**Host**"), which as of the Effective Date shall be the Google Cloud Platform ("**GCP**"), pursuant to Iron Mountain's agreement with Google, during which time it will be maintained in accordance with Google's Cloud Platform terms, which can be found at <https://cloud.google.com/terms>. Iron Mountain may change the Host upon notice to Customer, at which time it will be maintained in accordance with the then-current terms of the new Host.

6. CONFIDENTIALITY

6.1 Confidential Information. During the Term of this Agreement, each Party (the "**Disclosing Party**") may provide the other Party (the "**Receiving Party**") with certain information regarding the Disclosing Party's business, technology, products, or services or other confidential or proprietary information, and which is marked as "confidential" or "proprietary" or would normally under the circumstances be considered confidential information (collectively, "**Confidential Information**"). Customer Data will be considered Confidential Information of Customer, and the Services, Services Technology, Documentation, Usage Data and all enhancements and improvements thereto will be considered Confidential Information of Iron Mountain.

6.2 Protection of Confidential Information. The Receiving Party agrees that it will (a) not disclose to any third party any Confidential Information of the Disclosing Party, except (i) to its Affiliates, directors, employees, agents, suppliers or subcontractors to the extent such disclosure is necessary for the performance of this Agreement and who have agreed to restrictions similar to those set forth in this Section 7 or (ii) as may be required by law; (b) not use any Confidential Information of the Disclosing Party except for the purposes contemplated by this Agreement; and (c) protect the Disclosing Party's Confidential Information from unauthorized use, access, or disclosure in the same manner that it protects its own confidential and proprietary information of a similar nature, but in no event with less than reasonable care.

6.3 Exceptions. The confidentiality obligations set forth in this section will not apply to any information that (a) becomes generally available to the public through no fault of the Receiving Party; (b) is lawfully provided to

the Receiving Party by a third party free of any confidentiality duties or obligations; (c) was already known to the Receiving Party at the time of disclosure; or (d) the Receiving Party can prove, by clear and convincing evidence, was independently developed by employees and contractors of the Receiving Party who had no access to the Confidential Information. In addition, the Receiving Party may disclose Confidential Information to the extent that such disclosure is necessary for the Receiving Party to enforce its rights under this Agreement or is required by law, governmental regulation, court order, subpoena, warrant, governmental regulatory or agency request, or other valid legal authority, legal procedure or similar process (“**Legal Process**”), provided that the Receiving Party uses commercially reasonable efforts to promptly notify the Disclosing Party in writing of such required disclosure unless the Receiving Party is informed that (i) it is legally prohibited from giving notice or (ii) the Legal Process relates to exceptional circumstances involving danger of death or serious physical injury to any person. The Receiving Party will cooperate with the Disclosing Party if the Disclosing Party seeks an appropriate protective order.

7. WARRANTIES AND DISCLAIMERS

7.1 Limited Warranty for Professional Services. Iron Mountain warrants to Customer that it will perform the Professional Services using reasonable care and skill.

7.2 Disclaimer. THE LIMITED WARRANTY SET FORTH IN SECTION 8.1 IS MADE FOR THE BENEFIT OF CUSTOMER ONLY. EXCEPT AS EXPRESSLY PROVIDED IN SECTION 8.1 AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IRON MOUNTAIN AND ITS SUPPLIERS MAKE NO (AND HEREBY DISCLAIM ALL) OTHER WARRANTIES, WHETHER WRITTEN, ORAL, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF SATISFACTORY QUALITY, COURSE OF DEALING, TRADE USAGE OR PRACTICE, MERCHANTABILITY, NONINFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE. INSIGHT SERVICES ARE PROVIDED “AS IS” AND NEITHER IRON MOUNTAIN NOR ITS SUPPLIERS WARRANT THAT ALL ERRORS OR DEFECTS CAN BE CORRECTED, OR THAT OPERATION OF THE SERVICES SHALL BE UNINTERRUPTED OR ERROR-FREE. THE SERVICES ARE NOT DESIGNATED OR INTENDED FOR HIGH RISK ACTIVITIES.

8. LIMITATION OF LIABILITY

8.1 Types of Damages. TO THE MAXIMUM EXTENT LEGALLY PERMITTED UNDER APPLICABLE LAW, NEITHER PARTY NOR IRON MOUNTAIN’S SUPPLIERS SHALL BE LIABLE FOR ANY SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE, INCIDENTAL, CONSEQUENTIAL OR SIMILAR LOSSES OR DAMAGES OF ANY NATURE INCLUDING, BUT NOT LIMITED TO, DAMAGES OR COSTS DUE TO LOSS OF PROFITS, REVENUE, GOODWILL, PRODUCTION OR USE, BUSINESS INTERRUPTION, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR THE LOSS OR COST OF RECREATING ANY DATA, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, REGARDLESS OF THE CAUSE OF ACTION OR THE THEORY OF LIABILITY, WHETHER IN TORT, CONTRACT, OR OTHERWISE, EVEN IF A PARTY WAS ADVISED OF, KNEW OF OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES.

8.2 Amount of Damages. TO THE MAXIMUM EXTENT LEGALLY PERMITTED UNDER APPLICABLE LAW, THE MAXIMUM LIABILITY OF IRON MOUNTAIN AND ITS SUPPLIERS ARISING OUT OF OR IN ANY WAY CONNECTED TO THIS AGREEMENT SHALL NOT EXCEED THE FEES PAID BY CUSTOMER TO IRON MOUNTAIN UNDER THIS AGREEMENT DURING THE SIX (6) MONTHS PRECEDING THE ACT, OMISSION OR OCCURRENCE GIVING RISE TO SUCH LIABILITY.

8.3 Exceptions to Limitations. NOTHING IN THIS AGREEMENT SHALL LIMIT OR EXCLUDE EITHER PARTY’S LIABILITY FOR: (A) GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT; (B) DEATH OR BODILY INJURY RESULTING FROM ITS NEGLIGENCE OR THE NEGLIGENCE OF ITS EMPLOYEES OR AGENTS; (C) FRAUD OR FRAUDULENT MISREPRESENTATION; (D) MISAPPROPRIATION OR INFRINGEMENT OF THE OTHER PARTY’S INTELLECTUAL PROPERTY RIGHTS; (E) OBLIGATIONS UNDER SECTION 10; (F) CUSTOMER’S PAYMENT OBLIGATIONS; OR (G) MATTERS FOR WHICH LIABILITY CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW.

9. INDEMNIFICATION

9.1 By Iron Mountain. Iron Mountain will defend at its expense any suit brought against Customer, and will pay any settlement Iron Mountain makes or approves, or any damages finally awarded in such suit, insofar as such suit is based on a claim by any third party alleging that the Services misappropriates any trade secret recognized under the Uniform Trade Secrets Act or infringes any copyright or United States patent issued as of the Effective Date. If any portion of the Services becomes, or in Iron Mountain's opinion is likely to become, the subject of a claim of infringement, Iron Mountain may, at Iron Mountain's option: (a) procure for Customer the right to continue using the Services; (b) replace the Services with non-infringing services which do not materially impair the functionality of the Services; (c) modify the Services so that it becomes non-infringing; or (d) terminate this Agreement and refund any fees actually paid by Customer to Iron Mountain for the remainder of the Term then in effect, and upon such termination, Customer will immediately cease all use of the Documentation and Services. Notwithstanding the foregoing, Iron Mountain shall have no obligation under this section or otherwise with respect to any infringement claim based upon (w) any use of the Services not in accordance with this Agreement or as specified in the Documentation; (x) any use of the Services in combination with other products, equipment, software or data not supplied by Iron Mountain; (y) any modification of the Services by any person other than Iron Mountain or its authorized agents or (z) Customer's breach of this Agreement. This subsection states the sole and exclusive remedy of Customer and the entire liability of Iron Mountain, or any of the officers, directors, employees, shareholders, contractors or representatives of the foregoing, for infringement claims and actions.

9.2 Procedure. The indemnifying Party's obligations as set forth above are expressly conditioned upon each of the foregoing: (a) the indemnified Party shall promptly notify the indemnifying Party in writing of any threatened or actual claim or suit; (b) the indemnifying Party shall have sole control of the defense or settlement of any claim or suit; and (c) the indemnified Party shall cooperate with the indemnifying Party to facilitate the settlement or defense of any claim or suit.

10. TERM AND TERMINATION

10.1 Term. This Agreement commences on the Effective Date and remains in effect for a period of [INITIAL TERM] or as otherwise set forth in the applicable Statement of Work(s), whichever is longer ("**Initial Term**"), unless earlier terminated as set forth below. This Agreement shall be automatically renewed for consecutive one (1) year terms (each, a "**Renewal Term**") unless either Party provides written notice to the other of non-renewal at least thirty (30) days prior to the expiration of the then-current term. Under this Agreement, "**Term**" shall mean the Initial Term together with any Renewal Term(s).

10.2 Suspension of Services by Iron Mountain. Iron Mountain may suspend or limit Customer's or any Authorized User's use of the Services provided under this Agreement (including, without limitation, its transmission or retrieval of Customer Data) immediately upon written notice to Customer, without liability, for any one of the following reasons: (a) Customer fails to pay any undisputed fees as and when due pursuant to this Agreement or the applicable Statement of Work and such failure continues for a period of thirty (30) days; (b) the Services are being used by Customer or any of its Authorized Users in violation of any applicable federal, state or local law, ordinance or regulation; (c) the Services are being used by Customer or any of its Authorized Users in an unauthorized manner; (d) Customer's or any of its Authorized User's use of the Services violates the AUP, adversely affects Iron Mountain's provision of services to other customers or poses a security risk to Iron Mountain's systems; or (e) a court or other governmental authority having jurisdiction issues an order prohibiting Iron Mountain from furnishing the Services to Customer. During any such suspension, Customer shall remain responsible and liable for all fees due for the suspended Services. If any of the foregoing grounds for suspension continues for more than fifteen (15) days, Iron Mountain shall have the right to terminate the Agreement for cause and without an opportunity to cure by Customer.

10.3 Effect of Termination. If this Agreement expires or is terminated for any reason, then: (a) Customer's rights to access and use the Services shall immediately terminate; (b) all fees owed by Customer to Iron Mountain will be immediately due upon receipt of the final invoice; (c) Iron Mountain and the Customer shall delete all Customer Data from the Host and InSight Services by the termination or expiration date of this Agreement; and (d) upon request and subject to the Host's terms and policies to the extent applicable, each Party will use commercially reasonable efforts to return or delete all Confidential Information of the other Party, provided that, for clarity, Iron Mountain's obligations under this subsection (d) do not apply to any Usage Data. In the event that Customer Data remains on the Host after the expiration or termination of this Agreement, the terms of this Agreement

shall continue to apply until all Customer Data has been removed from the Host. The sections and subsections titled *Definitions, Restrictions on Use, Confidentiality, Warranties and Disclaimers, Limitation of Liability, Indemnification, Effect of Termination, and Miscellaneous* will survive expiration or termination of this Agreement for any reason.

11. MISCELLANEOUS

11.1 Publicity. Iron Mountain and Customer may issue joint external communications regarding the performance of the Services. Upon mutual agreement, Customer will speak to the press and a limited number of potential Iron Mountain customers as a reference customer. Upon Customer's prior written consent, Customer also agrees to allow Iron Mountain to use its name; trademarks, service marks, logos and other distinctive brand features of Customer; application; and non-competitive deployment details in both text and pictures in its various marketing communications and materials. Iron Mountain may verbally reference Customer as a customer of the Services. Neither Party needs approval if it is repeating a public statement that is substantially similar to a previously-approved public statement.

11.2 Compliance. Each Party shall comply with, and retain responsibility for its compliance with, all applicable export control laws and economic sanctions programs relating to its respective business, facilities, and the provision of services to third parties (collectively, "**Trade Control Laws**"). Iron Mountain shall not be required by the terms of this Agreement to be directly or indirectly involved in the provision of goods, software, services and/or technical data that may be prohibited by applicable Trade Control Laws if performed by Iron Mountain and it shall be in the sole discretion of Iron Mountain to refrain from being involved in such activities.

(a) **Export Laws.** Applicable Trade Control Laws may include U.S. export control laws such as the Export Administration Regulations ("**EAR**") and the International Traffic in Arms Regulations ("**ITAR**"), and U.S. economic sanctions programs that are or may be maintained by the U.S. Government, including sanctions and other controls currently imposed against Cuba, Iran, North Korea, Sudan, Syria and Crimea (territory of Ukraine) (collectively, "**Restricted Countries**"), as well as individuals and entities identified on, or owned or controlled by or acting on behalf of individual or entities identified on, applicable government restricted party lists such as the Specially Designated Nationals and Blocked Persons List, Sectoral Sanctions Identification List, Foreign Sanctions Evader List, Denied Persons List, Unverified List, Entity List and Debarred Parties List (collectively, "**Restricted Parties**").

(b) **Restricted Parties.** Customer represents that neither the Customer nor any of its end users (i) is a Restricted Party; (ii) is located in, organized under the laws of or ordinarily resident in a Restricted Country; (iii) will directly or indirectly export, re-export or otherwise transfer any goods, technology or Services covered by the Agreement to Restricted Countries or Restricted Parties; or (iv) will access or otherwise use the Services from or in a Restricted Country.

(c) **Restricted Activities.** Customer will not directly or indirectly use or transfer the Services (i) in violation of any Trade Control Laws; (ii) for activities directly or indirectly related to the design, development, production, stockpiling or use of nuclear explosive devices, missiles, chemical or biological weapons or other restricted end-uses; or (iii) for activities directly or indirectly related to Restricted Countries or Restricted Parties. Customer will not use the Services or any component thereof to process, export, re-export, store, host or otherwise transfer any Customer Data that is subject to the ITAR or subject to the EAR. Customer is solely responsible for compliance with Trade Control Laws in the use of the Services and in the use and processing of Customer Data or access to Customer Data by Customer. Customer is solely responsible for obtaining and complying with any required licenses or other authorizations under applicable Trade Control Laws for such activities.

11.3 Remedies. Except as provided in the sections titled *Limited Warranty for Professional Services and Indemnification*, the Parties' rights and remedies under this Agreement are cumulative. Customer acknowledges that the Services, Services Technology and Documentation contain valuable trade secrets and proprietary information of Iron Mountain and its suppliers, that any actual or threatened breach of the sections titled *Services Use, Intellectual Property or Confidentiality* or any other breach by Customer of its obligations with respect to Intellectual Property Rights of Iron Mountain or its suppliers will constitute immediate, irreparable harm to Iron Mountain and its suppliers for which monetary damages would be an inadequate remedy. In such case, Iron Mountain and its suppliers will be entitled to immediate injunctive relief without the requirement of posting bond. If any legal action is brought to enforce this Agreement, the prevailing Party will be entitled to receive its attorneys' fees, court costs, and other collection expenses, in addition to any other relief it may receive.

11.4 No Assignment. Neither Party shall assign or otherwise transfer this Agreement, or its rights and obligations herein, without obtaining the prior written consent of the other Party, which shall not be unreasonably withheld, and any attempted assignment or transfer in violation of the foregoing will be null and void; provided, however, that Iron Mountain may assign or transfer this Agreement to an Affiliate. In the event of a change of control (as defined in Section 2.2) of a Party, whether in connection with a merger, acquisition, reorganization or sale of all or substantially all of its assets, or other operation of law, such Party will provide written notice to the other Party at least (30) days prior to the change of control. The terms of this Agreement shall be binding upon the Parties and their respective successors and permitted assigns.

11.5 Contract Terms and Conditions & Commercial Items Federal Acquisition Regulation 52.212-4. To the extent not inconsistent with the terms provided herein, the provisions of FAR 52.212-4 are applicable to this Agreement.

11.6 Independent Contractors. Customer's relationship to Iron Mountain is that of an independent contractor, and neither Party is an agent or partner of the other. Customer will not have, and will not represent to any third party that it has, any authority to act on behalf of Iron Mountain.

11.7 Third Parties. Certain software vendors are intended third party beneficiaries of Section 4.2 of this Agreement for the purposes of protecting their Intellectual Property Rights and for no other purposes.

11.8 Notices. Each Party must deliver all notices or other communications required or permitted under this Agreement in writing to the other Party at the address listed below by courier, by certified or registered mail (postage prepaid and return receipt requested), by electronic mail or by a nationally-recognized overnight delivery service. If delivered by certified or registered mail, any such notice will be considered to have been given five (5) business days after it was mailed, as evidenced by the postmark. If delivered by courier, electronic mail or overnight delivery service, any such notice shall be considered to have been given on the delivery date. Each Party may change its address for receipt of notice by giving notice of such change to the other Party.

To Customer:

[Redacted]
[Redacted]
[Redacted]
Attention: [Redacted]
Telephone: ([Redacted]) [Redacted] - [Redacted]
Fax: ([Redacted]) [Redacted] - [Redacted]
E-Mail: [Redacted]

To Iron Mountain:

Iron Mountain Information Management Services, Inc.
One Federal Street
Boston, MA 02110
Attention: General Manager, GDS
Telephone: ([Redacted]) [Redacted] - [Redacted]
Fax: ([Redacted]) [Redacted] - [Redacted]
E-Mail: [Redacted]

With a copy (which shall not constitute notice but which is nonetheless required for notice) to:

Iron Mountain Information Management Services, Inc.
One Federal Street
Boston, MA 02110
Attention: Legal
Telephone: (617) 535-4766
E-Mail: Legal.Department@ironmountain.com

11.9 Conflict of Terms; Purchase Orders. In the event of a conflict or inconsistency between this text and the terms of any Statement of Work, this text shall govern and control. In the event that Customer issues a purchase order to Iron Mountain covering the Services, any terms and conditions set forth in the purchase order which are in addition to or establish conflicting terms and conditions to those set forth in this Agreement are expressly rejected by Iron Mountain.