groundswell

GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE (FSS) PRICELIST

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order is available through GSA Advantage!®. The website for GSA Advantage!® is: https://www.GSAAdvantage.gov.

Multiple Award Schedule (MAS)
FSC Group: Information Technology and Professional Services Categories
FSC Classes: 7A21, DA01, DB10, DJ01, and R408

CollabraLink Technologies, Inc. (d/b/a Groundswell)

8405 Greensboro Drive, Suite 600
McLean, VA 22102
Phone: (703) 639-1780
Fax: (703) 639-1787
www.collabralink.com
POC for Contract Administration: Joseph McCauley, jmccauley@gswell.com

Contract Number: GS-35F-0398V

Business Size / Status: Other than Small Business

Period Covered by Contract: 05/01/2009 - 04/30/2024

Pricelist current through PS-0058, dated December 13, 2023

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov. Prices shown herein are net (discount deducted)

GSA Contract Holder

Special Item Number 511210, Software Licenses

Special Item Number 518210C, Cloud and Cloud-Related IT Professional Services

Special Item Number 54151, Software Maintenance Services

Special Item Number 54151HACS, Highly Adaptive Cybersecurity Solutions (HACS)

Special Item Number 54151HEAL, Health Information Technology Services

Special Item Number 54151S, Information Technology Professional Services

FPDS Code D301	IT Facility Operation and Maintenance	
FPDS Code D302	IT Systems Development Services	
FPDS Code D306	IT Systems Analysis Services	
FPDS Code D307	Automated Information Systems Design and Integration Services	
FPDS Code D308	Programming Services	
FPDS Code D310	IT Backup and Security Services	
FPDS Code D311	IT Data Conversion Services	
FPDS Code D316	IT Network Management Services	
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)	
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified	

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

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

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

Special Item Number 541611, Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

Special Item Number OLM, Order Level Materials

511210 STLOC, 518210C STLOC, 54151HACS STLOC, 54151HEAL STLOC, 54151S STLOC, OLM STLOC: Section 211 of the E-Government Act of 2002 (the Act) amended the Federal Property and Administrative Services Act to allow for "Cooperative Purchasing." Cooperative Purchasing allows for the Administrator of General Services to provide states and localities access to certain categories offered through the General Services Administration's Multiple Award Schedule contract. The information technology available to state and local governments includes automated data processing equipment (including firmware), software, supplies, support equipment, and services.

511210 RC, 518210C RC, 54151 RC, 54151HACS RC, 54151HEAL RC, 54151S RC, 541611 RC, OLM RC: Section 833 of the National Defense Authorization Act allows state and local governments to purchase products and services to facilitate recovery from a major disaster. This includes advance and pre-positioning in preparation for a disaster.

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1a. Table of Awarded Special Item Numbers (SINs):
   Please refer to *GSA eLibrary (www.gsaelibrary.gsa.gov)* for detailed SIN descriptions
   SIN 511210 / 511210 RC / 511210 STLOC, Software Licenses
   SIN 518210C / 518210C RC / 518210C STLOC, Cloud and Cloud-Related IT Professional Services
   SIN 54151 / 54151 RC, Software Maintenance Services
   SIN 54151HACS / 54151HACS RC / 54151HACS STLOC, Highly Adaptive Cybersecurity Solutions
   SIN 54151HEAL / 54151HEAL RC / 54151HEAL STLOC, Health Information Technology Services
   SIN 54151S / 54151S RC / 54151S STLOC, Professional Information Technology Services
   SIN 541611 / 541611 RC, Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
   SIN OLM / OLM RC / OLM STLOC, Order Level Materials (OLM)

1b. Lowest Priced Model Number and Lowest Price: Please refer to our rates on pages 4-14 (software) and 55-57 (professional services)

1c. Labor Category Descriptions: Please refer to pages 15-55

2. Maximum Order: SIN 541611: $ 1,000,000
   SIN OLM: $ 250,000
   All other SINs: $ 500,000.00
   Note: Agencies may place, and Contractor may honor, orders exceeding this limit in accordance with FAR 8.404

3. Minimum Order: $ 100.00

4. Geographic Coverage: SIN 511210 and 541611: Domestic and overseas delivery
   All other SINs: Domestic delivery only

5. Point of Production: United States

6. Discount from List Price: All prices herein are net

7. Quantity Discounts: None offered

8. Prompt Payment Terms: Net 30 days
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign Items: None

10a. Time of Delivery: SIN 511210: 30 days ARO
   All other SINs: As negotiated with Ordering Agency

10b. Expedited Delivery: Items available for expedited delivery are noted in this price list.

10c. Overnight and Two-Day Delivery: Contact contractor for availability. Ordering agencies may contact Groundswell for rates for overnight and two-day delivery.

10d. Urgent Requirement: Ordering agencies can request accelerated delivery for urgent requirements. Contact contractor for availability.

11. F.O.B. Point: Destination

12a. Ordering Address:	CollabraLink Technologies, Inc. (d/b/a Groundswell) 8405 Greensboro Drive, Suite 600 McLean, VA 22102 Phone: (703) 639-1780 Fax: (703) 639-1787
12b. Ordering Procedures:	See Federal Acquisition Regulation (FAR) 8.405-3
13. Payment Address:	CollabraLink Technologies, Inc. (d/b/a Groundswell) Attn: Accounting 8405 Greensboro Drive, Suite 600 McLean, VA 22102 Phone: (703) 639-1780 Fax: (703) 639-1787
14. Warranty Provision:	Please refer to Software License Agreement and Supplemental Terms beginning on page 53 (Appian) and page (UiPath)
15. Export Packing Charges:	Not Applicable
16. Terms and conditions of rental, maintenance, and repair:	Please refer to Software License Agreement and Supplemental Terms beginning on page 53 (Appian) and page (UiPath)
17. Terms and conditions of installation:	Not Applicable
18a. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices:	Not Applicable
18b. Terms and conditions for any other services:	Not Applicable
19. List of service and distribution points:	Not Applicable
20. List of participating dealers:	Not Applicable
21. Preventative maintenance:	Not Applicable
22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.):	Not Applicable
22b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location). The EIT standards can be found at: www.Section508.gov/	Download the Appian 508 compliance document here: https://appian.com/legal/accessibility-conformance-report-vpat-508.html. More information available from accessibility@appian.com Download the UiPath 508 compliance document here: https://docs.uipath.com/overview/other/latest/overview/uipath-product-accessibility-compliance
23. Unique Entity Identifier (UEI) Number:	JNFEJMSLMXW7

24. CollabraLink Technologies, Inc. *is* registered in the System for Award Management (SAM).

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
Appian	403-57109	Cloud Instance Upgrade - L to vCPU Intensive 18xLarge	Cloud Instance Upgrade - L to vCPU Intensive 18xLarge	$5,940.59
Appian	403-57108	Cloud Instance Upgrade - L to vCPU Intensive 9xLarge	Cloud Instance Upgrade - L to vCPU Intensive 9xLarge	$2,475.24
Appian	403-57707	Cloud Instance Upgrade - 16XL to 24XL	Cloud Instance Upgrade - 16XL to 24XL	$2,475.24
Appian	403-57607	Cloud Instance Upgrade - 12XL to 24XL	Cloud Instance Upgrade - 12XL to 24XL	$4,950.50
Appian	403-57606	Cloud Instance Upgrade - 12XL to 16XL	Cloud Instance Upgrade - 12XL to 16XL	$2,475.24
Appian	403-57507	Cloud Instance Upgrade - 8XL to 24XL	Cloud Instance Upgrade - 8XL to 24XL	$6,435.65
Appian	403-57506	Cloud Instance Upgrade - 8XL to 16XL	Cloud Instance Upgrade - 8XL to 16XL	$3,960.39
Appian	403-57505	Cloud Instance Upgrade - 8XL to 12XL	Cloud Instance Upgrade - 8XL to 12XL	$1,485.15
Appian	403-57407	Cloud Instance Upgrade - 4XL to 24XL	Cloud Instance Upgrade - 4XL to 24XL	$8,910.89
Appian	403-57406	Cloud Instance Upgrade - 4XL to 16XL	Cloud Instance Upgrade - 4XL to 16XL	$6,435.65
Appian	403-57405	Cloud Instance Upgrade - 4XL to 12XL	Cloud Instance Upgrade - 4XL to 12XL	$3,960.39
Appian	403-57404	Cloud Instance Upgrade - 4XL to 8XL	Cloud Instance Upgrade - 4XL to 8XL	$2,475.24
Appian	403-57307	Cloud Instance Upgrade - 2XL to 24XL	Cloud Instance Upgrade - 2XL to 24XL	$10,148.51
Appian	403-57306	Cloud Instance Upgrade - 2XL-16XL	Cloud Instance Upgrade - 2XL-16XL	$5,198.02
Appian	403-57305	Cloud Instance Upgrade - 2XL to 12XL	Cloud Instance Upgrade - 2XL to 12XL	$5,198.02
Appian	403-57304	Cloud Instance Upgrade - 2XL - 8XL	Cloud Instance Upgrade - 2XL - 8XL	$3,712.87
Appian	403-57203	Cloud Instance Upgrade - XL to 4XL	Cloud Instance Upgrade - XL to 4XL	$2,029.70
Appian	403-57207	Cloud Instance Upgrade - XL to 24XL	Cloud Instance Upgrade - XL to 24XL	$10,940.59
Appian	403-57206	Cloud Instance Upgrade - XL to 16XL	Cloud Instance Upgrade - XL to 16XL	$8,465.35
Appian	403-57205	Cloud Instance Upgrade - XL to 12XL	Cloud Instance Upgrade - XL to 12XL	$5,990.10
Appian	403-57204	Cloud Instance Upgrade - XL to 8XL	Cloud Instance Upgrade - XL to 8XL	$4,504.95
Appian	403-57202	Cloud Instance Upgrade - XL to 2XL	Cloud Instance Upgrade - XL to 2XL	$792.08
Appian	403-57107	Cloud Instance Upgrade - L to 24 XL	Cloud Instance Upgrade - L to 24 XL	$11,386.14
Appian	403-57106	Cloud Instance Upgrade - L to 16XL	Cloud Instance Upgrade - L to 16XL	$8,910.89
Appian	403-57105	Cloud Instance Upgrade - L to 12XL	Cloud Instance Upgrade - L to 12XL	$6,435.65
Appian	403-57104	Cloud Instance Upgrade - L to 8XL	Cloud Instance Upgrade - L to 8XL	$4,950.50
Appian	403-57103	Cloud Instance Upgrade - L to 4XL	Cloud Instance Upgrade - L to 4XL	$2,475.24
Appian	403-57102	Cloud Instance Upgrade - L to 2XL	Cloud Instance Upgrade - L to 2XL	$1,237.62
Appian	403-57101	Cloud Instance Upgrade - L to XL	Cloud Instance Upgrade - L to XL	$445.54
Appian	403-88000	Enhanced Business Continuity	Additional 4 hour RPO in a second AWS region	$2,970.30
Appian	403-55500	Cloud vCPU Intensive 9xLarge Instance	Cloud vCPU Intensive 9xLarge Instance (RAM: 70 GB; vCPU: 36)	$4,950.50
Appian	403-55600	Cloud vCPU Intensive 18xLarge Instance	Cloud vCPU Intensive 18xLarge Instance (RAM: 140 GB; vCPU: 72)	$8,415.84
Appian	403-55100	Cloud 24xLarge Instance	Cloud 24xLarge Instance (RAM: 760 GB; vCPU: 96)	$13,861.39

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
Appian	403-54500	Cloud 12xLarge Instance	Cloud 12xLarge Instance (RAM: 380 GB; vCPU: 48)	$8,910.89
Appian	403-83000	Advanced Support	Advanced Support, 18% of License or $2500/month	18.00%
Appian	403-84000	Enterprise Support	Enterprise Support, 25% of License or $5000/month	25.00%
Appian	413-83000	Advanced Support	Advanced Support, 18% of License or $2500/month	18.00%
Appian	413-84000	Enterprise Support	Enterprise Support, 25% of License or $5000/month	25.00%
Appian	403-10000	Enterprise User Subscription - Per User Per Month	An Enterprise User Cloud License grants the right to use the software to one, specific named user in for the duration of the term.	$108.96
Appian	402-10000	Enterprise User Term License - Per User Per Month	An Enterprise User Term License grants the right to use the software to one, specific named user for the duration of the term.	$108.96
Appian	403-31002	Appian Platform User II	Appian Platform User II	$108.96
Appian	402-11000	Application Specific User Term License	On-premise Term Software License that has 3 elements defined: (1) the application the license is granted for, (2) a maximum number of users, articulated as "up to xxx", who are licensed to use the software for that application, and (3) the organization, department or division the license is being granted to.	$56.11
Appian	403-11000	Application Specific User Subscription	Cloud Software License that has 3 elements defined: (1) the application the license is granted for, (2) a maxium number of users, articulated as "up to xxx", who are licensed to use the software for that application, and (3) the organization, department or division the license is being granted to.	$56.11
Appian	403-32200	Appian Application User II	Appian Application User II	$56.11
Appian	403-17600	Cloud Subscription - Infrequent User	Cloud Subscription - Infrequent User - Platform (3 times per month)	$8.17
Appian	402-17600	On Premises Term License - Infrequent User	On Premises Term License - Infrequent User - Platform (3 times per month)	$8.17
Appian	403-30000	Cloud Setup (One Time Fee)	One-time Setup Price per Order	$2,633.95
Appian	403-50000	Cloud Large Instance	Cloud Instance w/ RAM: 15 GB and vCPU: 2	$1,184.70
Appian	403-51000	Cloud xLarge Instance	Cloud Instance w/ RAM: 30 GB and vCPU: 4	$1,540.08
Appian	403-52000	Cloud 2xLarge Instance	Cloud Instance w/ RAM: 60 GB and vCPU: 8	$2,251.01
Appian	403-53000	Cloud 4xLarge Instance	Cloud Instance w/ RAM: 120 GB and vCPU: 16	$3,672.35
Appian	403-54000	Cloud 8xLarge Instance	Cloud Instance w/ RAM: 240 GB and vCPU: 32	$6,515.85
Appian	403-55000	Cloud 16xLarge Instance	Cloud Instance w/ RAM: 480 GB and vCPU: 64	$11,092.90
Appian	403-60000	Additional Cloud Storage per 100GB	100GB of Storage added to an existing Cloud Instance	$99.00
Appian	403-74000	Planned Snapshot	A backup of a single cloud instance taken on demand at a mutually agreed-upon time and retained for 90 days	$990.01
Appian	403-75000	Rollback to Planned Snapshot	The reversion of a cloud instance to an existing Planned Snapshot	$2,475.00
Appian	403-76000	Data Refresh	The copying of all data & configurations residing on an instance to replace the data & configuration	$4,950.01
Appian	403-55002	High Availability for Non-Production Instance - 16xL	High Availability for Non-Production Instance - 16xL	$11,386.14
Appian	403-54502	High Availability for Non-Production Instance - 12xL	High Availability for Non-Production Instance - 12xL	$8,910.89

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
Appian	403-54002	High Availability for Non-Production Instance - 8xL	High Availability for Non-Production Instance - 8xL	$7,425.74
Appian	403-53002	High Availability for Non-Production Instance - 4xL	High Availability for Non-Production Instance - 4xL	$4,950.50
Appian	403-52002	High Availability for Non-Production Instance - 2xL	High Availability for Non-Production Instance - 2xL	$3,712.87
Appian	403-51002	High Availability for Non-Production Instance - xL	High Availability for Non-Production Instance - xL	$2,920.80
Appian	403-50002	High Availability for Non-Production Instance - L	High Availability for Non-Production Instance - L	$2,475.24
Appian	403-57303	Cloud Instance Upgrade - 2XL to 4XL	Cloud Instance Upgrade - 2XL to 4XL	$1,237.62
Appian	403-57509	Cloud Instance Upgrade - 8XL to vCPU Intensive 18xLarge	Cloud Instance Upgrade - 8XL to vCPU Intensive 18xLarge	$990.10
Appian	403-57409	Cloud Instance Upgrade - 4XL to vCPU Intensive 18xLarge	Cloud Instance Upgrade - 4XL to vCPU Intensive 18xLarge	$3,465.35
Appian	403-57309	Cloud Instance Upgrade - 2XL to vCPU Intensive 18xLarge	Cloud Instance Upgrade - 2XL to vCPU Intensive 18xLarge	$4,702.97
Appian	403-57209	Cloud Instance Upgrade - XL to vCPU Intensive 18xLarge	Cloud Instance Upgrade - XL to vCPU Intensive 18xLarge	$5,495.05
Appian	403-57308	Cloud Instance Upgrade - 2XL to vCPU Intensive 9xLarge	Cloud Instance Upgrade - 2XL to vCPU Intensive 9xLarge	$1,237.62
Appian	403-57208	Cloud Instance Upgrade - XL to vCPU Intensive 9xLarge	Cloud Instance Upgrade - XL to vCPU Intensive 9xLarge	$2,029.70

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
UIPath	UIPSPMSDA00	UiPath - PS - Process Mining Standard DA Pack	UiPath - PS - Process Mining Standard DA Pack	$32,584.38
UIPath	UIPSTSQSP00	UiPath - PS - Test Suite Quick Start Pack	UiPath - PS - Test Suite Quick Start Pack	$5,134.51
UIPath	UIPSDUAI000	UiPath - PS - DU & AI Standard Pack	UiPath - PS - DU & AI Standard Pack	$52,332.49
UIPath	UIPSUOSUS00	UiPath - PS - Upgrade Orchestrator Standalone - US	UiPath - PS - Upgrade Orchestrator Standalone - US	$26,659.95
UIPath	UIPSUOSNAUS	UiPath - PS - Upgrade Orchestrator Standalone - Node Add-on - US	UiPath - PS - Upgrade Orchestrator Standalone - Node Add-on - US	$3,949.62
UIPath	UIPSMACUS00	UiPath - PS - Migrate to Automation Cloud - US	UiPath - PS - Migrate to Automation Cloud - US	$25,672.54
UIPath	UIPSMACTAUS	UiPath - PS - Migrate to Automation Cloud - Tenant Add-on - US	UiPath - PS - Migrate to Automation Cloud - Tenant Add-on - US	$3,949.62
UIPath	UIPSMASUS00	UiPath - PS - Migrate to Automation Suite - US	UiPath - PS - Migrate to Automation Suite - US	$33,571.79
UIPath	UIPSMASTAUS	UiPath - PS - Migrate to Automation Suite - Tenant Add-on - US	UiPath - PS - Migrate to Automation Suite - Tenant Add-on - US	$3,949.62

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
UIPath	UICPCS00000-611	UiPath - Connector for Salesforce (12 Month Term)	UiPath - Connector for Salesforce (12 Month Term)	$2,939.85
UIPath	REDPMIPSM00-611	UiPath - High-Availability Add-On for Orchestrator (12 Month Term)	UiPath - High-Availability Add-On for Orchestrator (12 Month Term)	$17,639.09
UIPath	UIPCPOB0000-611	UiPath - Orchestrator - Basic (12 Month Term)	UiPath - Orchestrator - Basic (12 Month Term)	$8,886.65
UIPath	UIPCPOBU000-611	UiPath - Orchestrator - Basic Upgrade (12 Month Term)	UiPath - Orchestrator - Basic Upgrade (12 Month Term)	$11,848.87
UIPath	UIPNPO0000-611	UiPath - Orchestrator – Non Production (12 Month Term)	UiPath - Orchestrator - NonProduction (12 Month Term)	$3,949.62
UIPath	UIPCPOSE000-611	UiPath - Orchestrator - Standard (12 Month Term)	UiPath - Orchestrator - Standard (12 Month Term)	$19,748.11
UIPath	UIPNPR00000-611	UiPath - Robot – Non Production (12 Month Term)	UiPath - Robot - NonProduction (12 Month Term)	$394.96
UIPath	UIPCPURCR00-611	UiPath - Unattended Robot - Concurrent Runtime (12 Month Term)	UiPath - Unattended Robot - Concurrent Runtime (12 Month Term)	$7,899.24
UIPath	UICPACMU000-611	UiPath - Action Center - Multiuser (12 Month Term)	UiPath - Action Center - Multiuser (12 Month Term)	$862.36
UIPath	UICPACNU000-611	UiPath - Action Center - Named User (12 Month Term)	UiPath - Action Center - Named User (12 Month Term)	$431.18
UIPath	UICPAMU0000-611	UiPath - Attended - Multiuser (12 Month Term)	UiPath - Attended - Multiuser (12 Month Term)	$2,351.88
UIPath	UICPANU0000-611	UiPath - Attended - Named User (12 Month Term)	UiPath - Attended - Named User (12 Month Term)	$1,175.94
UIPath	REDPMIPSM02-611	UiPath - High-Availability Add-On for Orchestrator – Non Production (12 Month Term)	UiPath - High-Availability Add-On for Orchestrator - NonProduction (12 Month Term)	$3,527.82
UIPath	UIAYCE25001-611	UiPath - Hyperautomation Bundle - 250 Users (12 Month Term)	UiPath - Hyperautomation Bundle - 250 Users (12 Month Term)	$587,969.77
UIPath	UIAYCE50001-611	UiPath - Hyperautomation Bundle - 500 Users (12 Month Term)	UiPath - Hyperautomation Bundle - 500 Users (12 Month Term)	$979,949.62
UIPath	UICPADM0000-611	UiPath - Automation Developer - Multiuser (12 Month Term)	UiPath - Automation Developer - Multiuser (12 Month Term)	$6,714.36
UIPath	UICPADNU000-611	UiPath - Automation Developer - Named User (12 Month Term)	UiPath - Automation Developer - Named User (12 Month Term)	$3,357.18
UIPath	UICPAIR00000-611	UiPath - AI Robot (12 Month Term)	UiPath - AI Robot (12 Month Term)	$8,819.55
UIPath	UICPAIRP0000-611	UiPath - AI Robot Pro (12 Month Term)	UiPath - AI Robot Pro (12 Month Term)	$13,719.29
UIPath	UICPCDMU000-611	UiPath - Citizen Developer - Multiuser (12 Month Term)	UiPath - Citizen Developer - Multiuser (12 Month Term)	$3,919.80
UIPath	UICPCDNU000-611	UiPath - Citizen Developer - Named User (12 Month Term)	UiPath - Citizen Developer - Named User (12 Month Term)	$1,959.90
UIPath	UICPDUPB000-611	UiPath - Document Understanding Page Bundle (12 Month Term)	UiPath - Document Understanding Page Bundle (12 Month Term)	$7,839.60

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
UIPath	UICPDUPB10M-611	UiPath - Document Understanding Page Bundle - 10M (12 Month Term)	UiPath - Document Understanding Page Bundle - 10M (12 Month Term)	$979,949.62
UIPath	UICPDUPB1M0-611	UiPath - Document Understanding Page Bundle - 1M (12 Month Term)	UiPath - Document Understanding Page Bundle - 1M (12 Month Term)	$146,992.44
UIPath	UICPDUPB400-611	UiPath - Document Understanding Page Bundle - 40K (12 Month Term)	UiPath - Document Understanding Page Bundle - 40K (12 Month Term)	$7,839.60
UIPath	UICPEFP0000-611	UiPath - Enterprise Foundation Pack (12 Month Term)	UiPath - Enterprise Foundation Pack (12 Month Term)	$95,778.34
UIPath	UICPIOAO0000-611	UiPath - Insights - Orchestrator Add-On (12 Month Term)	UiPath - Insights - Orchestrator Add-On (12 Month Term)	$8,819.55
UIPath	UICPMUAO000-611	UiPath - MultiUser Add-On (12 Month Term)	UiPath - MultiUser Add-On (12 Month Term)	$39,197.98
UIPath	UICPPDNU000-611	UiPath - Process Mining Developer - Named User (12 Month Term)	UiPath - Process Mining Developer - Named User (12 Month Term)	$5,389.72
UIPath	UICPPMBUNU0-611	UiPath - Process Mining Business User - Named User (12 Month Term)	UiPath - Process Mining Business User - Named User (12 Month Term)	$881.95
UIPath	UICPPMS0000-611	UiPath - Process Mining Server (12 Month Term)	UiPath - Process Mining Server (12 Month Term)	$19,598.99
UIPath	UICPPMSB000-611	UiPath - Process Mining Starter Bundle (12 Month Term)	UiPath - Process Mining Starter Bundle (12 Month Term)	$44,433.25
UIPath	UICPRDNU000-611	UiPath - RPA Developer - Named User (12 Month Term)	UiPath - RPA Developer - Named User (12 Month Term)	$3,331.83
UIPath	UICPRPADMU0-611	UiPath - RPA Developer - Multiuser (12 Month Term)	UiPath - RPA Developer - Multiuser (12 Month Term)	$6,663.66
UIPath	UICPSPA0000-611	UiPath - Starter Pack - Advanced (12 Month Term)	UiPath - Starter Pack - Advanced (12 Month Term)	$145,148.61
UIPath	UICPSPB0001-611	UiPath - Starter Pack - Basic (12 Month Term)	UiPath - Starter Pack - Basic (12 Month Term)	$36,534.01
UIPath	UICPSPS0000-611	UiPath - Starter Pack - Standard (12 Month Term)	UiPath - Starter Pack - Standard (12 Month Term)	$76,030.23
UIPath	UICPTM00000-611	UiPath - Test Manager (12 Month Term)	UiPath - Test Manager (12 Month Term)	$8,886.65
UIPath	UICPTNU0000-611	UiPath - Tester - Named User (12 Month Term)	UiPath - Tester - Named User (12 Month Term)	$881.95
UIPath	UICPTSCSN00-611	UiPath - Test Suite Connector for ServiceNow (12 Month Term)	UiPath - Test Suite Connector for ServiceNow (12 Month Term)	$9,874.06
UIPath	UINPIOAO0000-611	UiPath - Insights - Orchestrator Add-On - NonProduction (12 Month Term)	UiPath - Insights - Orchestrator Add-On - NonProduction (12 Month Term)	$1,763.91
UIPath	UINPPMS0000-611	UiPath - Process Mining Server - NonProduction (12 Month Term)	UiPath - Process Mining Server – Non Production (12 Month Term)	$3,919.80
UIPath	UINPTR00000-611	UiPath - Unattended Robot - Test (12 Month Term)	UiPath - Unattended Robot - Test (12 Month Term)	$1,567.92

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
UIPath	UIPPCP00000-611	UiPath Premium Plus	UiPath Premium Plus (22% of license Net ACV: Minimum $55K) (12 Month Term) (The published $0.01 price is not the Customer's final price. The purchase price of the software maintenance is based on a Commercial List Price that is 22% of the price you paid	22.0%
UIPath	UIFDACNU000-611	UiPath - Flex - Action Center - Named User (12 Month Term)	UiPath - Flex - Action Center - Named User (12 Month Term)	$434.46
UIPath	UIFDANU0000-611	UiPath - Flex - Attended - Named User (12 Month Term)	UiPath - Flex - Attended - Named User (12 Month Term)	$1,579.85
UIPath	UIFDCDNU000-611	UiPath - Flex - Citizen Developer - Named User (12 Month Term)	UiPath - Flex - Citizen Developer - Named User (12 Month Term)	$2,567.25
UIPath	UIFDADNU000-611	UiPath - Flex - Automation Developer - Named User (12 Month Term)	UiPath - Flex - Automation Developer - Named User (12 Month Term)	$4,344.58
UIPath	UIFDPMDNU00-611	UiPath - Flex - Process Mining Developer - Named User (12 Month Term)	UiPath - Flex - Process Mining Developer - Named User (12 Month Term)	$6,418.14
UIPath	UIFDPMBUN00-611	UiPath - Flex - Process Mining Business User - Named User (12 Month Term)	UiPath - Flex - Process Mining Business User - Named User (12 Month Term)	$888.66
UIPath	UIFDTNU0000-611	UiPath - Flex - Tester - Named User (12 Month Term)	UiPath - Flex - Tester - Named User (12 Month Term)	$888.66
UIPath	UIFDI50DU00-611	UiPath - Flex - Insights - 50 Designer Users Add-on (12 Month Term)	UiPath - Flex - Insights - 50 Designer Users Add-on (12 Month Term)	$8,886.65
UIPath	UIFDUR00000-611	UiPath - Flex - Unattended Robot (12 Month Term)	UiPath - Flex - Unattended Robot (12 Month Term)	$9,874.06
UIPath	UIFDURT0000-611	UiPath - Flex - Unattended Robot - Test (12 Month Term)	UiPath - Flex - Unattended Robot - Test (12 Month Term)	$1,974.81
UIPath	UIFDURNP000-611	UiPath - Flex - Unattended Robot - Non-Production (12 Month Term)	UiPath - Flex - Unattended Robot - Non-Production (12 Month Term)	$543.07
UIPath	UIFDAH00000-611	UiPath - Flex - Automation Hub (12 Month Term)	UiPath - Flex - Automation Hub (12 Month Term)	$8,886.65
UIPath	UIFDAIUB600-611	UiPath - Flex - AI Unit Bundle - 60K (12 Month Term)	UiPath - Flex - AI Unit Bundle - 60K (12 Month Term)	$11,848.87
UIPath	UIFDAIUB100-611	UiPath - Flex - AI Unit Bundle - 1M (12 Month Term)	UiPath - Flex - AI Unit Bundle - 1M (12 Month Term)	$148,110.83
UIPath	UIFDAIUB101-611	UiPath - Flex - AI Unit Bundle - 10M (12 Month Term)	UiPath - Flex - AI Unit Bundle - 10M (12 Month Term)	$987,405.54
UIPath	UIFDI000000-611	UiPath - Flex - Insights (12 Month Term)	UiPath - Flex - Insights (12 Month Term)	$14,811.08
UIPath	UIFDISACB00-611	UiPath - Flex - Integration Service API Calls Bundle - 6M (12 Month Term)	UiPath - Flex - Integration Service API Calls Bundle - 6M (12 Month Term)	$19,748.11

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
UIPath	UIFDISACB01-611	UiPath - Flex - Integration Service API Calls Bundle - 3M (12 Month Term)	UiPath - Flex - Integration Service API Calls Bundle - 3M (12 Month Term)	$11,848.87
UIPath	UIFDTM00000-611	UiPath - Flex - Test Management (12 Month Term)	UiPath - Flex - Test Management (12 Month Term)	$8,886.65
UIPath	UIFDPM20M00-611	UiPath - Flex - Process Mining Rows Bundle - 20M (12 Month Term)	UiPath - Flex - Process Mining Rows Bundle - 20M (12 Month Term)	$29,622.17
UIPath	UICPHAAO000-611	UiPath - High Availability Add-On (12 Month Term)	UiPath - High Availability Add-On (12 Month Term)	$24,685.14
UIPath	UIFDTSSP000-611	UiPath - Flex - Test Suite Starter Pack (12 Month Term)	UiPath - Flex - Test Suite Starter Pack (12 Month Term)	$28,634.76
UIPath	UIFDATSP000-611	UiPath - Flex - App Testing Starter Pack (12 Month Term)	UiPath - Flex - App Testing Starter Pack (12 Month Term)	$10,861.46
UIPath	UIFDSPS0000-611	UiPath - Flex - Starter Pack - Standard (no Insights) (12 Month Term)	UiPath - Flex - Starter Pack - Standard (no Insights) (12 Month Term)	$76,030.23
UIPath	UIFDSPA0000-611	UiPath - Flex - Starter Pack - Advanced (no Platform Tier) (12 Month Term)	UiPath - Flex - Starter Pack - Advanced (no Platform Tier) (12 Month Term)	$145,148.61
UIPath	UIFDSPB0000-611	UiPath - Flex - Starter Pack - Basic (12 Month Term)	UiPath - Flex - Starter Pack - Basic (12 Month Term)	$36,534.01
UIPath	UIFDEFP0000-611	UiPath - Flex - Enterprise Foundation Pack (12 Month Term)	UiPath - Flex - Enterprise Foundation Pack (12 Month Term)	$76,030.23
UIPath	UIFDPMSP000-611	UiPath - Flex - Process Mining Starter Pack - Advanced (12 Month Term)	UiPath - Flex - Process Mining Starter Pack - Advanced (12 Month Term)	$148,110.83
UIPath	UIAYCE25003-611	UiPath - Flex – Hyper automation Bundle - 250 Users (12 Month Term)	UiPath - Flex - Hyperautomation Bundle - 250 Users (12 Month Term)	$789,924.43
UIPath	UIAYCE50003-611	UiPath - Flex - Hyper automation Bundle - 500 Users (12 Month Term)	UiPath - Flex - Hyperautomation Bundle - 500 Users (12 Month Term)	$1,332,997.48
UIPath	UIFLEX15000-611	UiPath - US Federal Flex Bundle - 15k Users (12 Month Term)	UiPath - US Federal Flex Bundle - 15k Users (12 Month Term)	$36,731,486.15
UIPath	UIFLEX30000-611	UiPath - US Federal Flex Bundle - 30k Users (12 Month Term)	UiPath - US Federal Flex Bundle - 30k Users (12 Month Term)	$73,561,712.85
UIPath	UIFLEX60000-611	UiPath - US Federal Flex Bundle - 60k Users (12 Month Term)	UiPath - US Federal Flex Bundle - 60k Users (12 Month Term)	$157,194,962.22
UIPath	UICPATSP000-611	UiPath - App Testing Starter Pack (12 Month Term)	UiPath - App Testing Starter Pack (12 Month Term)	$10,861.46
UIPath	UICPTSSP000-611	UiPath - Test Suite Starter Pack (12 Month Term)	UiPath - Test Suite Starter Pack (12 Month Term)	$32,584.38
UIPath	UIPS0000000-611	UiPath - Premium Support	UiPath - Premium Support (9.5% of license Net ACV: Minimum $9.5K) (12 Month Term) (The published $0.01 price is not the	9.5%

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
			Customer's final price. The purchase price of the software maintenance is based on a Commercial List Price that is 9.5% of the price you paid	
UIPath	UISTARSA000-611	UiPath - STAR Support Add-on	UiPath - STAR Support Add-on (19% of license Net ACV: Minimum $110K) (12 Month Term) (The published $0.01 price is not the Customer's final price. The purchase price of the software maintenance is based on a Commercial List Price that is 19% of the price you paid	19.0%
UIPath	UIFDAPSNU00	UiPath - Flex - Attended - US Public Sector - Named User (12 Month Term)	UiPath - Flex - Attended - US Public Sector - Named User (12 Month Term)	$1,974.81
UIPath	UIFDCDPSN00	UiPath - Flex - Citizen Developer - US Public Sector - Named User (12 Month Term)	UiPath - Flex - Citizen Developer - US Public Sector - Named User (12 Month Term)	$3,258.44
UIPath	UIFDADPSN00	UiPath - Flex - Automation Developer - US Public Sector - Named User (12 Month Term)	UiPath - Flex - Automation Developer - US Public Sector - Named User (12 Month Term)	$5,430.73
UIPath	UIFDURPS000	UiPath - Flex - Unattended Robot - US Public Sector (12 Month Term)	UiPath - Flex - Unattended Robot - US Public Sector (12 Month Term)	$11,848.87
UIPath	UIFDURNPP00	UiPath - Flex - Unattended Robot - Non-Production - US Public Sector (12 Month Term)	UiPath - Flex - Unattended Robot - Non-Production - US Public Sector (12 Month Term)	$691.18
UIPath	UIFDAIUB500	UiPath - Flex - AI Unit Bundle - 50M (12 Month Term)	UiPath - Flex - AI Unit Bundle - 50M (12 Month Term)	$2,962,216.62
UIPath	UIFDTMAIU00	UiPath - Flex - Task Mining AI Unit Pack (12 Month Term)	UiPath - Flex - Task Mining AI Unit Pack (12 Month Term)	$23,697.73
UIPath	UIFDPTS0000	UiPath - Flex - Platform - Standard (12 Month Term)	UiPath - Flex - Platform - Standard (12 Month Term)	$29,622.17
UIPath	UIFDPTE0000	UiPath - Flex - Platform - Advanced (12 Month Term)	UiPath - Flex - Platform - Advanced (12 Month Term)	$98,740.55
UIPath	UIFDPMSPB00	UiPath - Flex - Process Mining Starter Pack - Basic (12 Month Term)	UiPath - Flex - Process Mining Starter Pack - Basic (12 Month Term)	$49,370.28
UIPath	UIAYCE25004	UiPath - Flex - Business Automation Platform - 250 Users (12 Month Term)	UiPath - Flex - Business Automation Platform - 250 Users (12 Month Term)	$888,664.99
UIPath	UIAYCE50004	UiPath - Flex - Business Automation Platform - 500 Users (12 Month Term)	UiPath - Flex - Business Automation Platform - 500 Users (12 Month Term)	$1,481,108.31
UIPath	UIFDSPS0001	UiPath - Flex - Starter Pack - Standard (12 Month Term)	UiPath - Flex - Starter Pack - Standard (12 Month Term)	$85,904.28
UIPath	UIFDSPA0001	UiPath - Flex - Starter Pack - Advanced (12 Month Term)	UiPath - Flex - Starter Pack - Advanced (12 Month Term)	$145,148.61
UIPath	UIFDSPBPS00	UiPath - Flex - Starter Pack - Basic - US Public Sector (12 Month Term)	UiPath - Flex - Starter Pack - Basic - US Public Sector (12 Month Term)	$45,420.65

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
UIPath	UICRRU72B00	UiPath - Cloud - Robot Units Bundle - 72K (12 Month Term)	UiPath - Cloud - Robot Units Bundle - 72K (12 Month Term)	$14,218.64
UIPath	UIFDCRSPB00	UiPath - Cloud - Starter Pack - Basic (12 Month Term)	UiPath - Cloud - Starter Pack - Basic (12 Month Term)	$46,408.06
UIPath	UIFDCRSPS00	UiPath - Cloud - Starter Pack - Standard (12 Month Term)	UiPath - Cloud - Starter Pack - Standard (12 Month Term)	$95,778.34
UIPath	UIFDCRSPA00	UiPath - Cloud - Starter Pack - Advanced (12 Month Term)	UiPath - Cloud - Starter Pack - Advanced (12 Month Term)	$177,733.00
UIPath	UINPCOR0000-611	UiPath - Cloud Orchestrated Robot - Non-Production (12 Month Term)	UiPath - Cloud Orchestrated Robot - Non-Production (12 Month Term)	$1,077.94
UIPath	UICPCOUR000-611	UiPath - Cloud Orchestrated Unattended Robot (12 Month Term)	UiPath - Cloud Orchestrated Unattended Robot (12 Month Term)	$9,799.50
UIPath	UICPCDUPB00-611	UiPath - Cloud Document Understanding Page Bundle (12 Month Term)	UiPath - Cloud Document Understanding Page Bundle (12 Month Term)	$7,839.60
UIPath	UICPCAIR0000-611	UiPath - Cloud - AI Robot (12 Month Term)	UiPath - Cloud - AI Robot (12 Month Term)	$10,779.45
UIPath	UICPCAIRP000-611	UiPath - Cloud - AI Robot Pro (12 Month Term)	UiPath - Cloud - AI Robot Pro (12 Month Term)	$22,538.84
UIPath	UICPCAH0000-611	UiPath - Cloud Automation Hub - Standard (12 Month Term)	UiPath - Cloud Automation Hub - Standard (12 Month Term)	$8,819.55
UIPath	UICPCOACNU0-611	UiPath - Cloud Orchestrated Action Center - Named User (12 Month Term)	UiPath - Cloud Orchestrated Action Center - Named User (12 Month Term)	$431.18
UIPath	UICPCOAM000-611	UiPath - Cloud Orchestrated Attended - Multiuser (12 Month Term)	UiPath - Cloud Orchestrated Attended - Multiuser (12 Month Term)	$3,159.70
UIPath	UICPCOPDNU0-611	UiPath - Cloud Orchestrated Process Mining Developer - Named User (12 Month Term)	UiPath - Cloud Orchestrated Process Mining Developer - Named User (12 Month Term)	$6,369.67
UIPath	UICPCORPADM-611	UiPath - Cloud Orchestrated RPA Developer - Multiuser (12 Month Term)	UiPath - Cloud Orchestrated RPA Developer - Multiuser (12 Month Term)	$8,689.17
UIPath	UICPCORDNU0-611	UiPath - Cloud Orchestrated RPA Developer - Named User (12 Month Term)	UiPath - Cloud Orchestrated RPA Developer - Named User (12 Month Term)	$4,344.58
UIPath	UIAYCE25002-611	UiPath - Cloud Hyper automation Bundle - 250 Users (12 Month Term)	UiPath - Cloud Hyperautomation Bundle - 250 Users (12 Month Term)	$789,924.43
UIPath	UICPCADM000-611	UiPath - Cloud Automation Developer - Multiuser (12 Month Term)	UiPath - Cloud Automation Developer - Multiuser (12 Month Term)	$8,689.17
UIPath	UICPCADNU00-611	UiPath - Cloud Automation Developer - Named User (12 Month Term)	UiPath - Cloud Automation Developer - Named User (12 Month Term)	$4,344.58
UIPath	UICPCDUPB10-611	UiPath - Cloud Document Understanding Page Bundle - 10M (12 Month Term)	UiPath - Cloud Document Understanding Page Bundle - 10M (12 Month Term)	$979,949.62

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
UIPath	UICPCDUPB1M-611	UiPath - Cloud Document Understanding Page Bundle - 1M (12 Month Term)	UiPath - Cloud Document Understanding Page Bundle - 1M (12 Month Term)	$146,992.44
UIPath	UICPCDUPB40-611	UiPath - Cloud Document Understanding Page Bundle - 40K (12 Month Term)	UiPath - Cloud Document Understanding Page Bundle - 40K (12 Month Term)	$7,839.60
UIPath	UICPCOACM00-611	UiPath - Cloud Orchestrated Action Center - Multiuser (12 Month Term)	UiPath - Cloud Orchestrated Action Center - Multiuser (12 Month Term)	$862.36
UIPath	UICPCOANU02-611	UiPath - Cloud Orchestrated Attended - Named User (12 Month Term)	UiPath - Cloud Orchestrated Attended - Named User (12 Month Term)	$1,579.85
UIPath	UICPCOCDM00-611	UiPath - Cloud Orchestrated Citizen Developer - Multiuser (12 Month Term)	UiPath - Cloud Orchestrated Citizen Developer - Multiuser (12 Month Term)	$5,095.74
UIPath	UICPCOCDNU0-611	UiPath - Cloud Orchestrated Citizen Developer - Named User (12 Month Term)	UiPath - Cloud Orchestrated Citizen Developer - Named User (12 Month Term)	$2,547.87
UIPath	UICPCTM0000-611	UiPath - Cloud Task Mining (12 Month Term)	UiPath - Cloud Task Mining (12 Month Term)	$19,748.11
UIPath	UICPDU2AIRP-611	UiPath - Cloud Document Understanding + 2 AI Robots Promo Pack (12 Month Term)	UiPath - Cloud Document Understanding + 2 AI Robots Promo Pack (12 Month Term)	$7,899.24
UIPath	UICPSPBC000-611	UiPath - Starter Pack - Basic - Cloud (12 Month Term)	UiPath - Starter Pack - Basic - Cloud (12 Month Term)	$36,534.01
UIPath	UPCPCOURT00-611	UiPath - Cloud Orchestrated Unattended Robot - Test (12 Month Term)	UiPath - Cloud Orchestrated Unattended Robot - Test (12 Month Term)	$1,959.90
UIPath	UIAYCE50002-611	UiPath - Cloud Hyper automation Bundle - 500 Users (12 Month Term)	UiPath - Cloud Hyperautomation Bundle - 500 Users (12 Month Term)	$1,332,997.48
UIPath	UICPATSPC00-611	UiPath - App Testing Starter Pack - Cloud (12 Month Term)	UiPath - App Testing Starter Pack - Cloud (12 Month Term)	$10,861.46
UIPath	UICPCI00000-611	UiPath - Cloud Insights (12 Month Term)	UiPath - Cloud Insights (12 Month Term)	$14,811.08
UIPath	UICPCI50DUA-611	UiPath - Cloud Insights - 50 Designer Users Add-on (12 Month Term)	UiPath - Cloud Insights - 50 Designer Users Add-on (12 Month Term)	$8,886.65
UIPath	UICPCTM0001-611	UiPath - Cloud Test Management (12 Month Term)	UiPath - Cloud Test Management (12 Month Term)	$8,886.65
UIPath	UICPCTNU000-611	UiPath – Cloud Tester - Named User (12 Month Term)	UiPath – Cloud Tester - Named User (12 Month Term)	$888.66
UIPath	UICPEFPC000-611	UiPath - Enterprise Foundation Pack - Cloud (No Test Manager) (12 Month Term)	UiPath - Enterprise Foundation Pack - Cloud (No Test Manager) (12 Month Term)	$56,282.12
UIPath	UICPSPAC000-611	UiPath - Starter Pack - Advanced - Cloud (No Test Manager) (12 Month Term)	UiPath - Starter Pack - Advanced - Cloud (No Test Manager) (12 Month Term)	$145,148.61

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
UIPath	UICPSPAC001-611	UiPath - Starter Pack - Advanced - Cloud (12 Month Term)	UiPath - Starter Pack - Advanced - Cloud (12 Month Term)	$145,148.61
UIPath	UICPSPSC000-611	UiPath - Starter Pack - Standard - Cloud (No Test Manager) (12 Month Term)	UiPath - Starter Pack - Standard - Cloud (No Test Manager) (12 Month Term)	$66,156.17
UIPath	UICPSPSC001-611	UiPath - Starter Pack - Standard - Cloud (12 Month Term)	UiPath - Starter Pack - Standard - Cloud (12 Month Term)	$76,030.23
UIPath	UICPTSSPC00-611	UiPath - Test Suite Starter Pack - Cloud (12 Month Term)	UiPath - Test Suite Starter Pack - Cloud (12 Month Term)	$28,634.76

GSA SOFTWARE MAINTENANCE SERVICES - SIN 54151 / SIN 54151 RC

Manufacturer	Part Number	Product Name	Product Description	GSA Price with IFF
UIPath	UIPPS000000-1	Business Analyst (Hourly)	Business Analyst (Hourly)	$258.70
UIPath	UIPPS000000-10	Druid Consultant (Hourly)	Druid Consultant (Hourly)	$301.16
UIPath	UIPPS000000-2	Business Consultant (Hourly)	Business Consultant (Hourly)	$323.38
UIPath	UIPPS000000-3	Infrastructure Engineer (Hourly)	Infrastructure Engineer (Hourly)	$323.38
UIPath	UIPPS000000-4	RPA Developer I (Jr) (Hourly)	RPA Developer I (Jr) (Hourly)	$240.09
UIPath	UIPPS000000-5	RPA Developer (Hourly)	RPA Developer (Hourly)	$296.43
UIPath	UIPPS000000-6	RPA Developer, Sr. (Hourly)	RPA Developer, Sr. (Hourly)	$289.09
UIPath	UIPPS000000-7	RPA Solutions Architect (Hourly)	RPA Solutions Architect (Hourly)	$338.08
UIPath	UIPPS000000-8	Process Mining Consultant (Hourly)	Process Mining Consultant (Hourly)	$360.40
UIPath	UIPPS000000-9	Data Scientist (Hourly)	Data Scientist (Hourly)	$320.91
UIPath	UIPPS000001-2	Business Consultant, Sr. (Hourly)	Business Consultant, Sr. (Hourly)	$352.78
UIPath	UIPPS000001-3	Infrastructure Architect (Hourly)	Infrastructure Architect (Hourly)	$352.78
UIPath	UIPPS000001-5	RPA Developer Lead (Hourly)	RPA Developer Lead (Hourly)	$333.18
UIPath	UIPPS000002-2	Business Consultant, Manager (Hourly)	Business Consultant, Manager (Hourly)	$411.58
UIPath	UIPPS000002-3	Infrastructure Engineer, Sr. (Hourly)	Infrastructure Engineer, Sr. (Hourly)	$323.38
UIPath	UIPPS000003-2	Business Consultant, Director (Hourly)	Business Consultant, Director (Hourly)	$465.48
UIPath	UIPPS000004-2	Business Consultant, VP (Hourly)	Business Consultant, VP (Hourly)	$538.97
UIPath	UIPPS1000000	Project Administrator (Hourly)	Project Administrator (Hourly)	$122.49
UIPath	UIPPS2000000	Project Coordinator (Hourly)	Project Coordinator (Hourly)	$146.99
UIPath	UIPPS3000000	Project Manager (Hourly)	Project Manager (Hourly)	$210.19
UIPath	UIPPS400000	Program Manager (Hourly)	Program Manager (Hourly)	$323.38
UIPath	UIPPS400000-6	Engagement Manager (Hourly)	Engagement Manager (Hourly)	$352.78
UIPath	UIPPS4000000	Project Manager, Sr (Hourly)	Project Manager, Sr (Hourly)	$269.49

Cloud Architect Level I

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility: Designs and implements enterprise infrastructure and platforms required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated with current applications. Has a deep understanding of system development in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). Reports to a manager or head of a unit/department. Work is generally independent and collaborative in nature.

Minimum Education:

- Bachelor's degree in area of specialty

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Architect Level II

Minimum Experience/General Experience: Seven years of experience.

Functional Responsibility: Designs and implements enterprise infrastructure and platforms required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated with current applications. Has a deep understanding of system development in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). Reports to a manager or head of a unit/department. Work is generally independent and collaborative in nature.

Minimum Education:

- Bachelor's degree in area of specialty

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Architect Level III

Minimum Experience/General Experience: 10 years of experience.

Functional Responsibility: Designs and implements enterprise infrastructure and platforms required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated with current applications. Has a deep understanding of system development in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). Reports to a manager or head of a unit/department. Work is generally independent and collaborative in nature.

Minimum Education:

- Bachelor's degree in area of specialty

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Analyst Level I

Minimum Experience/General Experience: Two years of experience.

Functional Responsibility: Acquires/collects computer artifacts (e.g., malware, user activity, link files) in support of onsite engagements

- Triages electronic devices and assess evidentiary value
- Correlates forensic findings to network events in support of developing an intrusion narrative
- Collects and documents system state information (e.g. running processes, network connections) prior to imaging, as required
- Performs forensic triage of an incident to include determining scope, urgency and potential impact

- Tracks and documents forensic analysis from initial participation through resolution
- Collects, processes, preserves, analyzes and presents computer related evidence
- Coordinates with Government staff and customer personnel to validate/investigate alerts or additional preliminary findings
- Conducts analysis of forensic images, and available evidence in support of forensic write-ups for inclusion in reports and written products
- Documents and publishes Computer Network Defense (CND) guidance and reports pertaining to incident findings

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Analyst Level II

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility: Acquires/collects computer artifacts (e.g., malware, user activity, link files) in support of onsite engagements

- Triages electronic devices and assess evidentiary value
- Correlates forensic findings to network events in support of developing an intrusion narrative
- Collects and documents system state information (e.g. running processes, network connections) prior to imaging, as required
- Performs forensic triage of an incident to include determining scope, urgency and potential impact
- Tracks and documents forensic analysis from initial participation through resolution
- Collects, processes, preserves, analyzes and presents computer related evidence
- Coordinates with Government staff and customer personnel to validate/investigate alerts or additional preliminary findings
- Conducts analysis of forensic images, and available evidence in support of forensic write-ups for inclusion in reports and written products
- Documents and publishes Computer Network Defense (CND) guidance and reports pertaining to incident findings

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Analyst Level III

Minimum Experience/General Experience: Six years of general experience in business analysis for information systems, including three years of process design

Functional Responsibility: Acquires/collects computer artifacts (e.g., malware, user activity, link files) in support of onsite engagements

- Triages electronic devices and assess evidentiary value
- Correlates forensic findings to network events in support of developing an intrusion narrative
- Collects and documents system state information (e.g. running processes, network connections) prior to imaging, as required
- Performs forensic triage of an incident to include determining scope, urgency and potential impact
- Tracks and documents forensic analysis from initial participation through resolution
- Collects, processes, preserves, analyzes and presents computer related evidence
- Coordinates with Government staff and customer personnel to validate/investigate alerts or additional preliminary findings
- Conducts analysis of forensic images, and available evidence in support of forensic write-ups for inclusion in reports and written products
- Documents and publishes Computer Network Defense (CND) guidance and reports pertaining to incident findings

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Operations Analyst Level I

Minimum Experience/General Experience: Two years of experience.

Functional Responsibility: Identifies, and mines relevant data from multiple sources. Cleans, reorganizes data, interprets data sets, find data trends and patterns valuable for diagnostics, predictive analytics efforts, and achieving business objectives

- Assists with the analysis, interpretation, and visualization of data. Collaborates with stakeholders to develop self-service business intelligence capabilities that enable business users to analyze cloud operational data and create data visualizations, BI dashboards and reports
- Manages cloud operations master data, including creation, updates, and deletion
- Manages and designs the reporting environment based on cloud operations data, including data sources, security, and metadata
- Provides quality assurance of cloud operations data, commission and decommission data sources and data sets
- Identifies, responds to, troubleshoots, and resolves data related operational and billing issues. Analyzes trends to proactively prevent incidents
- Manages the cloud operations data warehouse, identify, and support data needs for reporting requirements
- Supports initiatives for data integrity and normalization. Advocates for adoption of standardized data attributes and processes to improve cloud operations data integrity
- Provides technical expertise in cloud operations data storage architecture, data mining, and data cleansing. Participates in the design and maintenance of data systems and databases related to cloud operation, cloud billing, assist with strategic decisions on new systems
- Establishes strong working relationships, collaborate with clients, partners, Sales, Sales Operations, Corporate Operations, Cloud Operations, Finance, and IT Services to ensure data architecture design is scalable, data is accurate, timely, optimized, and able to support the business requirements of customers, partners, and internal users

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Operations Analyst Level II

Minimum Experience/General Experience: Six years of general experience in business analysis for information systems, including three years of process design.

Functional Responsibility: Identifies, and mines relevant data from multiple sources. Cleans, reorganizes data, interprets data sets, find data trends and patterns valuable for diagnostics, predictive analytics efforts, and achieving business objectives

- Assists with the analysis, interpretation, and visualization of data. Collaborates with stakeholders to develop self-service business intelligence capabilities that enable business users to analyze cloud operational data and create data visualizations, BI dashboards and reports
- Manages cloud operations master data, including creation, updates, and deletion
- Manages and designs the reporting environment based on cloud operations data, including data sources, security, and metadata
- Provides quality assurance of cloud operations data, commission and decommission data sources and data sets
- Identifies, responds to, troubleshoots, and resolves data related operational and billing issues. Analyzes trends to proactively prevent incidents
- Manages the cloud operations data warehouse, identify, and support data needs for reporting requirements
- Supports initiatives for data integrity and normalization. Advocates for adoption of standardized data attributes and processes to improve cloud operations data integrity

- Provides technical expertise in cloud operations data storage architecture, data mining, and data cleansing. Participates in the design and maintenance of data systems and databases related to cloud operation, cloud billing, assist with strategic decisions on new systems
- Establishes strong working relationships, collaborate with clients, partners, Sales, Sales Operations, Corporate Operations, Cloud Operations, Finance, and IT Services to ensure data architecture design is scalable, data is accurate, timely, optimized, and able to support the business requirements of customers, partners, and internal users

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Operations Analyst Level III

Minimum Experience/General Experience: Seven years of IT experience with at least four years' experience in a technical leadership.

Functional Responsibility: Identifies, and mines relevant data from multiple sources. Cleans, reorganizes data, interprets data sets, find data trends and patterns valuable for diagnostics, predictive analytics efforts, and achieving business objectives

- Assists with the analysis, interpretation, and visualization of data. Collaborates with stakeholders to develop self-service business intelligence capabilities that enable business users to analyze cloud operational data and create data visualizations, BI dashboards and reports
- Manages cloud operations master data, including creation, updates, and deletion
- Manages and designs the reporting environment based on cloud operations data, including data sources, security, and metadata
- Provides quality assurance of cloud operations data, commission and decommission data sources and data sets
- Identifies, responds to, troubleshoots, and resolves data related operational and billing issues. Analyzes trends to proactively prevent incidents
- Manages the cloud operations data warehouse, identify, and support data needs for reporting requirements
- Supports initiatives for data integrity and normalization. Advocates for adoption of standardized data attributes and processes to improve cloud operations data integrity
- Provides technical expertise in cloud operations data storage architecture, data mining, and data cleansing. Participates in the design and maintenance of data systems and databases related to cloud operation, cloud billing, assist with strategic decisions on new systems
- Establishes strong working relationships, collaborate with clients, partners, Sales, Sales Operations, Corporate Operations, Cloud Operations, Finance, and IT Services to ensure data architecture design is scalable, data is accurate, timely, optimized, and able to support the business requirements of customers, partners, and internal users

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Site Reliability Engineer Level I

Minimum Experience/General Experience: Five years of general experience and three years of relevant Site Reliability Engineering experience.

Functional Responsibility: Focuses on uptime, performance, affordability, automation, scalability, and operational excellence. strong knowledge of Linux and Cloud protocols along with a strong coding ability in Go, Python, and Bash.

- Administration experience with Linux including experience with the Linux kernel and Linux software packaging
- Strong software development skills in Go / Python / Bash.
- Strong skills in network services, including DNS, TLS/SSL and HTTP
- Network fundamentals DHCP, ARP, subnetting, routing, firewalls, IPv6
- Handle a project from the design phase to completion

- Experience dealing with bare metal hardware
- Experience dealing with cloud environments
- Performance analysis and debugging with various open-source tools
- Ansible and other configuration management systems
- Load balancing and reverse proxies such as Nginx, Varnish, HAProxy, Apache
- SQL databases (Postgres or MySQL)
- Time series databases (Clickhouse)
- Experience with even more databases such as MongoDB and Cassandra
- Internetworking and BGP Monitoring, DevOps, Design, Configuration Management, Container Orchestration

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Site Reliability Engineer Level II

Minimum Experience/General Experience: Seven years of general experience and three years of relevant Site Reliability Engineering experience.

Functional Responsibility: Focuses on uptime, performance, affordability, automation, scalability, and operational excellence. strong knowledge of Linux and Cloud protocols along with a strong coding ability in Go, Python, and Bash.

- Administration experience with Linux including experience with the Linux kernel and Linux software packaging
- Strong software development skills in Go / Python / Bash.
- Strong skills in network services, including DNS, TLS/SSL and HTTP
- Network fundamentals DHCP, ARP, subnetting, routing, firewalls, IPv6
- Handle a project from the design phase to completion
- Experience dealing with bare metal hardware
- Experience dealing with cloud environments
- Performance analysis and debugging with various open-source tools
- Ansible and other configuration management systems
- Load balancing and reverse proxies such as Nginx, Varnish, HAProxy, Apache
- SQL databases (Postgres or MySQL)
- Time series databases (Clickhouse)
- Experience with even more databases such as MongoDB and Cassandra
- Internetworking and BGP Monitoring, DevOps, Design, Configuration Management, Container Orchestration

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Site Reliability Engineer Level III

Minimum Experience/General Experience: 10 years of general experience and three years of relevant Site Reliability Engineering experience.

Functional Responsibility: Focuses on uptime, performance, affordability, automation, scalability, and operational excellence. strong knowledge of Linux and Cloud protocols along with a strong coding ability in Go, Python, and Bash.

- Administration experience with Linux including experience with the Linux kernel and Linux software packaging
- Strong software development skills in Go / Python / Bash.
- Strong skills in network services, including DNS, TLS/SSL and HTTP
- Network fundamentals DHCP, ARP, subnetting, routing, firewalls, IPv6
- Handle a project from the design phase to completion
- Experience dealing with bare metal hardware
- Experience dealing with cloud environments
- Performance analysis and debugging with various open-source tools

- Ansible and other configuration management systems
- Load balancing and reverse proxies such as Nginx, Varnish, HAProxy, Apache
- SQL databases (Postgres or MySQL)
- Time series databases (Clickhouse)
- Experience with even more databases such as MongoDB and Cassandra
- Internetworking and BGP Monitoring, DevOps, Design, Configuration Management, Container Orchestration

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Engineer Level II

Minimum Experience/General Experience: Seven years of experience.

Functional Responsibility: Implements and designs server, network, and software configurations for a cloud computing infrastructure and applications with a focus on DevOps principles. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Engineer Level III

Minimum Experience/General Experience: 10 years of experience.

Functional Responsibility: Implements and designs server, network, and software configurations for a cloud computing infrastructure and applications with a focus on DevOps principles. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Migration Specialist Level I

Minimum Experience/General Experience: Five years of experience.

Functional Responsibility: Develops migration strategies for applications, servers, etc. for a cloud computing infrastructure and applications with a focus on DevOps principles. Develops metrics, plans and acceptance criteria for the migration of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Education:

- Bachelor's degree

- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Migration Specialist Level II

Minimum Experience/General Experience: Seven years of experience.

Functional Responsibility: Develops migration strategies for applications, servers, etc. for a cloud computing infrastructure and applications with a focus on DevOps principles. Develops metrics, plans and acceptance criteria for

the migration of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Migration Specialist Level III

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Functional Responsibility: Develops migration strategies for applications, servers, etc. for a cloud computing infrastructure and applications with a focus on DevOps principles. Develops metrics, plans and acceptance criteria for the migration of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Azure/Google/AWS Cloud Security Engineer Level I

Minimum Experience/General Experience: Five years of IT experience; two years of experience with tools for vulnerability assessments and compliance reporting using eMASS, Xacta, ACAS, Continuous Monitoring and Risk Scoring (CMRS), Host-based Security System (HBSS), STIGs, or SRGs; two years of experience with cloud applications in a DevOps or DevSecOps environment; one year of experience with FedRamp

Functional Responsibility: Advise and assist with component organizations to comply with security guidance in their cloud application environments, including ensuring compliance with all Security Technical Implementation Guides (STIGs) and Ports and Protocols guidance. Analyze the design and building of, test, and Deploy technical solutions and processes to improve the efficiency and security of client cloud migrations and ensure compliance with necessary laws, regulations, and industry standards. Select and operate security and compliance tools, understand information security principles as they apply to Cloud-hosted applications, provide industry knowledge of DevSecOps trends and tools, and use technical expertise to implement technical solutions in either AWS, Google, or Azure cloud environments. Develops Risk Management artifacts, including SSP, SAP, SAR, RAR, and POA&M

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Azure/Google/AWS Cloud Security Engineer Level II

Minimum Experience/General Experience: Five years of IT experience; two years of experience with tools for vulnerability assessments and compliance reporting using eMASS, Xacta, ACAS, Continuous Monitoring and Risk Scoring (CMRS), Host-based Security System (HBSS), STIGs, or SRGs; two years of experience with cloud applications in a DevOps or DevSecOps environment; one year of experience with FedRamp

Functional Responsibility: Advise and assist with component organizations to comply with security guidance in their cloud application environments, including ensuring compliance with all Security Technical Implementation Guides (STIGs) and Ports and Protocols guidance. Analyze the design and building of, test, and Deploy technical solutions and processes to improve the efficiency and security of client cloud migrations and ensure compliance with necessary laws, regulations, and industry standards. Select and operate security and compliance tools, understand information security principles as they apply to Cloud-hosted applications, provide industry knowledge of DevSecOps trends and tools, and use technical expertise to implement technical solutions in either AWS, Google, or Azure cloud environments. Develops Risk Management artifacts, including SSP, SAP, SAR, RAR, and POA&M

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Azure/Google/AWS Cloud Security Engineer Level III

Minimum Experience/General Experience: Six years of IT experience; two years of experience with tools for vulnerability assessments and compliance reporting using eMASS, Xacta, ACAS, Continuous Monitoring and Risk Scoring (CMRS), Host-based Security System (HBSS), STIGs, or SRGs; two years of experience with cloud applications in a DevOps or DevSecOps environment; one year of experience with FedRamp

Functional Responsibility: Advise and assist with component organizations to comply with security guidance in their cloud application environments, including ensuring compliance with all Security Technical Implementation Guides (STIGs) and Ports and Protocols guidance. Analyze the design and building of, test, and Deploy technical solutions and processes to improve the efficiency and security of client cloud migrations and ensure compliance with necessary laws, regulations, and industry standards. Select and operate security and compliance tools, understand information security principles as they apply to Cloud-hosted applications, provide industry knowledge of DevSecOps trends and tools, and use technical expertise to implement technical solutions in either AWS, Google, or Azure cloud environments. Develops Risk Management artifacts, including SSP, SAP, SAR, RAR, and POA&M

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

IT Cloud Subject Matter Specialist Level I

Minimum Experience/General Experience: One year of experience.

Functional Responsibility: Consults, plans, designs, and implements combined cloud and business process solutions. Develops and presents proof-of-concept for key decision makers. Analyzes business and software requirements. Provides exceptional technical pre-sales solutions. Oversees cloud solutions implementation and manage expectations.

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

IT Cloud Subject Matter Specialist Level II

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility: Consults, plans, designs, and implements combined cloud and business process solutions. Develops and presents proof-of-concept for key decision makers. Analyzes business and software requirements. Provides exceptional technical pre-sales solutions. Oversees cloud solutions implementation and manage expectations.

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

IT Cloud Subject Matter Specialist Level III

Minimum Experience/General Experience: Seven years of experience.

Functional Responsibility: Consults, plans, designs, and implements combined cloud and business process solutions. Develops and presents proof-of-concept for key decision makers. Analyzes business and software requirements.

![groundswell logo]

Provides exceptional technical pre-sales solutions. Oversees cloud solutions implementation and manage expectations.

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Security Information Assurance Engineer Level II

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility: Determines enterprise information assurance and security standards. IDENTIFY, PROTECT, DETECT, RESPOND, RECOVER. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Ensures that all information systems are functional and secure. Assist with identifying and review existing Enterprise Security Architecture (ESA) and developing new and continuous improving ESA Identifying and developing new Security Architecture Standards, Enterprise Architecture Security (EAS) Patterns, and Enterprise Security Processes and Procedures. Provide specialized cybersecurity knowledge and expertise to identify threats and manage risks from the adoption of new technologies including cloud, zero trust networking (ZTN); software defined networking (SDN), APIs, Data Analytics, and Dominance. Provide specialized knowledge and expertise with the NIST publications and requirements. Identify, evaluate, and recommend Enterprise Architecture Security (EAS) Standards to support Cybersecurity Framework functions Develop EAS in accordance with the Cybersecurity Policies and Best practices.

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Cloud Security Information Assurance Engineer Level III

Minimum Experience/General Experience: Seven years of experience.

Functional Responsibility: Determines enterprise information assurance and security standards. IDENTIFY, PROTECT, DETECT, RESPOND, RECOVER. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Ensures that all information systems are functional and secure. Assist with identifying and review existing Enterprise Security Architecture (ESA) and developing new and continuous improving ESA Identifying and developing new Security Architecture Standards, Enterprise Architecture Security (EAS) Patterns, and Enterprise Security Processes and Procedures. Provide specialized cybersecurity knowledge and expertise to identify threats and manage risks from the adoption of new technologies including cloud, zero trust networking (ZTN); software defined networking (SDN), APIs, Data Analytics, and Dominance. Provide specialized knowledge and expertise with the NIST publications and requirements. Identify, evaluate, and recommend Enterprise Architecture Security (EAS) Standards to support Cybersecurity Framework functions Develop EAS in accordance with the Cybersecurity Policies and Best practices.

Minimum Education:

- Bachelor's degree
- An additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Chief Cyber Information Security Officer

Minimum Experience/General Experience: Six years of managerial experience within one or more of the following disciplines: security operations, cyber risk and cyber intelligence, RMF, NIST, data loss and fraud prevention, security architecture, identity and access management, program management, Investigations and forensics or governance.

Functional Responsibility: Responsible for determining enterprise information security standards. Develop and implements cyber information security standards and procedures. Provide tactical information security advice and examining the ramifications of new technologies. Ensure that all information systems are functional and secure. In charge of IT risk evaluations, audits, and security incident investigation.

Minimum Education:

- Bachelors degree

- Masters degree may be substituted for 2 years of experience.

- Doctorate may be substituted for 4 years of experience.

Chief Cyber Information Security Officer - Deputy

Minimum Experience/General Experience: Three years managerial experience in all phases of information security management. Experience directing employees and proficient in verbal and written communications skills. Ability to analyze, prioritize, organize, and solve problems

Functional Responsibility: Assist the Chief Cyber Information Security Officer - Ensuring that all cyber information security management operations are functioning.

Minimum Education:

- Bachelors degree

- Masters degree may be substituted for 2 years of experience.

- Doctorate may be substituted for 4 years of experience.

Cyber Security Specialist Level I

Minimum Experience/General Experience: Four years of experience

Functional Responsibility: Assists with the development and implementation of cyber information assurance (IA), and security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Performs analysis, design, and development of security features. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of systems and applications during all phases of the system development life cycle. Assists in the coordination and escalation of security incidents based on the tiered Incident Response approach. Has experience with experience in threat analysis, hunting, experience with multiple SIEMs and analyst detection workflow in the cloud. Performs at an entry-level or development level assignments. Build & deploy cloud security infrastructure and automate security operations for customers.

Minimum Education:

- Bachelors degree

- CompTIA Security+ ce *OR* GIAC Security Leadership (GSLC) *OR* Certified Authorization Professional (CAP) Certification

Cyber Security Specialist Level II

Minimum Experience/General Experience: Six years of experience.

Functional Responsibility: Assists with the development and implementation of cyber information assurance (IA), and

security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Performs analysis, design, and development of security features. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of systems and applications during all phases of the system development life cycle. Assists in the coordination and escalation of security incidents based on the tiered Incident Response approach. Has experience with experience in threat analysis, hunting, experience with multiple SIEMs and analyst detection workflow in the cloud. Performs at an entry-level or development level assignments. Build & deploy cloud security infrastructure and automate security operations for customers.

Minimum Education:

- Bachelors degree

- Certified Information Systems Security Professional (CISSP) *OR* Certified Information Security Manager (CISM) *OR* CompTIA Advanced Security Practitioner+ (CASP+ ce) *OR* Certified Authorization Professional (CAP) Certification

Cyber Security Specialist Level III

Minimum Experience/General Experience: Nine years of experience

Functional Responsibility: Assists with the development and implementation of cyber information assurance (IA), and security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Performs analysis, design, and development of security features. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of systems and applications during all phases of the system development life cycle. Assists in the coordination and escalation of security incidents based on the tiered Incident Response approach. Has experience with experience in threat analysis, hunting, experience with multiple SIEMs and analyst detection workflow in the cloud. Performs at an entry-level or development level assignments. Build & deploy cloud security infrastructure and automate security operations for customers.

Minimum Education:

- Bachelors degree

- Certified Information Systems Security Professional (CISSP) *OR* Certified Information Security Manager (CISM) *OR* GIAC Security Leadership (GSLC) *OR* Certified Chief Information Security Officer (CCISO) Certification

Cyber Data Scientist / Cyber Data Analyst

Minimum Experience/General Experience: Six years of experience

Functional Responsibility: Adept at combining techniques from machine learning and statistics to solve cyber security tasks. Leverages machine learning algorithms as substantiation parts in any well-known security products such as Intrusion detection and prevention systems, Security orchestration, Behavioral authentications, Endpoint detection, Data leakage prevention, Vulnerability prioritization. Set up Machine learning algorithms in support of Security standards and procedures. Has experience with Data Science, Analytics and Cyber security with applicable certifications.

Minimum Education:

- Bachelors degree in Computer Science, Information Systems, Business, Management, or Equivalent.

- Appian Certifications: Active A-score level of 2 or one year hands-on Appian solution implementation experience.

- Certification(s) on Agile methodology

Cyber Information Security Analyst Level I

Minimum Experience/General Experience: Four years of experience with Federal Information Security Management Act (FISMA) compliance.

Functional Responsibility: Analyze and define cyber security requirements. Assists in the design, development, and implementation of solutions. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Assists in the performance of risk analyses which includes risk assessment.

Minimum Education:

- Bachelors degree

- CompTIA Security+ ce *OR* GIAC Security Leadership (GSLC) *OR* Certified Authorization Professional (CAP) Certification

Cyber Information Security Analyst Level II

Minimum Experience/General Experience: Six years of experience with Federal Information Security Management Act (FISMA) compliance.

Functional Responsibility: Analyze and define cyber security requirements. Assists in the design, development, and implementation of solutions. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Assists in the performance of risk analyses which includes risk assessment.

Minimum Education:

- Bachelors degree

- Certified Information Systems Security Professional (CISSP) *OR* Certified Information Security Manager (CISM) *OR* CompTIA Advanced Security Practitioner+ (CASP+ ce) *OR* Certified Authorization Professional (CAP) Certification

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Functional Responsibility: Analyze and define cyber security requirements. Assists in the design, development, and implementation of solutions. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Assists in the performance of risk analyses which includes risk assessment.

Minimum Education:

- Bachelors degree

- Certified Information Systems Security Professional (CISSP) *OR* Certified Information Security Manager (CISM) *OR* GIAC Security Leadership (GSLC) *OR* Certified Chief Information Security Officer (CCISO) Certification

Cyber Security Information Assurance Engineer Level I

Minimum Experience/General Experience: Three years of experience.

Functional Responsibility: Determines enterprise information assurance and security standards. IDENTIFY, PROTECT, DETECT, RESPOND, RECOVER
- Develops and implements information assurance/security standards and procedures.
- Coordinates, develops, and evaluates security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.
- Identifies, reports, and resolves security violations.
- Supports customers at the highest levels in the development and implementation of doctrine and policies.
- Provides integration and implementation of the computer system security solution.
- Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
- Ensures that all information systems are functional and secure.
- assist with identifying and review existing Enterprise Security Architecture (ESA) and developing new and continuous improving ESA
- Identifying and developing new Security Architecture Standards, Enterprise Architecture Security (EAS) Patterns, and Enterprise Security Processes and Procedures.
- Provide specialized cybersecurity knowledge and expertise to identify threats and manage risks from the adoption of new technologies including cloud, zero trust networking (ZTN); software defined networking (SDN), APIs, Data Analytics, and Dominance.
- Provide specialized knowledge and expertise with the NIST publications and requirements.
- Identify, evaluate, and recommend Enterprise Architecture Security (EAS) Standards to support Cybersecurity

Framework functions

- Develop EAS in accordance with the Cybersecurity Policies and Best practices.

Minimum Education: Bachelors degree

Cyber Security Information Assurance Engineer Level II

Minimum Experience/General Experience: Six years of experience on a technical development team in the areas of software and application development. Familiarity with standard concepts, practices, and procedures within the area of technical development. Knowledge of full cycle software development and relational database concepts.

Functional Responsibility: Determines enterprise information assurance and security standards. IDENTIFY, PROTECT, DETECT, RESPOND, RECOVER

- Develops and implements information assurance/security standards and procedures.
- Coordinates, develops, and evaluates security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.
- Identifies, reports, and resolves security violations.
- Supports customers at the highest levels in the development and implementation of doctrine and policies.
- Provides integration and implementation of the computer system security solution.
- Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
- Ensures that all information systems are functional and secure.
- assist with identifying and review existing Enterprise Security Architecture (ESA) and developing new and continuous improving ESA
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- Provide specialized knowledge and expertise with the NIST publications and requirements.
- Identify, evaluate, and recommend Enterprise Architecture Security (EAS) Standards to support Cybersecurity Framework functions
- Develop EAS in accordance with the Cybersecurity Policies and Best practices.

Minimum Education: Bachelors degree

Cyber Security Information Assurance Engineer Level III

Minimum Experience/General Experience: Nine years of experience.

Functional Responsibility: Determines enterprise information assurance and security standards. IDENTIFY, PROTECT, DETECT, RESPOND, RECOVER

- Develops and implements information assurance/security standards and procedures.
- Coordinates, develops, and evaluates security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.
- Identifies, reports, and resolves security violations.
- Supports customers at the highest levels in the development and implementation of doctrine and policies.
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- Provide specialized cybersecurity knowledge and expertise to identify threats and manage risks from the adoption of new technologies including cloud, zero trust networking (ZTN); software defined networking (SDN), APIs, Data Analytics, and Dominance.
- Provide specialized knowledge and expertise with the NIST publications and requirements.

- Identify, evaluate, and recommend Enterprise Architecture Security (EAS) Standards to support Cybersecurity Framework functions
- Develop EAS in accordance with the Cybersecurity Policies and Best practices.

Minimum Education: Bachelors degree

Windows Cyber System Security Engineer Level I

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility:

- Designs and implements cyber network topologies
- Maintains and troubleshoots operational networks including VPN, routers, switches, firewalls, and similar network equipment.
- Applies patching to network infrastructure equipment
- Contributes to development of network architecture documentation
- Participates in network security assessments, remediation, and documentation, Strong understanding of network infrastructure and associated, network hardware and software.
- Experience defining and configuring complex networks governed by comprehensive security guidelines
- Ability to apply analytical and problem-solving skills to resolve network issues
- Ability to implement, administer, and troubleshoot network infrastructure devices, such as: firewalls, routers, switches, backup appliances
- Creating, updating, and managing network security documentation and diagrams.
- Provides specific detailed information for hardware and software selection.

Minimum Education:

- Bachelors degree

- CompTIA Security+ ce *OR* GIAC Security Leadership (GSLC) *OR* Certified Authorization Professional (CAP) Certification

Windows Cyber System Security Engineer Level II

Minimum Experience/General Experience: Six years of experience.

Functional Responsibility:

- Designs and implements cyber network topologies
- Maintains and troubleshoots operational networks including VPN, routers, switches, firewalls, and similar network equipment.
- Applies patching to network infrastructure equipment
- Contributes to development of network architecture documentation
- Participates in network security assessments, remediation, and documentation, Strong understanding of network infrastructure and associated, network hardware and software.
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- Provides specific detailed information for hardware and software selection.

Minimum Education:

- Bachelors degree

- Certified Information Systems Security Professional (CISSP) *OR* Certified Information Security Manager (CISM) *OR* CompTIA Advanced Security Practitioner+ (CASP+ ce) *OR* Certified Authorization Professional (CAP) Certification

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Windows Cyber System Security Engineer Level III

Minimum Experience/General Experience: Nine years of experience.

Functional Responsibility:

- Designs and implements cyber network topologies
- Maintains and troubleshoots operational networks including VPN, routers, switches, firewalls, and similar network equipment.
- Applies patching to network infrastructure equipment
- Contributes to development of network architecture documentation
- Participates in network security assessments, remediation, and documentation, Strong understanding of network infrastructure and associated, network hardware and software.
- Experience defining and configuring complex networks governed by comprehensive security guidelines
- Ability to apply analytical and problem-solving skills to resolve network issues
- Ability to implement, administer, and troubleshoot network infrastructure devices, such as: firewalls, routers, switches, backup appliances
- Creating, updating, and managing network security documentation and diagrams.
- Provides specific detailed information for hardware and software selection.

Minimum Education:

- Bachelors degree

- Certified Information Systems Security Professional (CISSP) *OR* Certified Information Security Manager (CISM) *OR* GIAC Security Leadership (GSLC) *OR* Certified Chief Information Security Officer (CCISO) Certification

Cyber Penetration Tester Level I

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility: Performs security tests on cyber networks, web-based applications, and computer systems. Designs these tests and tools to try to break into security-protected applications and networks to probe for vulnerabilities. Evaluates new penetration testing tools. Exploits vulnerabilities and design solutions to security issues like temperature, humidity, vandalism, and natural disasters. Conducts network and system security audits, which evaluate how well an organization's system conforms to a set of established criteria. Analyzes Security policies for effectiveness, makes suggestions on security policy improvements, and works to enhance methodology material. provides feedback and verification after security fixes are issued.

Minimum Education:

- Bachelors degree

- CompTIA Security+ ce *OR* GIAC Security Leadership (GSLC) *OR* Certified Authorization Professional (CAP) Certification

Cyber Penetration Tester Level II

Minimum Experience/General Experience: Six years of experience.

Functional Responsibility: Performs security tests on cyber networks, web-based applications, and computer systems. Designs these tests and tools to try to break into security-protected applications and networks to probe for vulnerabilities. Evaluates new penetration testing tools. Exploits vulnerabilities and design solutions to security issues like temperature, humidity, vandalism, and natural disasters. Conducts network and system security audits, which evaluate how well an organization's system conforms to a set of established criteria. Analyzes Security policies for effectiveness, makes suggestions on security policy improvements, and works to enhance methodology material. provides feedback and verification after security fixes are issued.

Minimum Education:

- Bachelors degree

- Certified Information Systems Security Professional (CISSP) *OR* Certified Information Security Manager (CISM) *OR* CompTIA Advanced Security Practitioner+ (CASP+ ce) *OR* Certified Authorization Professional (CAP) Certification

Cyber Penetration Tester Level III

Minimum Experience/General Experience: Nine years of experience.

Functional Responsibility: Performs security tests on cyber networks, web-based applications, and computer systems. Designs these tests and tools to try to break into security-protected applications and networks to probe for vulnerabilities. Evaluates new penetration testing tools. Exploits vulnerabilities and design solutions to security issues like temperature, humidity, vandalism, and natural disasters. Conducts network and system security audits, which evaluate how well an organization's system conforms to a set of established criteria. Analyzes Security policies for effectiveness, makes suggestions on security policy improvements, and works to enhance methodology material. provides feedback and verification after security fixes are issued.

Minimum Education:

- Bachelors degree
- Certified Information Systems Security Professional (CISSP) *OR* Certified Information Security Manager (CISM) *OR* GIAC Security Leadership (GSLC) *OR* Certified Chief Information Security Officer (CCISO) Certification

Cyber Threat Intelligence Analyst Level I

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility:

- Provides knowledge in threat intelligence and cyber security defense.
- Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
- Identifies, deters, monitors, and investigates computer and network intrusions.
- Provides computer forensic support to high technology investigations in the form of evidence seizure, computer forensic analysis, and data recovery.
- Conducts incident response according to departmental breach response process.
- Leads threat intelligence and incident response.
- Coordinates with high authorities as necessary.
- Ensures an optimal security posture by identifying ongoing, immediate, and emerging threats to the organization, including insider threats, threat actors, attack vectors, and breach scenarios.
- Provides support utilizing underlying tools to profile and assess insider threat and potential fraud.
- Develops, maintains, and optimizes an automated integration system to receive, leverage, and disseminate cyber threat intelligence identified from multiple classified and open sources for detecting, tracking, preventing, and responding to threats and threat actors.
- Creates Incident Response Threat Package - per incident.
- Monitors threat intelligence sources (security alerts, warnings, and other indicators) from the U.S. Computer Emergency Readiness Team (US-CERT), and other OSINT sources to compile client-related threat intelligence.
- Provides cyber-threat intelligence on client-related topics including.
- Provides cyber-threat intelligence on cyber campaigns against U.S. information technology that could potentially affect the client's portfolio for systems and the Institutions of Higher Education that the client is responsible for supporting.
- Provides cyber-threat intelligence on a cyber-related attack against the federal/private education sector.
- Conducts threat operations to identify Department or education data that may be available through unauthorized sources (Dark Net, hacking sites, etc.).
- Provides any intelligence on information technology vulnerabilities being reported across the federal and private sectors.

Minimum Education: Bachelors degree

Cyber Threat Intelligence Analyst Level II

Minimum Experience/General Experience: Six years of experience.

Functional Responsibility:

- Provides knowledge in threat intelligence and cyber security defense.

- Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
- Identifies, deters, monitors, and investigates computer and network intrusions.
- Provides computer forensic support to high technology investigations in the form of evidence seizure, computer forensic analysis, and data recovery.
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- Provides any intelligence on information technology vulnerabilities being reported across the federal and private sectors.

Minimum Education: Bachelors degree

Cyber Threat Intelligence Analyst Level III

Minimum Experience/General Experience: Nine years experience.

Functional Responsibility:

- Provides knowledge in threat intelligence and cyber security defense.
- Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
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- Monitors threat intelligence sources (security alerts, warnings, and other indicators) from the U.S. Computer Emergency Readiness Team (US-CERT), and other OSINT sources to compile client-related threat intelligence.
- Provides cyber-threat intelligence on client-related topics including.
- Provides cyber-threat intelligence on cyber campaigns against U.S. information technology that could potentially affect the client's portfolio for systems and the Institutions of Higher Education that the client is responsible for supporting.
- Provides cyber-threat intelligence on a cyber-related attack against the federal/private education sector.

- Conducts threat operations to identify Department or education data that may be available through unauthorized sources (Dark Net, hacking sites, etc.).
- Provides any intelligence on information technology vulnerabilities being reported across the federal and private sectors.

Minimum Education: Bachelors degree

Cyber Security Tools Engineer/Cyber Engineering Subject Matter Specialist Level II

Minimum Experience/General Experience: Three years of experience.

Functional Responsibility:
- Designs and architects tools to maximize the effectiveness of tools individually or as part of a defensive grid
- Provides support to staff who are installing and configuring Security tools, while learning both skill sets.
- Designs scripts, dashboards, etc. to monitor the tools to insure proper operations and performance
- Engineers Security tools to report to network monitoring tools via Syslog/SNMP
- Assist staff in troubleshooting tool issues
- Integrates and tests new code versions and upgrades in the Security lab prior to deployment to production

Minimum Education:
- Bachelors degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Cyber Security Tools Engineer/Cyber Engineering Subject Matter Specialist Level III

Minimum Experience/General Experience: Nine years of experience.

Functional Responsibility:
- Designs and architects tools to maximize the effectiveness of tools individually or as part of a defensive grid
- Provides support to staff who are installing and configuring Security tools, while learning both skill sets.
- Designs scripts, dashboards, etc. to monitor the tools to insure proper operations and performance
- Engineers Security tools to report to network monitoring tools via Syslog/SNMP
- Assist staff in troubleshooting tool issues
- Integrates and tests new code versions and upgrades in the Security lab prior to deployment to production

Minimum Education:
- Bachelors degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Cyber Security Code Reviewers/Cyber Information Assurance Engineer Level I

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility: Verifies that the code is a correct and effective solution for cyber security and vulnerability requirements. Ensures that code is maintainable and follows best practices. Increases security knowledge of the codebase and provides patching and best practices as applicable. Supports security operations, assessments, and POA&M development.

Minimum Education: Bachelors degree

Cyber Security Code Reviewers/Cyber Information Assurance Engineer Level II

Minimum Experience/General Experience: Six years of experience.

Functional Responsibility: Verifies that the code is a correct and effective solution for cyber security and vulnerability requirements. Ensures that code is maintainable and follows best practices. Increases security knowledge of the codebase and provides patching and best practices as applicable. Supports security operations, assessments, and

POA&M development.

Minimum Education: Bachelors degree

Cyber Security Code Reviewers/Cyber Information Assurance Engineer Level III

Minimum Experience/General Experience: Nine years of experience.

Functional Responsibility: Verifies that the code is a correct and effective solution for cyber security and vulnerability requirements. Ensures that code is maintainable and follows best practices. Increases security knowledge of the codebase and provides patching and best practices as applicable. Supports security operations, assessments, and POA&M development.

Minimum Education: Bachelors degree

Cyber Vulnerability Analyst Level I

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility:
- Provides knowledge in cyber vulnerability management and POA&M support.
- Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
- Determines enterprise information assurance and security standards.
- Develops and implements information assurance/security standards and procedures.
- Coordinates, develops, and evaluates security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.
- Identifies, reports, and resolves security violations.
- Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.
- Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
- Supports security operations, assessments, and POA&M development.

Minimum Education: Bachelors degree

Cyber Vulnerability Analyst Level II

Minimum Experience/General Experience: Six years of experience.

Functional Responsibility: :
- Provides knowledge in cyber vulnerability management and POA&M support.
- Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
- Determines enterprise information assurance and security standards.
- Develops and implements information assurance/security standards and procedures.
- Coordinates, develops, and evaluates security programs for an organization.
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Minimum Education: Bachelors degree

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- Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
- Supports security operations, assessments, and POA&M development.

Minimum Education: Bachelors degree

Cyber SOC Analyst Level I

Minimum Experience/General Experience: Four years of experience.

Functional Responsibility:

- Coordinates, develops, and evaluates cyber security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.
- Identifies, reports, and resolves security violations.
- Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands.
- Supports customers at the highest levels in the development and implementation of doctrine and policies.
- Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
- Performs vulnerability/risk analyses of computer systems and applications during all phases of the systems development life cycle.
- Provides Proactive/ reactive incident handling, security event management, forensics, vulnerability management, audit/ penetration testing, advising the of proper security measures, encouraging industry best security practices, managing telephone trouble calls, issuance of Information System Security (ISS) Alerts.
- Performs the initial triage and provides remediation instructions to the appropriate response teams.
- Provide periodic vulnerability scanning of critical devices and recommends steps to mitigate risk and exposure to attacks.
- Provides SOC operations support at the Tier 1 & Tier 2 level providing 24x7x365 day a year immediate cybersecurity response activities.
- Supports the operations of security capabilities to provide continuous monitoring of assigned assets, networks, and data locations.

Tier 1 - Triage:

- Reviewing and assigning urgency to potential threats.
- Function as the front line when reporting security incidents.
- Run vulnerability and security assessment reports, manage security-monitoring tools, and perform cybersecurity incident helpdesk functions.

Tier 2 - Incident Response:

- Leverages security controls, policies, and intelligence (indicators of compromise (IOC), rules, and procedures) to determine the scope and origin of the attack.
- Focus on mitigation, recovery, and remediation once an attack has occurred.

- Communicates threat information and other relevant security data and alerts to information system stakeholders

<u>Minimum Education</u>: Bachelors degree

Cyber SOC Analyst Level II

<u>Minimum Experience/General Experience</u>: Six years of experience.

<u>Functional Responsibility</u>: :

- Coordinates, develops, and evaluates cyber security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.
- Identifies, reports, and resolves security violations.
- Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands.
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<u>Minimum Education</u>: Bachelors degree

Cyber SOC Analyst Level III

<u>Minimum Experience/General Experience</u>: Nine year of experience.

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- Coordinates, develops, and evaluates cyber security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.
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- Focus on mitigation, recovery, and remediation once an attack has occurred.
- Communicates threat information and other relevant security data and alerts to information system stakeholders

Minimum Education: Bachelors degree

Cyber SIEM Engineer Level I

Minimum Experience/General Experience: Four years of experience with AWS or similar certificate(s). Four years of experience in security related areas such as vulnerability management, penetration testing, SIEM, Data, Protect, Secure, Cloud. Experience with a Configuration Management tool (Ansible, Saltstack, Puppet, Chef); Ansible or SaltStack preferred.

Functional Responsibility: Administers data feeds to ensure accurate normalization through parsing and scripting. Reports, with dashboarding, alerting and other analytical tasks in Splunk. Protects the network and secures the cyber mission. Administration, deployment, and use of Splunk and other SIEM. Experienced with Linux administration. Performs log normalization and other scripting and parsing (including a variety of formats such as CEF, JSON, XML, etc…).

Minimum Education:

- Bachelors degree

- CompTIA Security+ ce *OR* GIAC Security Leadership (GSLC) *OR* Certified Authorization Professional (CAP) Certification

Cyber SIEM Engineer Level II

Minimum Experience/General Experience: Six years of experience with AWS or similar certificate(s). Six years of experience in security related areas such as vulnerability management, penetration testing, SIEM, Data, Protect, Secure, Cloud. Experience with a Configuration Management tool (Ansible, Saltstack, Puppet, Chef); Ansible or SaltStack preferred.

Functional Responsibility: Administers data feeds to ensure accurate normalization through parsing and scripting. Reports, with dashboarding, alerting and other analytical tasks in Splunk. Protects the network and secures the cyber mission. Administration, deployment, and use of Splunk and other SIEM. Experienced with Linux administration. Performs log normalization and other scripting and parsing (including a variety of formats such as CEF, JSON, XML, etc…).

Minimum Education:

- Bachelors degree

- Certified Information Systems Security Professional (CISSP) *OR* Certified Information Security Manager (CISM) *OR* CompTIA Advanced Security Practitioner+ (CASP+ ce) *OR* Certified Authorization Professional (CAP) Certification

Health IT Application Engineer I

Minimum Experience/General Experience: Four years of experience provisioning, configuring, deploying, and supporting Health IT applications or other software applications, as well as their supporting tools and services, in a healthcare and/or clinical environment.

Functional Responsibility: Under general supervision, identify specific healthcare and/or clinical customer needs, develop Health IT solutions to those needs, and provide guidance on how to integrate those solutions into the overall service delivery model.

Minimum Education:

- Bachelor's degree in Computer Science or a related technical discipline

- An additional four years of equivalent work experience and an Associate's degree or an additional eight years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Health IT Business Analyst

Minimum Experience/General Experience: Four years of experience in a related field. May have expert credentials or be recognized as an authority.

Functional Responsibility: Formulates and defines Health IT systems scope and objectives through research and fact-finding combined with an understanding of applicable healthcare systems and industry requirements. Performs analysis of clinical and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Competent to work in all phases of Health IT systems analysis and considers the healthcare implications of the application of technology to the specific clinical environment.

Minimum Education:

- Bachelors degree in Business, Finance, Management, Information Systems or another applicable field.

- An additional four years of experience and an Associate's degree or an additional eight years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Masters degree may be substituted for 2 years of experience.

- Doctorate may be substituted for 4 years of experience.

Health IT IM/IT I

Minimum Experience/General Experience: Two years of Health IT engineering experience. Must possess system engineering experience in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware.

Functional Responsibility: Under direct supervision analyzes functional business requirements and design specifications for Health IT solutions. Identifies and resolves problems within existing Health IT systems and designs/implements new systems, enhances the existing systems, and participates in analysis, design, and new construction of next generation Health IT systems. Responsible for understanding the needs of the customers and the capabilities of commercially available Heath IT products and general IT products used in healthcare and/or clinical environments. Assists in creation of requirements for implementation by the architecture and engineering teams using COTS products.

Minimum Education:

- Bachelors degree.

- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

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Health IT IM/IT II

Minimum Experience/General Experience: Four years of Health IT engineering experience. Must possess system engineering experience in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware.

Functional Responsibility: Under general supervision analyzes functional business requirements and design specifications for Health IT solutions. Identifies and resolves problems within existing Health IT systems and designs/implements new systems, enhances the existing systems, and participates in analysis, design, and new construction of next generation Health IT systems. Responsible for understanding the needs of the customers and the capabilities of commercially available Heath IT products and general IT products used in healthcare and/or clinical environments. Creates requirements for implementation by the architecture and engineering teams using COTS products.

Minimum Education:

- Bachelors degree.
- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

Health IT Project Manager

Minimum Experience/General Experience: Six years of experience required specializing in Health IT focused projects. Experience in project management plan development including project scheduling, resource allocation, and budgeting. Experience across all PMBOK project management lifecycle phases including initiating; planning; executing; monitoring and controlling; and closing. Experience in managing IT projects in healthcare and/or clinical settings.

Functional Responsibility: Manage projects, tasks, and/or subtasks. Advise and assist project staff on execution of specific project requirements. May be responsible for management of complete project or specific task elements. Implements directives and schedules necessary to ensure effective project management. Possesses a detailed knowledge of concepts, practices, and procedures in several activity, technical, and management fields. Provides oversight of complex projects in healthcare and/or clinical settings and provides detailed guidance and direction to project staff.

Minimum Education:

- Bachelors degree.
- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

Health IT Software Consultant I

Minimum Experience/General Experience: Two years of experience in implementing Health IT software applications or hands-on experience with healthcare software applications. Familiarity with relational database concepts and client-server architectures.

Functional Responsibility: Under direct supervision, reviews, analyzes, and modifies Health IT software systems or software systems employed in a healthcare/clinical environment including encoding, testing, debugging, and installing to support an organization's applications systems. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures.

Minimum Education:

- Bachelors degree.
- An additional two years of equivalent work experience and an Associate's degree or an additional four years of equivalent work experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Health IT Software Consultant II

Minimum Experience/General Experience: Five years of experience in implementing Health IT software applications or hands-on experience with healthcare software applications. Familiarity with relational database concepts and client-server architectures. Relies on experience and judgment to plan and accomplish goals.

Functional Responsibility: Reviews, analyzes, and modifies Health IT software systems or software systems employed in a healthcare/clinical environment including encoding, testing, debugging, and installing to support an organization's

applications systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures.

Minimum Education:

- Bachelors degree.

- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

Financial Analyst

Minimum Experience/General Experience: Four years of experience in a related field

Functional Responsibility: Participates in the development of budgets. Determines cost of operations by establishing standard costs and collecting operational data. Develops forecasts and determines financial status by comparing and analyzing actual results with plans and forecasts. Establishes and enforces financial policies and procedure. Improves financial status by analyzing results, monitoring variances, identifying trends, and recommending actions to management. Reconciles transactions by comparing and correcting data.

Minimum Education:

- Bachelors degree in Business, Finance, Management, Information Systems or another applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Masters degree may be substituted for 2 years of experience.

- Doctorate may be substituted for 4 years of experience.

Technical Business Analyst I

Minimum Experience/General Experience: Two years of experience in a related field.

Functional Responsibility: Under direct supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Performs analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary.

Minimum Education:

- Bachelors degree in Business, Finance, Management, Information Systems or another applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Masters degree may be substituted for 2 years of experience

Technical Business Analyst II

Minimum Experience/General Experience: Four years of experience in a related field.

Functional Responsibility: Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Performs analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less-experienced Business Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.

Minimum Education:

- Bachelors degree in Business, Finance, Management, Information Systems or another applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Masters degree may be substituted for 2 years of experience.

- Doctorate may be substituted for 4 years of experience.

Technical Business Analyst III

Minimum Experience/General Experience: Six years of experience in a related field. May have expert credentials or be recognized as an authority.

Functional Responsibility: Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Performs analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Analysts. Competent to work in all phases of systems analysis and considers the business implications of the application of technology to the current business environment.

Minimum Education:

- Bachelors degree in Business, Finance, Management, Information Systems or another applicable field.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Change, Configuration, and Release Manager

Minimum Experience/General Experience: Four years of experience in a related field.

Functional Responsibility: Responsible for change, configuration, and release management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Responsible for configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control.

Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports quality assurance process audits. Develops release and rollout plans and schedules.

Minimum Education:

- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Database Management Specialist

Minimum Experience/General Experience: Four years of experience in a related field.

Functional Responsibility: Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding database management.

Minimum Education:

- Bachelors degree in degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Developer I

Minimum Experience/General Experience: Six years of experience on a technical development team in the areas of software and application development. Familiarity with standard concepts, practices, and procedures within the area of technical development. Knowledge of full cycle software development and relational database concepts.

Functional Responsibility: Designs, modifies, develops, writes, and implements software programming applications. Supports and/or installs software applications. Participates in the testing process through test review and analysis, test witnessing, and certification of software. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks.

Minimum Education:

- Bachelors degree.
- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

Developer II

Minimum Experience/General Experience: Eight years of experience on a technical development team in the areas of software and application development. Familiarity with standard concepts, practices, and procedures within the area of technical development. Knowledge of full cycle software development and relational database concepts.

Functional Responsibility: Designs, modifies, develops, writes, and implements software programming applications. Supports and/or installs software applications. Participates in the testing process through test review and analysis, test witnessing, and certification of software. Relies on experience and judgment to plan and accomplish goals. Leads development efforts on moderately complex applications. Performs a variety of tasks.

Minimum Education:

- Bachelors degree.
- Masters degree may be substituted for 2 years of experience.

Developer III

Minimum Experience/General Experience: Ten or more years of experience on a technical development team in the areas of software and application development. Familiarity with standard concepts, practices, and procedures within the area of technical development. Knowledge of full cycle software development and relational database concepts.

Functional Responsibility: Designs, modifies, develops, writes, and implements software programming applications. Supports and/or installs software applications. Participates in the testing process through test review and analysis, test witnessing, and certification of software. Relies on experience and judgment to plan and accomplish goals. Leads development efforts on moderately complex to complex applications. Performs a variety of tasks.

Minimum Education:

- Bachelors degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

IT Security Analyst

Minimum Experience/General Experience: Four years of experience in a related field. May have expert credentials or be recognized as an authority.

Functional Responsibility: Designs, develops, engineers and implements solutions to security requirements. Performs risk analyses which also includes risk assessment. Assists with coordination and implementation of the organization's information security. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products; and, current Internet technology

Minimum Education:

- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Lead Technical Developer

Minimum Experience/General Experience: Eight years of experience on a technical development team in the areas of software and application development. Familiarity with a variety of the field's concepts, practices, and procedures. Expertise with software development   and relational database knowledge.

Functional Responsibility: Design, modify, develop, write, and implement software programming applications. Support and/or install software applications. Participate in the testing process through test review and analysis, test witnessing, and certification of software. Manage a team of software developers to architect and design enterprise software products. Write product requirement documents, implement and track development timelines, negotiate feature sets with the development leads. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.

Minimum Education:

- Bachelors degree.
- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

Network Administrator

Minimum Experience/General Experience: Two years of experience in a related field.

Functional Responsibility: Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network (LAN). Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Installs all network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots LAN problems. Establishes and implements LAN policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on LAN operation. Frequently reports to a PC support manager or Senior LAN Administrator.

Minimum Education:

- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Network Engineer

Minimum Experience/General Experience: Four years of experience in a related field.

Functional Responsibility: Under general supervision, oversees the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications.

Minimum Education:

- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a

high school diploma or GED may be substituted for a Bachelor's degree.

- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Packaged Software Consultant I

Minimum Experience/General Experience: Two years of experience in implementing packaged software applications or hands-on experience with packaged software applications. Familiarity with relational database concepts and client-server architectures.

Functional Responsibility: Under direct supervision, reviews, analyzes, and modifies packaged software systems including encoding, testing, debugging, and installing to support an organization's applications systems. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures.

Minimum Education:

- Bachelors degree.
- Masters degree may be substituted for 2 years of experience.

Packaged Software Consultant II

Minimum Experience/General Experience: Five years of experience in implementing packaged software applications or hands-on experience with packaged software applications. Familiarity with relational database concepts and client-server architectures. Relies on experience and judgment to plan and accomplish goals.

Functional Responsibility: Reviews, analyzes, and modifies packaged software systems including encoding, testing, debugging, and installing to support an organization's applications systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures.

Minimum Education:

- Bachelors degree.
- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

Packaged Software Consultant III

Minimum Experience/General Experience: Seven years of experience in implementing packaged software applications or hands-on experience with packaged software applications. Expertise with relational database concepts and client-server architectures. Relies on experience and judgment to plan and accomplish goals.

Functional Responsibility: Reviews, analyzes, and modifies packaged software systems including encoding, testing, debugging, and installing to support an organization's applications systems. Consults with users to identify current operating procedures and to clarify program objectives. Writes documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures.

Minimum Education:

- Bachelors degree in a technical or engineering discipline.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Program Manager

Minimum Experience/General Experience: Six years experience in a management or technical role.

Functional Responsibility: Organizes, directs, and coordinates planning and production of all the program support activities. Demonstrated experience for oral and written communications with all levels of management for planning and control of projects. Interfaces with customer management personnel, customer contracts staff, and other cognizant customer officials.

Formulates and reviews project plans, determines cost, and ensures conformance to work standards. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Assigns, schedules, and reviews work of subordinates. Able to evaluate proposed information systems to determine technical feasibility with government specified technologies, cost for implementation and operation, as well as functional adequacy.

Minimum Education:

- Bachelors degree in a technical or engineering discipline.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Masters degree may be substituted for 2 years of experience.

- Doctorate may be substituted for 4 years of experience.

Project Manager II

Minimum Experience/General Experience: Four years of experience required specializing in management, resource allocation, or information technology, including full cycle software/web development and/or implementation knowledge.

Functional Responsibility: Manage projects, tasks, and/or subtasks. Advise and assist project staff on execution of specific project requirements. May be responsible for management of complete project or specific task elements. Implements directives and schedules necessary to ensure effective project management. Possesses a detailed knowledge of concepts, practices, and procedures in several activity, technical, and management fields.

Minimum Education:

- Bachelors degree.

- Masters degree may be substituted for 2 years of experience.

- Doctorate may be substituted for 4 years of experience.

Project Manager III

Minimum Experience/General Experience: Nine years of experience required specializing in management, resource allocation, or information technology, including full cycle software/web development and/or implementation expertise.

Functional Responsibility: Manage projects, tasks, and/or subtasks. Advise and assist project staff on execution of specific project requirements. May be responsible for management of complete project or specific task elements. Implements directives and schedules necessary to ensure effective project management. Possesses a detailed knowledge of concepts, practices, and procedures in several activity, technical, and management fields. Provides technical consulting on complex projects and provides detailed guidance and direction to project staff.

Minimum Education:

- Bachelors degree.

- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

Subject Matter Expert (SME) I

Minimum Experience/General Experience: Five years of experience in a related field.

Functional Responsibility: Provides expert support, analysis, and research into especially complex problems and processes under broad direction. Provides technical direction, interprets requirements, and performs analysis of alternatives. Thinks independently and demonstrates superior written and oral communications skills. Possesses a complete understanding and wide experience in the application of relevant principles, theories, and concepts. Independently develops solutions. Expertise is in a particular domain or area of Information Technology.

Minimum Education:

- Bachelors degree.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a

high school diploma or GED may be substituted for a Bachelor's degree.

- Masters degree may be substituted for 2 years of experience.

Subject Matter Expert (SME) II

Minimum Experience/General Experience: Four years of experience in a related field.

Functional Responsibility: Provides expert support, analysis, and research into exceptionally complex problems and processes with minimal direction. Provides technical direction, interprets requirements, and performs analysis of alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. May function in a leadership role. Possesses expertise and wide experience in the application of relevant principles, theories, and concepts. Solves complex problems that require the regular use of ingenuity and creativity. Expertise is in a particular domain or area of Information Technology.

Minimum Education:

- Bachelors degree.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Subject Matter Expert (SME) III

Minimum Experience/General Experience: Seven years of experience in a related field.

Functional Responsibility: Provides expert support, analysis, and research into exceptionally complex problems and processes. Serves as technical expert providing technical direction, interprets requirements, and performs analysis of alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. Understands and applies advanced principles, theories, and concepts. May function in a leadership role. Solves exceptionally complex problems that require solutions which are highly innovative. Expertise is in a particular domain or area of Information Technology.

Minimum Education:

- Bachelors degree.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Systems Engineer

Minimum Experience/General Experience: Four years of experience in a related field.

Functional Responsibility: Analyzes functional business requirements and design specifications for functional activities. Should provide identification/fixing for the problems within existing systems design/implementation of new systems, enhances the existing systems, and participates in analysis, design, and new construction of next generation IT systems.

Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Must possess experience of system engineering in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware.

Minimum Education:

- Bachelors degree.
- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

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Technical Architect I

Minimum Experience/General Experience: Five years of experience supporting efforts to design architectures to include the software, hardware, and communications to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces.

Functional Responsibility: Establishes system information requirements in the development of enterprise-wide or large-scale information systems. Contributes to technical design, product and vendor selection, application and technical architectures. Provides subject matter expertise on various technologies and platforms. Ensures that the systems are compatible and in compliance with the industry standards, best practices, and client requirements. Ensures that the common operating environment is compliant with all security and architecture standards, evaluates analytically and systematically problems of workflows, organization, and plans, and develops appropriate corrective action.

Minimum Education: Bachelors degree.

Technical Architect II

Minimum Experience/General Experience: Eight years of experience supporting efforts to design architectures to include the software, hardware, and communications to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. This individual has experience analyzing processes, translating requirements to technical requirements, and providing technology expertise.

Functional Responsibility: Establishes system information requirements in the development of enterprise-wide or large-scale information systems. Contributes to technical design, product and vendor selection, application and technical architectures. Provides subject matter expertise on various technologies and platforms. Ensures that the systems are compatible and in compliance with the industry standards, best practices, and client requirements. Ensures that the common operating environment is compliant with all security and architecture standards, evaluates analytically and systematically problems of workflows, organization, and plans, and develops appropriate corrective action.

Minimum Education: Bachelors degree.

Technical Architect III

Minimum Experience/General Experience: Ten years of experience supporting efforts to design architectures to include the software, hardware, and communications to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. This individual has extensive experience analyzing processes, translating requirements to technical requirements, and providing technology expertise.

Functional Responsibility: Establishes system information requirements in the development of enterprise-wide or large-scale information systems. Contributes to technical design, product and vendor selection, application, and technical architectures. Provides subject matter expertise on various technologies and platforms. Ensures that the systems are compatible and in compliance with the industry standards, best practices, and client requirements. Ensures that the common operating environment is compliant with all security and architecture standards, evaluates analytically and systematically problems of workflows, organization, and plans, and develops appropriate corrective action.

Minimum Education:

- Bachelors degree
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Tester – Performance

Minimum Experience/General Experience: Four years of software testing experience.

Functional Responsibility: Performs and leads processes related to testing activities for new software development systems and applications. Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Serves as a mentor to lower level testing analysts and may provide work direction to others in project team(s). Familiarity with performance testing.

Minimum Education:

- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a

high school diploma or GED may be substituted for a Bachelor's degree.

- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Tester I

Minimum Experience/General Experience: Two year of software testing experience.

Functional Responsibility: Under direct supervision, performs analysis of documented user requirements and assists in the design of test plans in support of user requirements for moderately complex to complex software or IT systems. Reviews system requirements documentation; designs, defines and documents unit and application test plans; transforms test plans into test scripts and executes those scripts. May participate in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer. Responsible for documentation of test results in test logs or defect tracking systems. Responsible for verifying that the test designs and documentation support all applicable client, agency, or industry standards, time lines, and budgets. Develops test data to be used in performing the required tests. Assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

Minimum Education:

- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.

Tester II

Minimum Experience/General Experience: Four years of software testing experience.

Functional Responsibility: Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software or IT systems. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; transforms test plans into test scripts and executes those scripts. May participate in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and that project managers are fully informed of testing status and application deviations from documented user requirements. Responsible for/ assists in the analysis of test results, documents conclusions, and makes recommendations as supported by such analysis.

Minimum Education:

- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Web Designer

Minimum Experience/General Experience: Four years of related experience.

Functional Responsibility: Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Typically requires one to three years of experience in the area of web design. Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.

Minimum Education:

- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Web Developer I

Minimum Experience/General Experience: Two years of related experience.

Functional Responsibility: Under direct supervision, designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Minimum Education:
- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.

Web Developer II

Minimum Experience/General Experience: Four years of related experience.

Functional Responsibility: Under general supervision, designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Minimum Education:
- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Web Developer III

Minimum Experience/General Experience: Six years of related experience.

Functional Responsibility: Leads design, development, troubleshooting, debugging, and implementation of software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Minimum Education:
- Bachelors degree in a technical or engineering discipline.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Business Analyst I

Minimum Experience/General Experience: Must have two (2) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Provides general functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance. Assists in leading the information technology teams with understanding business requirements and the analysis, evaluation, and implementation of systems and other relevant tasks.

Minimum Education:

- B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Business Analyst II

Minimum Experience/General Experience: Must have at least four (4) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance. May include subject matter and unique technical knowledge. Leads information technology teams with understanding business requirements and the analysis, evaluation, and implementation of systems and other relevant tasks.

Minimum Education:

- B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Post graduate degree may be substituted for two (2) years of experience.

Business Analyst III

Minimum Experience/General Experience: Must have at least six (6) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance. May include subject matter and unique technical knowledge. Leads information technology teams with understanding business requirements and the analysis, evaluation, and implementation of systems and other relevant tasks.

Minimum Education:

- B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field.
- An additional eight (8) years of experience and an Associate's degree or an additional 12 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Post graduate degree may be substituted for two (2) years of experience.

Communication / Outreach Support

Minimum Experience/General Experience: Must have four (4) years of experience in the appropriate area.

Functional Responsibility: Develops, executes, and manages comprehensive strategic communications plans; Reviews clients' existing images, messages, strategies, plans, programs and/or "products" and delivers them through appropriate medium (e.g., print, broadcast, etc.); Selects the most appropriate mix of media - print, broadcast, and Internet to achieve desired objectives of the client; Prepares communication audits for clients with recommendations, solutions for future projects and/or more successful outcomes; Manages multiple promotional/outreach and PR programs through detailed

communication goals, targets, budgets, media utilization and marketing messages; Reviews, revises or develops client branding and promotional material and information kits to distribute to target populations; Defines and achieves the correct style and tone for written pieces with close attention to quality control of spelling, grammar and punctuation; Prepares interview talking points or speeches delivered by client or other spokesperson. Has an in- depth understanding of the issue as well as the speaker's style, strengths and limitations to effectively write material for him/her that is plausible and deliverable; Conducts follow-up evaluation of outreach efforts and event outcomes utilizing various resources (tracking sigma encoding, press clipping services, surveys, follow-up phone calls) to improve future outreach efforts.

Minimum Education:

- B.A. or B.S. degree in an applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Post graduate degree may be substituted for two (2) years of experience.

Business Management Financial Analyst

Minimum Experience/General Experience: Must have four (4) years of experience in the appropriate area.

Functional Responsibility: Participates in the development of budgets. Determines cost of operations by establishing standard costs and collecting operational data. Develops forecasts and determines financial status by comparing and analyzing actual results with plans and forecasts. Establishes and enforces financial policies and procedure. Improves financial status by analyzing results, monitoring variances, identifying trends, and recommending actions to management. Reconciles transactions by comparing and correcting data.

Minimum Education:

- B.A. or B.S. degree in an applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Post graduate degree may be substituted for two (2) years of experience.

Management Analyst

Minimum Experience/General Experience: Must have two (2) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Gathers and organizes information on problems or procedures. Analyzes data gathered and develops solutions or alternative methods of proceeding. Works with the client to ensure successful functioning of newly implemented systems or procedures. Develops reports and consults with management and users about format, distribution, and purpose, and to identify problems and improvements. Interviews personnel and conducts on-site observations to ascertain unit functions and work performed and methods, equipment, and personnel used. Documents findings of study and prepares recommendations for implementation of new systems, procedures, or organizational changes. Prepares manuals and trains workers in use of new forms, reports, procedures or equipment, according to organizational policy. Designs, evaluates, recommends, and approves changes to documents and reports. Plans studies of work problems and procedures, such as organizational change, communications, information flow, integrated production methods, inventory control, or cost analysis.

Minimum Education:

- B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Program Analyst I

Minimum Experience/General Experience: Must have one (1) year of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Under the supervision of a Program Analyst, plans, coordinates, and develops comprehensive reports to improve the overall development and execution of organizational programs. This includes quantitative or qualitative analysis and evaluation of programs and providing management with information about improving initiatives

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and strategic plans. Implements new policies, allocates needed resources, and oversees the development of facilities, systems, and financial budgets for the program.

Minimum Education:

- B B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

Program Analyst II

Minimum Experience/General Experience: Must have four (4) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Plans, coordinates, and develops comprehensive reports to improve the overall development and execution of organizational programs. This includes quantitative or qualitative analysis and evaluation of programs and providing management with information about improving initiatives and strategic plans. Implements new policies, allocates needed resources, and oversees the development of facilities, systems, and financial budgets for the program.

Minimum Education:

- B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Post graduate degree may be substituted for two (2) years of experience.

Project Administrator

Minimum Experience/General Experience: Must have two (2) years of experience in the appropriate area.

Functional Responsibility: Responsible for project budget development, project financial management, analysis of project documentation, compilation of invoices, and submission of required supporting documentation. Maintains and updates the project schedule. Under direction of project leaders, assists in data collection, analysis, and writing.

Minimum Education:

- B.A. or B.S. degree in an applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Post graduate degree may be substituted for two (2) years of experience.

Project Manager I

Minimum Experience/General Experience: Must have two (2) years of experience required specializing in management, resource allocation, or information technology.

Functional Responsibility: Manage projects, tasks, and/or subtasks. Advise and assist project staff on execution of specific project requirements. May be responsible for management of complete project or specific task elements. Implements directives and schedules necessary to ensure effective project management. Possesses knowledge of concepts, practices, and procedures in several technical and management fields.

Minimum Education:

- B.A. or B.S. degree in an applicable field.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Post graduate degree may be substituted for two (2) years of experience.

Project Manager II

Minimum Experience/General Experience: Four (4) years of experience required specializing in management, resource allocation, or information technology, including full cycle software/web development and/or implementation knowledge.

Functional Responsibility: Manage projects, tasks, and/or subtasks. Advise and assist project staff on execution of specific project requirements. May be responsible for management of complete project or specific task elements. Implements directives and schedules necessary to ensure effective project management. Possesses a detailed knowledge of concepts, practices, and procedures in several activity, technical, and management fields.

Minimum Education:

- Bachelors degree.
- Masters degree may be substituted for 2 years of experience.
- Doctorate may be substituted for 4 years of experience.

Project Manager III

Minimum Experience/General Experience: Nine (9) years of experience required specializing in management, resource allocation, or information technology, including full cycle software/web development and/or implementation expertise.

Functional Responsibility: Manage projects, tasks, and/or subtasks. Advise and assist project staff on execution of specific project requirements. May be responsible for management of complete project or specific task elements. Implements directives and schedules necessary to ensure effective project management. Possesses a detailed knowledge of concepts, practices, and procedures in several activity, technical, and management fields. Provides technical consulting on complex projects and provides detailed guidance and direction to project staff.

Minimum Education:

- Bachelors degree.
- Masters degree or specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience.

Subject Matter Expert (SME) I

Minimum Experience/General Experience: Four years of experience in a related field.

Functional Responsibility: Provides expert support, analysis, and research into especially complex problems and processes under broad direction. Provides technical direction, interprets requirements, and performs analysis of alternatives. Thinks independently and demonstrates superior written and oral communications skills. Possesses a complete understanding and wide experience in the application of relevant principles, theories, and concepts. Independently develops solutions. Expertise is in a particular domain or area of Information Technology.

Minimum Education:

- Bachelors degree.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.

Subject Matter Expert (SME) II

Minimum Experience/General Experience: Five years of experience in a related field.

Functional Responsibility: Provides expert support, analysis, and research into exceptionally complex problems and processes with minimal direction. Provides technical direction, interprets requirements, and performs analysis of alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. May function in a leadership role. Possesses expertise and wide experience in the application of relevant principles, theories, and concepts. Solves complex problems that require the regular use of ingenuity and creativity. Expertise is in a particular domain or area of Information Technology.

Minimum Education:

- Bachelors degree.
- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.
- Masters degree may be substituted for 2 years of experience.

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Subject Matter Expert (SME) III

Minimum Experience/General Experience: Seven years of experience in a related field.

Functional Responsibility: Provides expert support, analysis, and research into exceptionally complex problems and processes. Serves as technical expert providing technical direction, interprets requirements, and performs analysis of alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. Understands and applies advanced principles, theories, and concepts. May function in a leadership role. Solves exceptionally complex problems that require solutions which are highly innovative. Expertise is in a particular domain or area of Information Technology.

Minimum Education:

- Bachelors degree.

- An additional four (4) years of experience and an Associate's degree or an additional 8 years of experience and a high school diploma or GED may be substituted for a Bachelor's degree.

- Masters degree may be substituted for 2 years of experience.

- Doctorate may be substituted for 4 years of experience.

SIN	Labor Category	GSA Rate with IFF
518210C	Cloud Architect Level I	$126.12
518210C	Cloud Architect Level II	$159.64
518210C	Cloud Architect Level III	$195.12
518210C	Cloud Analyst Level I	$97.95
518210C	Cloud Analyst Level II	$112.16
518210C	Cloud Analyst Level III	$129.99
518210C	Cloud Operations Analyst Level I	$97.95
518210C	Cloud Operations Analyst Level II	$129.99
518210C	Cloud Operations Analyst Level III	$179.99
518210C	Cloud Site Reliability Engineer Level I	$129.11
518210C	Cloud Site Reliability Engineer Level II	$145.78
518210C	Cloud Site Reliability Engineer Level III	$179.42
518210C	Cloud Engineer Level II	$158.74
518210C	Cloud Engineer Level III	$193.57
518210C	Cloud Migration Specialist Level I	$129.11
518210C	Cloud Migration Specialist Level II	$145.78
518210C	Cloud Migration Specialist Level III	$179.42
518210C	Azure/Google/AWS Cloud Security Engineer Level I	$142.92
518210C	Azure/Google/AWS Cloud Security Engineer Level II	$154.13
518210C	Azure/Google/AWS Cloud Security Engineer Level III	$166.22
518210C	IT Cloud Subject Matter Specialist Level I	$118.27
518210C	IT Cloud Subject Matter Specialist Level II	$176.57
518210C	IT Cloud Subject Matter Specialist Level III	$261.65
518210C	Cloud Security Information Assurance Engineer Level II	$176.57
518210C	Cloud Security Information Assurance Engineer Level III	$261.65
541611	Business Management Analyst I	$115.27
541611	Business Management Analyst II	$122.70
541611	Business Management Analyst III	$146.65
541611	Communication/Outreach Support	$110.16
541611	Business Management Financial Analyst	$101.59
541611	Management Analyst	$73.56
541611	Program Analyst I	$137.04
541611	Program Analyst II	$163.39
541611	Project Administrator	$77.87
541611	Project Manager I	$127.64
541611	Project Manager II	$143.46
541611	Project Manager III	$174.84
541611	Subject Matter Expert (SME) I	$225.88
541611	Subject Matter Expert (SME) II	$260.25
541611	Subject Matter Expert (SME) III	$301.81

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SIN	Labor Category	Year 11 May 1, 2019 - April 30, 2020	Year 12 May 1, 2020 - April 30, 2021	Year 13 May 1, 2021 - April 30, 2022	Year 14 May 1, 2022 - April 30, 2023	Year 15 May 1, 2023 - April 30, 2024
54151HACS	Chief Cyber Information Security Officer				$261.65	$266.88
54151HACS	Chief Cyber Information Security Officer - Deputy				$176.57	$180.11
54151HACS	Cyber Security Specialist Level I				$107.65	$109.80
54151HACS	Cyber Security Specialist Level II				$132.53	$135.18
54151HACS	Cyber Security Specialist Level III				$151.85	$154.88
54151HACS	Cyber Data Scientist/Cyber Data Analyst				$164.59	$167.89
54151HACS	Cyber Information Security Analyst Level I				$92.54	$94.40
54151HACS	Cyber Information Security Analyst Level II				$117.41	$119.76
54151HACS	Cyber Information Security Analyst Level III				$136.74	$139.47
54151HACS	Cyber Security Information Assurance Engineer Level I				$161.20	$164.42
54151HACS	Cyber Security Information Assurance Engineer Level II				$179.34	$182.92
54151HACS	Cyber Security Information Assurance Engineer Level III				$193.57	$197.44
54151HACS	Windows Cyber System Security Engineer Level I				$112.69	$114.94
54151HACS	Windows Cyber System Security Engineer Level II				$137.57	$140.32
54151HACS	Windows Cyber System Security Engineer Level III				$156.89	$160.02
54151HACS	Cyber Penetration Tester Level I				$92.54	$94.40
54151HACS	Cyber Penetration Tester Level II				$117.41	$119.76
54151HACS	Cyber Penetration Tester Level III				$136.74	$139.47
54151HACS	Cyber Threat Intelligence Analyst Level I				$79.02	$80.60
54151HACS	Cyber Threat Intelligence Analyst Level II				$108.68	$110.85
54151HACS	Cyber Threat Intelligence Analyst Level III				$121.93	$124.37
54151HACS	Cyber Security Tools Engineer/Cyber Engineering Subject Matter Specialist Level II				$176.57	$180.11
54151HACS	Cyber Security Tools Engineer/Cyber Engineering Subject Matter Specialist Level III				$261.65	$266.88
54151HACS	Cyber Security Code Reviewers/Cyber Information Assurance Engineer Level I				$65.43	$66.74
54151HACS	Cyber Security Code Reviewers/Cyber Information Assurance Engineer Level II				$94.24	$96.12
54151HACS	Cyber Security Code Reviewers/Cyber Information Assurance Engineer Level III				$121.45	$123.88
54151HACS	Cyber Vulnerability Analyst Level I				$79.02	$80.60
54151HACS	Cyber Vulnerability Analyst Level II				$108.68	$110.85
54151HACS	Cyber Vulnerability Analyst Level III				$121.93	$124.37
54151HACS	Cyber SOC Analyst Level I				$79.02	$80.60
54151HACS	Cyber SOC Analyst Level II				$108.68	$110.85
54151HACS	Cyber SOC Analyst Level III				$121.93	$124.37
54151HACS	Cyber SIEM Engineer Level I				$92.54	$94.40
54151HACS	Cyber SIEM Engineer Level II				$117.41	$119.76
54151HEAL	Health IT Application Engineer I	$113.00	$115.26	$117.56	$119.92	$122.31
54151HEAL	Health IT Business Analyst	$148.51	$151.48	$154.51	$157.60	$160.75
54151HEAL	Health IT IM/IT I	$87.32	$89.06	$90.84	$92.66	$94.51
54151HEAL	Health IT IM/IT II	$97.60	$99.55	$101.54	$103.57	$105.64

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SIN	Labor Category	Year 11 May 1, 2019 - April 30, 2020	Year 12 May 1, 2020 - April 30, 2021	Year 13 May 1, 2021 - April 30, 2022	Year 14 May 1, 2022 - April 30, 2023	Year 15 May 1, 2023 - April 30, 2024
54151HEAL	Health IT Project Manager	$180.29	$183.90	$187.57	$191.33	$195.15
54151HEAL	Health IT Software Consultant I	$137.65	$140.41	$143.22	$146.08	$149.00
54151HEAL	Health IT Software Consultant II	$169.51	$172.90	$176.36	$179.88	$183.48
54151S	Change, Configuration, and Release Manager	$131.14	$131.14	$133.76	$136.44	$139.17
54151S	Database Management Specialist	$118.61	$118.61	$120.98	$123.40	$125.87
54151S	Developer I	$136.27	$136.27	$138.99	$141.77	$144.61
54151S	Developer II	$158.80	$158.80	$161.98	$165.22	$168.52
54151S	Developer III	$164.07	$167.35	$170.70	$174.11	$177.60
54151S	Financial Analyst	$93.56	$93.56	$95.43	$97.34	$99.28
54151S	IT Security Analyst	$135.41	$135.41	$138.11	$140.88	$143.69
54151S	Lead Technical Developer	$152.62	$152.62	$155.68	$158.79	$161.97
54151S	Network Administrator	$75.01	$75.01	$76.52	$78.05	$79.61
54151S	Network Engineer	$94.71	$94.71	$96.61	$98.54	$100.51
54151S	Packaged Software Consultant I	$112.49	$114.74	$117.03	$119.37	$121.76
54151S	Packaged Software Consultant II	$145.17	$148.07	$151.03	$154.05	$157.14
54151S	Packaged Software Consultant III	$169.63	$173.02	$176.48	$180.01	$183.61
54151S	Program Manager	$180.93	$184.55	$188.24	$192.00	$195.85
54151S	Project Manager II	$132.55	$135.20	$137.90	$140.66	$143.47
54151S	Project Manager III	$161.52	$164.75	$168.05	$171.41	$174.84
54151S	Subject Matter Expert (SME) I	$208.69	$212.86	$217.12	$221.46	$225.89
54151S	Subject Matter Expert (SME) II	$245.24	$245.24	$250.15	$255.15	$260.25
54151S	Subject Matter Expert (SME) III	$284.40	$284.40	$290.09	$295.89	$301.81
54151S	Systems Engineer	$114.25	$114.25	$116.54	$118.87	$121.25
54151S	Technical Architect I	$142.66	$145.52	$148.43	$151.40	$154.42
54151S	Technical Architect II	$174.43	$174.43	$177.92	$181.48	$185.11
54151S	Technical Architect III	$181.67	$185.30	$189.00	$192.78	$196.64
54151S	Technical Business Analyst I	$90.52	$92.33	$94.17	$96.06	$97.98
54151S	Technical Business Analyst II	$112.16	$112.16	$114.40	$116.69	$119.02
54151S	Technical Business Analyst III	$121.88	$124.32	$126.80	$129.34	$131.93
54151S	Tester – Performance	$216.50	$216.50	$220.83	$225.25	$229.75
54151S	Tester I	$85.53	$85.53	$87.24	$88.99	$90.77
54151S	Tester II	$93.01	$94.87	$96.77	$98.70	$100.68
54151S	Web Designer	$109.28	$109.28	$111.46	$113.69	$115.97
54151S	Web Developer I	$95.92	$97.84	$99.80	$101.79	$103.83
54151S	Web Developer II	$121.76	$124.19	$126.67	$129.21	$131.79
54151S	Web Developer III	$148.65	$148.65	$151.63	$154.66	$157.75

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and/or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

CLOUD SUBSCRIPTION AGREEMENT

1.   DEFINITIONS The terms defined in this Section 1 and any other capitalized terms defined in the other sections of this Cloud Subscription Agreement have the meanings stated.

1.1 "**Agreement**" means, collectively, this Cloud Subscription Agreement and any Order Forms.

1.2 "**Cloud Offering**" means Appian's baseline software (including all updates and enhancements to the same that Appian provides under section 4 of this Cloud Subscription Agreement), the Documentation, and the information technology infrastructure used to make Appian's software available to Subscriber over the Internet.

1.3 "**Data**" means the data, information or material that Subscriber or its Users submit to the Cloud Offering under this Agreement. Data shall not include anything initially provided to Subscriber by Appian.

1.4 "**Documentation**" means the contents provided under the documentation section of the Appian Community website, https://docs.appian.com, or other URL as notified to the Subscriber in writing from time to time.

1.5 "**Order Form**" means one or more order forms signed by the Parties or the purchase order issued by an Ordering Activity and accepted by the GSA Schedule-holder Contractor .

1.6 "**User**" means an employee, contractor or subcontractor of Subscriber who has a user account in the Cloud Offering allowing him/her to authenticate into the Cloud Offering.

2.   SUBSCRIPTION

2.1 **License**. During the term of the subscriptions that Subscriber purchases, Appian grants Subscriber a non-transferable, nonexclusive license to access the Cloud Offering via a username and password over the Internet. Subscriber may use the licenses purchased under this Agreement for Subscriber's general business purposes, unless the applicable Order Form restricts Subscriber's use to a particular application, in which case Subscriber may only use the Cloud Offering in connection with the specified application.

2.2 **Restrictions.** Except to the extent expressly authorized in this Agreement or in the Documentation, Subscriber may not: (i) reverse engineer, disassemble, decompile or otherwise attempt to access or determine the source code of the Cloud Offering, (ii) operate the Cloud Offering for use by third parties or otherwise operate the Cloud Offering on a service bureau basis, (iii) modify, copy, reproduce or create a derivative from the Cloud Offering, in whole or in part, or (iv) allow, permit or assist any party to do any of the foregoing. In addition, unless expressly authorized by Appian in the applicable Order Form, Subscriber agrees not to use the Cloud Offering in circumstances in which errors or inaccuracies in the content, functionality, services, data or information provided by the Cloud Offering or the failure of the Cloud Offering, could lead to death, personal injury, or severe physical or environmental damage.

2.3 **Users Accounts.** Only the identified individual associated with a particular User account can access the Cloud Offering using that account. User accounts may not be shared among individuals, or used to provide access to the Cloud Offering to individuals who are not the individual associated with the corresponding User account. Subscriber may not activate and de-activate User accounts on a daily or other regular basis in order to circumvent license restrictions. To the extent that Subscriber configures Appian's software to be accessed or used through a separate system or interface (e.g. "headless"), users of the Appian software through such separate system or interface must be licensed under this Agreement, regardless of whether such person has an Appian User account or authenticates into the Cloud Offering. If Subscriber exceeds the number of licensed Users set forth in the effective Order Form(s), Appian will invoice Subscriber for the excessive use and Subscriber will pay the invoice within thirty (30) days of the invoice receipt date. Subscriber shall either discontinue the excessive use, or Subscriber may purchase such additional User subscriptions necessary to bring Subscriber into compliance for the remainder of the term of Subscriber's current subscription. Such additional User subscriptions shall be at Appian's current GSA Schedule list fees irrespective of any discounts offered to Subscriber in any Order Form.

2.4 **Subscriber Responsibilities.** Subscriber must use the Cloud Offering in accordance with all applicable laws. Subscriber is responsible for the password security of User accounts and the level of access granted to an individual User by Subscriber's Cloud Offering administrators, as well as any other security configurations set by Subscriber. Subscriber is responsible for any violation of this Agreement by its Users. Subscriber shall promptly report to Appian any copying or distribution of the Cloud Offering in violation of this Agreement that is known or suspected by Subscriber and provide Appian with reasonable assistance to stop such violation.

2.5 **Security**. Appian will maintain an annual Service Organization Control (SOC) Report (or other similar or replacement report as the industry adopts) in connection with the Cloud Offering ("SOC Report"). Subject to agreed upon usage terms, Appian will provide Subscriber with Appian's then current SOC Report. During the term of this Cloud Subscription Agreement, Appian will maintain such security measures identified in the then current SOC Report or, if Appian determines that more effective measures should be implemented, apply such replacement security measures. Subscriber may perform security testing with respect to the Cloud Offering, but only with Appian's prior written consent, not to be unreasonably withheld.

2.6 **Intellectual Property Rights.** The Cloud Offering and all intellectual property rights therein are licensed to Subscriber, not sold. All rights in the Cloud Offering not provided to Subscriber under this Agreement are retained by Appian and its licensors.

3.   **DATA** As between the Parties, the Data belongs to Subscriber. Subscriber is responsible for responding to any notices sent to Subscriber (or any User) by any third party claiming that the Data violates such party's rights. Subscriber grants Appian a worldwide, irrevocable, royalty-free, nonexclusive, sublicensable right during the term of this Cloud Subscription Agreement to use

the Data for the purposes of providing the Cloud Offering to Subscriber. Appian shall backup the Data on a nightly basis. The Data shall be retained for at least twenty eight (28) calendar days.

4.   **MAINTENANCE SERVICES**

4.1 **Maintenance Services.** Appian shall provide Subscriber with the following maintenance services ("Maintenance Services") during the term of the Subscriber's subscription to the Cloud Offering:

a. Updates**.** Appian will install the upgrades and patches to the Cloud Offering that become available.

b. Technical Support**.** Subscriber shall designate up to two (2) Subscriber employees to coordinate Subscriber's requests for Maintenance Services.   Subscriber's Maintenance Services contacts may report problems and seek assistance regarding Subscriber's use of the Cloud Offering using Appian's online technical support case management system, by telephone using Appian's authorized technical support phone line, or using any other means that Appian may authorize from time-to-time. Subscriber's Maintenance Services contacts may track Technical Support requests using Appian's case management system.   Subscriber shall email support@appian.com with Subscriber's Maintenance Services contacts promptly on or after the Effective Date. Subscriber may change its Maintenance Services contacts using Appian's case management system.

4.2 **Remote Maintenance Only**. Maintenance Services do not include on-site or in-person assistance or consultation, or training that would normally be provided in formal training classes.

4.3 **Scheduled Maintenance.** Appian may specify up to a contiguous four (4) hour period during off peak hours when the Cloud Offering will not be available and during which Appian can provide any needed maintenance. Appian will use reasonable efforts to provide one week prior notice of all scheduled maintenance periods, provided that Appian may without prior notice suspend the Cloud Offering to install emergency patches or other urgent corrective measures.

5.   **RESERVED.**

6.   **RESERVED.**

7.   **RESERVED.**

8.   **LIMITED WARRANTIES AND DISCLAIMERS**

8.1 **Service Level Agreement**. Appian shall provide the Service Level Agreement attached to this Cloud Subscription Agreement as Schedule 1 in connection with the Cloud Offering.

8.2 **Virus**. Prior to delivery of the Cloud Offering to Subscriber, Appian will first scan the same using commercially available up to date virus detection software, and will remediate any issue discovered by such software.

8.3 Limited Warranty, **Disclaimer**. APPIAN WARRANTS THAT THE CLOUD OFFERING WILL, FOR THE TERM OF A SUBSCRIPTION PERFORM SUBSTANTIALLY IN ACCORDANCE WITH APPIAN CLOUD SERVICE LEVEL AGREEMENT. Subject to the limitations set forth below, Appian warrants that it shall perform the Maintenance Services in a professional and workmanlike manner consistent with prevailing industry practices. In the event of a breach of this warranty Appian shall, as Customer's exclusive remedy, use commercially reasonable efforts to re-perform the non-

conforming Professional Services as soon as reasonably practicable, and at no additional cost to Customer. Customer must notify Appian of any breach of this maintenance service warranty in writing within five (5) business days after the non-conforming services are provided to Customer.

EXCEPT AS EXPRESSLY SET FORTH IN THE FOREGOING, THE WARRANTIES SET FORTH IN THIS AGREEMENT ARE THE ONLY WARRANTIES PROVIDED IN CONNECTION WITH THE CLOUD OFFERING AND MAINTENANCE SERVICES. TO THE MAXMIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL OTHER WARRANTIES ARE DISCLAIMED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

9.   LIMITATION OF LIABILITY IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER UNDER ANY CAUSE OR ACTION (INCLUDING CONTRACT, NEGLIGENCE, TORT OR STRICT LIABILITY) ARISING FROM OR OUT OF THIS AGREEMENT FOR (a) ANY CONSEQUENTIAL, SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR EXEMPLARY DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOST PROFITS, AND (b) AGGREGATE LIABILITY OF GREATER THAN THE FEES ACTUALLY PAID BY SUBSCRIBER UNDER THIS PURCHASE ORDER. OBLIGATIONS UNDER SECTION 10 OF THIS CLOUD SUBSCRIPTION AGREEMENT AND SUBSCRIBER'S OBLIGATION TO MAKE PAYMENTS AS DUE SHALL NOT BE SUBJECT TO THE LIMITATION SET FORTH IN 9(b) ABOVE. IN ADDITION, DAMAGES ASSOCIATED WITH EITHER PARTY VIOLATING THE INTELLECTUAL PROPERTY RIGHTS OF THE OTHER PARTY, SHALL NOT BE SUBJECT TO THE LIMITATION SET FORTH IN SECTIONS 9(a) OR 9(b) ABOVE. THE LIMITATIONS SET FORTH IN THIS SECTION ARE INDEPENDENT OF ANY LIMITED REMEDY SET FORTH HEREIN, SHALL APPLY WHETHER OR NOT A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND SHALL APPLY NOTWITHSTANDING THE FAILURE OF THE ESSENTIAL PURPOSE OF ANY LIMITED REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO (1) PERSONAL INJURY OR DEATH RESULTING FROM LICENSOR'S NEGLIGENCE; (2) FOR FRAUD; OR (3) FOR ANY OTHER MATTER FOR WHICH LIABILITY CANNOT BE EXCLUDED BY LAW.

10.   RESERVED.

11.   RESERVED.

12.   GENERAL

12.1 **RESERVED.**

12.2 **Relationship**. This Agreement does not create a joint venture, partnership, employment, or agency relationship.

12.3 **Marketing.** To the extent permitted by GSAR 552.203-71, and with the Subscriber's prior written consent, (a) Appian may publicly identify Subscriber as an Appian customer and uses its logo on Appian's website and in presentations to current or prospective customers or investors; (b) Appian may issue a mutually agreed upon press release announcing Subscriber's status as an Appian customer; (c)reserved; and (d) upon successful launch of an application in the Cloud Offering, Appian may record and produce a video concerning Subscriber's use of Appian for such application, which may be distributed via Appian.com.

12.4 **Severability**. If any provision of this Agreement is found unenforceable, it and any related provisions will be interpreted to best accomplish the unenforceable provision's essential purpose.

12.5 **Waiver**. The waiver by either Party of a breach or right under this Agreement will not constitute a waiver of any other or subsequent breach or right.

12.6 **RESERVED.**

12.7 **RESERVED.**

12.8 **Force Majeure.** Excusable delays shall be governed by FAR 52.212-4(f).

12.9 **RESERVED.**

12.10   **Survival**. Provisions herein which by their nature extend beyond the termination of this Agreement shall remain in effect until fulfilled.

1. **GENERAL SERVICE OBLIGATIONS** - Appian's obligations depend on the type of Maintenance Services that Subscriber purchases in a corresponding Order Form, as set forth in the following chart:

	STANDARD	ADVANCED	ENTERPRISE
TECHNICAL SUPPORT SERVICES			
	Technical Support Availability		
Priority 1 & 2 Issues	Local Business Hours	24x7x365	24x7x365
Priority 3 & 4 Issues	Local Business Hours	Local Business Hours	24x5
Designated Support Contacts	4	12	24
Onboarding Session	✓	✓	✓
Online Case Management	✓	✓	✓
Appian Community	✓	✓	✓
Lead Engineer Assigned			✓
Monthly Health Check Reviews			✓
Annual Corporate Visit			✓
APPIAN CLOUD CAPABILITIES			
Availability Minimum	99.80%	99.95%	99.99%
Pre-Release Testing Program*	✓	✓	✓
Appian Cloud Insights*	✓	✓	✓
Default Instance Size (Non-Prod)	Large	Large	xLarge
High Availability for Production		✓	✓
Enhanced Data Pipeline*		✓	✓
Log Streaming*		✓	✓
Data At Rest Encryption*		✓	✓
Bring Your Own Key*		✓	✓
Dedicated Virtual Private Cloud (VPC)			✓
Additional Storage			500 GB
Monthly Data Snapshot			✓
Monthly Data Refresh			✓
COMPLIANCE & AUDIT			
Standardized Information Gathering (SIG)	✓	✓	✓
SOC 2 Report	✓	✓	✓
Annual Customer Audit			✓
Site Data Audit Requests			✓
Annual Security Questionnaire			✓

	STANDARD	ADVANCED	ENTERPRISE
Data Loss Prevention*			✓

*defined at docs.appian.com

2. **RESPONSE MEASUREMENTS -** Appian will use commercially reasonable efforts to respond to Issues within the response times listed below. A Priority 1 or 2 Issue shall be deemed reported, and Appian's response time shall commence, once Subscriber reports the issue as a Priority 1 or 2 Issue using Appian's authorized telephone support number. A Priority 3 Issue or Priority 4 Issue shall be deemed reported, and Appian's response period shall commence, once Subscriber reports the Priority 3 Issue or Priority 4 Issue using any authorized methods for requesting Technical Support. Appian will be deemed to have responded to an Issue once it responds that it has received the Issue (an automated email response shall not count as a response). If Subscriber's principal office is in the United States, Canada or Latin America, business hours are 8:00 a.m. to 8:00 p.m. (USET), Monday through Friday, excluding Appian holidays; if Subscriber's principal offices are in Europe, the Middle East, or Africa business hours are 8:00 a.m. to 8:00 p.m. (GMT), Monday through Friday, excluding UK holidays; and if Subscriber's principal offices are in Australia, New Zealand, and East or Southeast Asia, business hours are 8:00 a.m. to 8:00 p.m. (Australian ET), excluding New South Wales holidays.

Case Severity	Standard Support Initial Response Time	Standard Plus & Advanced Support Initial Response Time
Priority 1	<1 business hour	<15 minutes (24x7x365)
Priority 2	<2 business hours	<1 hour (24x7x365)
Priority 3	<8 business hours	<3 business hours
Priority 4	<12 business hours	<6 business hours

3. **AVAILABILITY AND SERVICE CREDITS -**

a. Service Credit Definition and Calculation. Subject to the exclusions noted below, if in any given month Subscriber reports a Priority 1 or 2 Issue, and it takes Appian longer than the percentage of time occurring in the applicable month noted below ("Aggregate Availability") to provide a corresponding Correction in accordance with the applicable Technical Support Availability hours noted in the chart above, Appian will provide Subscriber with a credit of the percentage of the sum of the applicable monthly subscription fee and monthly Support fees in effect during the applicable month in the amount described below (each such credit is referred to as a "Service Credit"). The Aggregate Availability for Priority 1 Issues is calculated as 100 percent minus the quotient of the time required by Appian to provide Corrections for all Priority 1 Issues reported in a month, divided by the total number of minutes occurring in that month. Likewise, the Aggregate Availability for Priority 2 Issues is calculated as 100 percent minus the quotient of the time required by Appian to provide Corrections for all Priority 2 Issues reported in a month divided by the total number of minutes occurring in that month. The Service Credits are Appian's exclusive obligation, and Subscriber's sole remedy associated with any Issues. A Priority 1 Issue may not be reported both as a Priority 1 and a Priority 2 Issue.

Priority Level	Monthly Availability %		Service Credit*
	Standard / Plus	Advanced	
Priority 1	<99.8% but ≥ 99.0%	<99.95% but ≥ 99.0%	10%
	<99.0%	<99.0%	30%
Priority 2	<99.0%	<99.0%	15%

*Credit percentages are as a percentage of the sum of monthly applicable subscription fee for Subscriber's subscription to use the Cloud Offering and the monthly Support fees in the applicable Order Form. If the subscription fee for the Cloud Offering is paid other than monthly, the monthly subscription fee shall be calculated as the pro rata equivalent of one month of the subscription fee specified in the applicable Order Form.

b. **Requesting Service Credits -** Subscriber must request Service Credits, in writing, within 30 calendar days after Appian provides the corresponding Correction. Service Credits not requested within this time shall expire.

c. **Exclusions.** Issues caused by any of the following situations shall not trigger Appian's obligations under this Service Level Agreement:

    i. Any time the Cloud Offering is not available as a result of scheduled maintenance activities, Subscriber initiated maintenance or any other agreed-to scheduled downtime activity;

    ii. Unavailability of or errors in the Cloud Offering due to the following, to the extent developed by or incorporated by Subscriber or its agents: (I) modifications or plug-ins to the Cloud Offering, or (II) unsupported programming, unsupported integrations or malicious activities;

    iii. Unavailability of or errors in the Cloud Offering as a result of Subscriber using the Cloud Offering contrary to the then current Documentation;

    iv. Events outside Appian's reasonable control, not caused by Appian's fault or negligence, or Subscriber provided infrastructure or integration being unavailable;

    v. Any time the Cloud Offering is not available as a result of Subscriber exceeding the IT resources allocated under the applicable Order Form (memory, RAM).

4. **TERMINATION** - Subscriber may terminate the Agreement for cause if Appian refunds to Subscriber the maximum amount of Service Credits to Subscriber for Priority 1 Issues in any two consecutive months, provided Subscriber notifies Appian of its intent to elect this remedy, in writing, within 30 calendar days after the second month.

5. **DEFINITIONS-** The terms defined in this Section 5 as well as terms defined in the Cloud Subscription Agreement (or similar master terms and conditions) agreed to between the parties (the "Agreement") are applicable to this Service Level Agreement. Terms that have an asterisk in the General Services Obligations table in Section 1 above are further explained in the Documentation at docs.appian.com

  a. **General Definitions**

    i. **Core Functionality** means the ability to use the Cloud Offering to: (i) load a designer interface; (ii) publish a generic process; (iii) launch a generic process (including accepting a generic task and entering a generic form); (iv) access a generic dashboard; or (v) run a generic report.

    ii. **Correction** means, without limitation, workarounds, support releases, component replacements, patches and/or documentation changes, as Appian deems reasonably appropriate.

    iii. **Issue** means, collectively, a Priority 1, Priority 2, Priority 3 or Priority 4 Issue.

      A. **Priority 1 Issue** means a User is unable to access the login page on a production instance of the Cloud Offering using the User's then current username and password.

      B. **Priority 2 Issue** means a User is unable to operate the Core Functionality on a production instance of the Cloud Offering using the User's then current username and password.

      C. **Priority 3 Issue** means a functional feature of the Cloud Offering is impacted, but it is feasible to continue production/development, as the issue is not critical or a workaround is feasible.

      D. **Priority 4 Issue** means all other issues which are not Priority 1, 2 or 3.

  b. **Technical Support Services Definitions.**

    i. **Designated Support Contacts** means the Subscriber personnel designated to interact with Appian on technical support issues. Designated Support Contacts are able to create, view and update technical support cases on behalf of Subscriber's Appian projects. Designated Support Contacts will also receive communications from Appian Support.

    ii. **Onboarding Session** means that Appian will walk Subscriber through a number of items designed to accelerate Subscriber's use of the Cloud Offering. This includes a review of available online resources, Technical Support services, and best practices for working with Appian Support. For Appian Cloud customers, this will also include a review of Appian Cloud monitoring and procedures for site maintenance and upgrades.

    iii. **Online Case Management** means that Subscriber's Designated Support Contacts may access Appian's Online Case Management system for reviewing, creating & updating support cases, managing support contact

designations and maintenance notifications.

c. **Compliance & Audit Definitions.**

    i. **Standardized Information Gathering** means that, upon request, Appian will provide Subscriber with a copy of the Standardized Information Gathering (SIG) Questionnaire completed by Appian on an annual basis. The SIG is a comprehensive risk management tool for cybersecurity, IT, privacy, data security and business resilience in an information technology environment. The SIG collects information security information from 18 risk domains within the Appian Cloud environment.

    ii. **Annual Security Questionnaire** means that Appian will complete Subscriber's custom information security questionnaire on an annual basis.

d. **Appian Cloud Capabilities Definitions.**

    i. **Default Instance Size (Non-Prod)** means that Appian provides a Large default instance size (2 vCPUs, 15GB RAM) for non-production environments.

    ii. **High Availability for Production -** High Availability for Production means that Subscriber's production instance of the Cloud Offering will be provided simultaneously through three Availability Zones without a single point of failure. (Appian's standard Cloud Offering provides service through a single Availability Zone only.) Each Availability Zone will be located in the Subscriber's selected region. Appian will maintain such servers and storages necessary to keep up to date with Subscriber's applications and data in order to operate Subscriber's Cloud Offering in such three Availability Zones. As a part of the High Availability Offering, Appian will provide Subscriber with a Recovery Point Objective (RPO) of 1 minute and a Recovery Time Objective (RTO) of 15 minutes. RPO means that the Subscriber data restored to the High Availability Cloud Offering will be no older than 1 minute prior to the event that led to the Cloud Offering no longer writing data to the High Availability database servers. RTO means that the High Availability Cloud Offering will be unavailable for no longer than 15 minutes in the event of unscheduled unavailability of the Cloud Offering for any reason within the control of Appian or Appian's service providers. Appian's exclusive obligation and Subscriber sole remedy for any failure by Appian to meet the RTO or RPO in a month will be Subscriber's right to a 100% Service Credit against the Advanced (including High Availability for Production) fees payable for that month.

APPIAN SUPPLEMENTAL TERMS

Infrequent User (403-17500):

Cloud Subscription - A Cloud Infrequent User is a user that accesses a single application no more than four times per month. If a Cloud Infrequent User's access extends from one day to another, each day counts as an access.

On-Premises Infrequent User (402-17500):

On Premises Term License - An On Premises Infrequent User is allowed to access a single application up to four times per month. If an On-Premises Infrequent User's access extends from one day to another, each day counts as an access.

Input-Only External User (403-16500):

Cloud Subscription - A Cloud Input-Only External User is a person external to Subscriber's organization who may use the Cloud Offering to submit forms or requests only to a single Appian application. Cloud Input-Only External User may not engage in approval processes, complete tasks, or use the Cloud Offering for any purpose other than form submission.

Input-Only External User(402-16500):

On-premise License - An On-Premises Input-Only External User is a person outside of Customer's organization that may use the Appian Software to submit forms or requests only to a single Appian application. On-Premises Input-Only External Users may not engage in approval processes, complete tasks, or use the Appian Software for any purpose other than form submission.

Appian RPA Terms (SKU 403-27000, 403-25000, 402-25000):

Appian RPA Subscription. The Appian RPA Subscription grants Subscriber a license to use the Appian RPA Software pursuant to the same license terms and conditions that apply to Subscriber's license to use the Cloud Offering, subject to the following additional terms and restrictions. The Appian RPA Software contains four components: (1) the Appian RPA Console, a cloud based application which Subscriber may use and access over the Internet to deploy new robotic processes, manage resources, review data and metrics, and configure platform settings; (2) the Appian RPA Server, a cloud based service that Subscriber can use and access over the Internet to execute robotic processes and deploy RPA code; (3) the Appian RPA integrated developer environment, which Subscriber can install on Subscriber's computers and/or servers to develop Appian RPA robots; and (4) Appian RPA Agents, which Subscriber can download, install and deploy on Subscriber's computers and/or servers. Subscriber may use the Appian RPA Subscription to deploy an unlimited number of Appian RPA Robots. Additional cloud infrastructure may be necessary to deploy additional Appian RPA robots, and must be purchased separately.

Subscription and Usage Requirement. Subscriber may only use the RPA Software in connection with applications built on the Cloud Offering and during Subscriber's license to use the Cloud Offering.

Support. Any material non-conformity between the operation of the Appian RPA Software and Appian's corresponding documentation is considered an Issue and subject to resolution under Appian's Service Level Agreement. Subscriber is responsible for correcting defects in the Appian RPA robots created by Subscriber and its contractors. Notwithstanding anything to the contrary in the Service Level Agreement, Appian may, without liability to Subscriber, conduct scheduled downtime on the Appian RPA Software for up to ten (10) minutes each day. Appian will make reasonable efforts to schedule such maintenance at times that will minimize the impact on its subscribers' authorized use of the Appian RPA Software.

Deprecated payment terms.

Appian RPA Billing and Cancellation Terms. Notwithstanding any other payment terms in this Order Form, the Appian RPA Subscription will be invoiced on a quarterly basis. The first payment is due on the Effective Date. Subscriber may cancel its Appian RPA Subscription effective after written notice of cancellation to Appian. Provided further, however, that Subscriber is required to pay fees through the end of the quarter during which the effective date of the termination occurs.

Appian Process Mining - Unlimited Processes (On-Premise) (SKU 402-41005)

Appian Process Mining Unlimited Process License. The Appian Process Mining Unlimited Process License allows Customer's Process Mining Users to access and use the Appian Process Mining Software (the functionality of which is defined at docs.appian.com) an unlimited number of times and without limit on the number of processes mined and analyzed or the number of systems, logs, or attributes connected to the Appian Process Mining Software. Customer may provision the number of Process Mining Users that are reasonably necessary to engage in process mining discovery and analysis. Except as set forth in this Order Form, Customer's use of the Appian Process Mining Software shall be subject to the same terms and conditions are as applicable to the low-code platform Appian Software.

While the security measures described in Appian's SOC 2 audit generally apply to the Appian Process Mining Cloud Offering, the Appian Process Mining Cloud Offering was not within the scope of Appian's most recent SOC 2 audit and not included within the Cloud Offering's FEDRamp boundary. Accordingly, the parties agree that any requirements in the Agreement that Appian maintain a SOC 2 audit and FEDRamp compliance with respect to its security controls will not apply to the Appian Process Mining Cloud Offering until the next scheduled SOC 2 audit and FEDRamp review. Process Mining is not delivered from Appian's FEDRamp govCloud region, AWS West region; rather the AWS Virginia or Ohio region.

Appian Process Mining – Per Process (On-Premise) (SKU 402-41100)

License Period. The License Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Appian Process Mining Per Process License. An Appian Process Mining Per Process License allows Customer's Process Mining Users to install, access and use the Appian Process Mining Software (the functionality of which is defined at docs.appian.com) an unlimited number of times to discover and analyze the number of Processes set forth in the line items above. A "Process" is defined as connected actions of humans or systems related to a business purpose, involving up to three (3) customer systems. Customer may provision the number of Process Mining Users that are reasonably necessary to engage in process mining discovery and analysis. Except as set forth in this Order Form, Subscriber's use of the Appian Process Mining Software shall be subject to the same terms and conditions are as applicable to the low-code platform Appian Software.

Process Mining User Definition. A Process Mining User is a User that may access and use the Appian Process Mining Software. Process Mining Users may not access or use the Appian Software (the Appian low-code platform) unless separately licensed to do so.

Appian Process Mining Software Definition. Appian Process Mining Software means the software used to engage in process mining as described at docs.appian.com and made available in object code format to Customers. Appian will support the Appian Process Mining Software in the same manner as the low-code platform Appian Software as set forth in the Agreement, except that some support features are available with respect to the Appian low-code Appian Software only, as described at docs.appian.com.

While the security measures described in Appian's SOC 2 audit generally apply to the Appian Process Mining Cloud Offering, the Appian Process Mining Cloud Offering was not within the scope of Appian's most recent SOC 2 audit and not included within the Cloud Offering's FEDRamp boundary. Accordingly, the parties agree that any requirements in the Agreement that Appian maintain a SOC 2 audit and FEDRamp compliance with respect to its security controls will not apply to the Appian Process Mining Cloud Offering until the next scheduled SOC 2 audit and FEDRamp review. Process Mining is not delivered from Appian's FEDRamp govCloud region, AWS West region; rather the AWS Virginia or Ohio region.

Appian Unlimited - Three Application Builder Users - One Year (SKU 402-43000)

Appian Unlimited License Definitions. "Appian Unlimited Builder License Period" The Appian Unlimited Builder License Period is the period set forth in the Appian Unlimited - Application Builder License line item above.

"Application Builder" An Application Builder is a User with access to the designer environment of the Appian Software that creates and revises applications, objects, and integrations and provisions Users and user groups. Customer may not activate and deactivate Application Builder accounts for the purposes of sharing those accounts among multiple Users, although Customer may re-assign Application Builder accounts if the person assigned that account is permanently

re-assigned, terminates their employment, or is similarly unable to continue in their capacity as an Application Builder. User accounts created solely for testing purposes only do not count toward the Application Builder account limit.

"Licensed Deployment" means the applications, objects, user groups, integrations and other outputs of the Appian Designer configured during the Appian Unlimited Builder License Period.

Appian Unlimited License. The Appian Unlimited License permits Customer to provision up to the number of Application Builders set forth in the line item(s) above to write an unlimited number of applications that may be deployed to an unlimited number of Users within Customer's organization, or external customers of Customer's business during the Appian Unlimited Builder License Period. At the end of the Appian Unlimited Builder License Period, should Customer choose to continue to use the applications deployed during the Appian Unlimited Builder License Period, the Customer will engage in the documentation process described below.

Appian Unlimited License Limitations. The Appian Unlimited License is subject to the following limitations: (a) during the Appian Unlimited Builder License Period, the only new application development that may occur on Customer's instances of the Appian Software must be pursuant to the Appian Unlimited License; (b) Customer may not import pre-existing applications, pre-built solutions or accelerators into the Appian Software as a part of the Appian Unlimited License; (c) Customer must maintain pre-existing Licenses to the Appian Software during the entire License Period of this Order Form.

Documentation of Licensed Deployment. At the end of the Appian Unlimited Builder License Period, Customer shall provide Appian with a description of the Licensed Deployment, including the name and functions of the applications, the identity of the User groups for the Licensed Deployment, and each User group's usage of the Licensed Deployment. Provided further, however, that an application or workflow that is in wireframe condition or not substantially completed prior to the end of the Appian Unlimited Builder License Period shall not be considered part of the Licensed Deployment. Appian shall have the right to inspect the Licensed Deployment for conformance with this paragraph.

External User Flowdown Terms. Prior to Customer choosing to making the Appian Software available to Users external to Customer's organization, Customer must require that each such external end user agree to terms of use that, at minimum, include restrictions that (a) prohibit such external end user from using them in an unlawful manner; (b) prohibits such user from reverse engineering or otherwise violating Appian's intellectual property rights in the Appian Software; and (c) disclaims any liability on Appian's behalf for such external user's use of the application(s) and Appian Software.

Usage After License Period. In order to use the Licensed Deployment after the term of the Initial Term, Customer will need to purchase an Appian Unlimited Ongoing Usage License. The Annual Fees for such Appian Unlimited Ongoing Usage License shall be set at the fees set forth in the line item for the Appian Unlimited License above, plus an increase in accordance with the negotiated GSA Schedule Economic Price Adjustment and the then current GSA Schedule Pricelist. The Appian Unlimited Ongoing Usage License permits Customer to (a) replace Users of the License Deployment as they are transferred, reassigned, or terminated, or add additional Users to User groups created during the Initial Term; (b) revise the License Deployment to correct defects in the way the applications work relative to their design; (c) revise the License Deployment to take advantage of new features of the Appian Software; (d) redesign the user interfaces of the License Deployment; (e) re-factor or redesign portions of the License Deployment to increase Appian Software responsiveness; (f) create replacement integrations for integrations used in the License Deployment; and (g) make modifications of applications in the License Deployment that do not either add material new subject matter or material new numbers of users. Customer may not use the Appian Designer except as set forth in this paragraph unless Customer obtains a new license to the Appian Software for such usage.

Cloud Subscription - Application Input-Only User (SKU 403-12500)

Cloud Application Input Only User Subscription. A Cloud Application Input Only User Subscription is a User (internal to Subscriber's organization or external) who may use the Cloud Offering to submit forms or requests only to a single Appian application and view their submissions in the Cloud Offering. Cloud Application Input Only Users may not engage in approval processes, complete tasks, or use the Cloud Offering for any purpose other than form submission and viewing.

External Application Input Only User Flowdown Terms. To the extent that an Application Input Only User is external to Subscriber's organization, each such User shall agree to terms of use that, at minimum, include restrictions that prohibit such external end user from using the Appian Software in an unlawful manner, prohibits such user from reverse engineering or otherwise violating Appian's intellectual property rights in the Appian Software, and disclaims any liability on Appian's behalf for such external user's use of the Appian Software.

Cloud Subscription - Infrequent User (SKU 403-17600)

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Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Cloud Infrequent User Subscription. A Cloud Infrequent User Subscription is a subscription that allows a User to accesses the Cloud Offering up to three times in any calendar month. If a Cloud Infrequent User's access extends from one day to another, each day counts as an access. Should a Cloud Infrequent User access the Cloud Offering more than three times in a calendar month, Subscriber shall seek to upgrade such User to become at least an Application User at Appian's current list price, or other such price agreed by the parties.

Government Acquisitions Management (Cloud) (SKU 403-25100)

Updates. Appian will provide Subscriber with access to any updates to the Application made generally available to Subscribers of the Application ("Application Update") during the Subscription Period.

Appian Government Clause Automation Solution - (Cloud) (SKU 403-25401, 403-25402 & 403-25403)& Appian Government Clause Automation Solution - (On-premise) (SKU 402-25401, 402-25402 & 402-25403)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Updates. Appian will provide Subscriber with access to any updates to the Application made generally available to Subscribers of the Application ("Application Update") during the Subscription Period.

Defect Correction. If, during the Subscription Period, the Application materially fails to conform to the Application's specific documentation at docs.appian.com (an "Application Defect") and Appian is able to reproduce the Application Defect in the version of the Application provided to the Subscriber, Appian will use commercially reasonable efforts to provide a correction ("Corrected Application").

Disclaimer. Appian is not responsible for installing any Corrected Application or Application Update. Subscriber is solely responsible for any customizations that it may make to the Application ("Subscriber Customizations"). Notwithstanding the generality of the foregoing, Appian is not responsible for modifying any Subscriber Customizations to make it operate with any Corrected Application or any Application Update. Other than the limited obligations stated in these terms, Appian disclaims all express or implied warranties with respect to the Application, including but not limited to the implied warranties of fitness for a specific or general purpose or merchantability.

Clause Automation Solution Subscription and Restrictions. The Clause Automation Selection Application Subscription allows Subscriber to deploy, customize, configure, and maintain the Clause Automation Application (the "Application") in the Cloud Offering for use with respect to managing clauses, provisions and conditions with respect to procurement contracts and to automatically generate contracts from approved clauses. Appian will provision Subscriber with the objects and files necessary to deploy the Application. Subscriber may deploy the Application for an unlimited number of Users, however, Users of the application will be limited to employees of Subscriber (as such Subscriber is defined above). Subscriber's use of the Application is subject to the same subscription terms and restrictions that apply to Subscriber's usage of the baseline Cloud Offering under the Agreement. The Application is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Subscriber from third party intellectual property infringement claims arising from Customer's authorized use of the Application, subject to the same indemnification terms and restrictions that apply to Subscriber's use of the Cloud Offering under the Agreement.

Appian IDP Monthly Extraction Block (SKU 403-26008)

IDP Extraction Block Subscription. An IDP Extraction Block allows the Subscriber to extract structured data from up to 50,000 pages of documents through the Cloud Offering in a single calendar month, in addition to the 20,000 pages per calendar month allowed at no cost as described in the Documentation. The line items set forth above show the number of IDP Extraction Blocks purchased during the Subscription Period. IDP Extraction Blocks are valid only during the calendar month of the Subscription Period in which they are purchased or are designated, and any unused extractions expire at the end of such calendar month of the Subscription Period.

IDP Extraction Block Overusage. Subscriber is required to purchase the number of IDP Extraction Blocks it believes are necessary during each year of the Subscription Period in advance. If Subscriber extracts in excess of 50,000 pages times the number of IDP Extraction Blocks shown in the line items above in a month, Subscriber agrees to enter into good faith discussions with Appian to purchase sufficient IDP Extraction Blocks to provide for such page extractions it anticipates

will occur prior to the end of the current year of the Subscription Period.

Appian RPA - One Appian RPA Bot (SKU 403-27003)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Appian RPA Support. Any material non-conformity between the operation of the Appian RPA Software and Appian's corresponding documentation is considered an Issue and subject to resolution under Appian's Service Level Agreement. The self-managed portions of the Appian RPA Software (the integrated developer environment and the RPA Agents) are not subject to the availability guarantees in the Service Level Agreement. Subscriber is responsible for correcting defects in the Appian RPA robots created by Subscriber and its contractors. Notwithstanding anything to the contrary in the Service Level Agreement, Appian may, without liability to Subscriber, conduct scheduled downtime on the Appian RPA Software for up to ten (10) minutes each day. Appian will make reasonable efforts to schedule such maintenance at times that will minimize the impact on its subscribers' authorized use of the Appian RPA Software.

Appian RPA Software Definition. The Appian RPA Software contains four components: (1) the Appian RPA Console, a cloud based application which Subscriber may use and access over the Internet to deploy new robotic processes, manage resources, review data and metrics, and configure platform settings; (2) the Appian RPA Server, a cloud based service that Subscriber can use and access over the Internet to execute robotic processes and deploy RPA code; (3) the Appian RPA integrated developer environment, which Subscriber can install on Subscriber's computers and/or servers to develop Appian RPA robots; and (4) Appian RPA Agents, which Subscriber can download, install and deploy on Subscriber's computers and/or servers.

Appian RPA - Per Bot Subscription. The Appian RPA - Per Bot Subscription grants Subscriber a license to use the Appian RPA Software pursuant to the same license terms and conditions that apply to Subscriber's license to use the Cloud Offering, subject to the following additional terms and restrictions. Subscriber may use the Appian RPA - Per Bot Subscription to deploy the number of Appian RPA Agents set forth in the line items above each on one physical or virtual computer.

Appian RPA - Included 25 Bots (SKU 403-27004)

Appian RPA Support. Any material non-conformity between the operation of the Appian RPA Software and Appian's corresponding documentation is considered an Issue and subject to resolution under Appian's Service Level Agreement. The self-managed portions of the Appian RPA Software (the integrated developer environment and the RPA Agents) are not subject to the availability guarantees in the Service Level Agreement. Subscriber is responsible for correcting defects in the Appian RPA robots created by Subscriber and its contractors. Notwithstanding anything to the contrary in the Service Level Agreement, Appian may, without liability to Subscriber, conduct scheduled downtime on the Appian RPA Software for up to ten (10) minutes each day. Appian will make reasonable efforts to schedule such maintenance at times that will minimize the impact on its subscribers' authorized use of the Appian RPA Software.

Appian RPA Software Definition. The Appian RPA Software contains four components: (1) the Appian RPA Console, a cloud based application which Subscriber may use and access over the Internet to deploy new robotic processes, manage resources, review data and metrics, and configure platform settings; (2) the Appian RPA Server, a cloud based service that Subscriber can use and access over the Internet to execute robotic processes and deploy RPA code; (3) the Appian RPA integrated developer environment, which Subscriber can install on Subscriber's computers and/or servers to develop Appian RPA robots; and (4) Appian RPA Agents, which Subscriber can download, install and deploy on Subscriber's computers and/or servers.

Appian RPA - Included 25 Bots Subscription. The Appian RPA - Included 25 Bot Subscription grants Subscriber a license to use the Appian RPA Software pursuant to the same license terms and conditions that apply to Subscriber's license to use the Cloud Offering, subject to the following additional terms and restrictions. Appian will make available for provisioning the Appian RPA Software to deploy the up to 25 Appian RPA Robots in the subscription line item above in conjunction with the initial order of either but not both of the Subscriber's Platform User II Subscription or Appian Unlimited (Annual) Subscription. Further purchases of Platform User II Subscriptions or Appian Unlimited (Annual) shall not entitle customer to additional included Appian RPA Bots.

Appian RPA - Included 5 Bots (SKU 403-27006)

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Appian RPA Support. Any material non-conformity between the operation of the Appian RPA Software and Appian's corresponding documentation is considered an Issue and subject to resolution under Appian's Service Level Agreement. The self-managed portions of the Appian RPA Software (the integrated developer environment and the RPA Agents) are not subject to the availability guarantees in the Service Level Agreement. Subscriber is responsible for correcting defects in the Appian RPA robots created by Subscriber and its contractors. Notwithstanding anything to the contrary in the Service Level Agreement, Appian may, without liability to Subscriber, conduct scheduled downtime on the Appian RPA Software for up to ten (10) minutes each day. Appian will make reasonable efforts to schedule such maintenance at times that will minimize the impact on its subscribers' authorized use of the Appian RPA Software.

Appian RPA Software Definition. The Appian RPA Software contains four components: (1) the Appian RPA Console, a cloud based application which Subscriber may use and access over the Internet to deploy new robotic processes, manage resources, review data and metrics, and configure platform settings; (2) the Appian RPA Server, a cloud based service that Subscriber can use and access over the Internet to execute robotic processes and deploy RPA code; (3) the Appian RPA integrated developer environment, which Subscriber can install on Subscriber's computers and/or servers to develop Appian RPA robots; and (4) Appian RPA Agents, which Subscriber can download, install and deploy on Subscriber's computers and/or servers.

Appian RPA - Included 5 Bots Subscription. The Appian RPA - Included 5 Bot Subscription grants Subscriber a license to use the Appian RPA Software pursuant to the same license terms and conditions that apply to Subscriber's license to use the Cloud Offering, subject to the following additional terms and restrictions. Appian will make available for provisioning the Appian RPA Software to deploy the up to 5 Appian RPA Robots in the subscription line item above in conjunction with the initial order of either but not both of the Subscriber's Application User II Subscription or Appian Unlimited (Monthly) Subscription. Further purchases of Application User II Subscriptions or Appian Unlimited (Monthly) shall not entitle customer to additional Appian RPA Bots, unless such purchases are, in the case of Application User II Subscriptions, for a new application built on Appian, or, in the case of Appian Unlimited (Monthly), for a separate Subscription Deployment from the one associated with this Order Form.

Resource Limited Appian RPA (SKU 403-27100)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Appian RPA Support. Any material non-conformity between the operation of the Appian RPA Software and Appian's corresponding documentation is considered an Issue and subject to resolution under Appian's Service Level Agreement. The self-managed portions of the Appian RPA Software (the integrated developer environment and the RPA Agents) are not subject to the availability guarantees in the Service Level Agreement. Subscriber is responsible for correcting defects in the Appian RPA robots created by Subscriber and its contractors. Notwithstanding anything to the contrary in the Service Level Agreement, Appian may, without liability to Subscriber, conduct scheduled downtime on the Appian RPA Software for up to ten (10) minutes each day. Appian will make reasonable efforts to schedule such maintenance at times that will minimize the impact on its subscribers' authorized use of the Appian RPA Software.

Appian RPA Software Definition. The Appian RPA Software contains four components: (1) the Appian RPA Console, a cloud based application which Subscriber may use and access over the Internet to deploy new robotic processes, manage resources, review data and metrics, and configure platform settings; (2) the Appian RPA Server, a cloud based service that Subscriber can use and access over the Internet to execute robotic processes and deploy RPA code; (3) the Appian RPA integrated developer environment, which Subscriber can install on Subscriber's computers and/or servers to develop Appian RPA robots; and (4) Appian RPA Agents, which Subscriber can download, install and deploy on Subscriber's computers and/or servers.

Resource Limited Appian RPA Subscription. The Resource Limited Appian RPA Subscription grants Subscriber a license to use the Appian RPA Software pursuant to the same license terms and conditions that apply to Subscriber's license to use the Cloud Offering, subject to the following additional terms and restrictions. Subscriber may use the Limited Resource Appian RPA Subscription to deploy one Appian RPA Agent on up to the number of Resources identified in the line items above. For the purposes of this Order Form, a Resource means a physical or virtual computer. Additional cloud infrastructure may be necessary to deploy additional Appian RPA Agents, and must be purchased separately.

Resource Limited Appian RPA Provisioning. As a part of the Resource Limited Appian RPA Subscription, Appian will

provision one XLarge production instance with up to 200 GB for storage and one Large non-production instance with 75 GB of storage.

Appian Platform User II (SKU 403-31002)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Platform User II Subscription. An Platform User II Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period. Platform User II Subscriptions may be reassigned from time to time to new Users who are replacing former Users who have terminated employment or who have otherwise changed job status or function and no longer use the Cloud Offering.

Appian Application User II (SKU 403-32200)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Application User II Subscription. An Application User II Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period solely to use the application identified in the line item above. Application User II Subscriptions may be reassigned from time to time to new Users who are replacing former Users who have terminated employment or who have otherwise changed job status or function and no longer use the Cloud Offering.

Appian Unauthenticated Portals (SKU 403-35000)

Appian Unauthenticated Portals Subscription. The Appian Unauthenticated Portals Subscription allows Subscriber to access and use the Appian Unauthenticated Portals functionality of the Cloud Offering described at docs.appian.com to deliver Appian user interfaces, information accessible through Appian applications, and Appian forms through a public-facing web site built on the Cloud Offering. Appian shall provision Subscriber with the Appian objects necessary to access the Appian Unauthenticated Portals functionality. There shall be no limit on the number of unauthenticated users who may access content or fill out generic forms made available to all unauthenticated users. Provided further, however, that Subscriber shall not configure the Cloud Offering to create a method of authenticating users using the Portals functionality (e.g., providing users with unique identifiers to retrieve content unique to such user) without using Appian authentication methods. Subscriber must be on version 22.1 of the Appian Cloud Offering in order to use Appian Unauthenticated Portals.

Mandatory Disclaimer and Portal Terms. When implementing the Appian Unauthenticated Portals functionality, Subscriber must, at minimum (a) maintain a link to an e-mail address through which Internet users may report abuse or intellectual property infringement; (b) have terms of use disclaiming Subscriber's and Appian's responsibility or liability for information uploaded by the visitors to the Portals-based website; (c) have terms of use reserving the right to remove any content posted to the Portals-based website. Furthermore, Subscriber may not configure the Portals functionality to expose any portion of the Appian Designer experience to the public. Subscriber shall indemnify and defend Appian against any claims (including damages, fines, penalties and legal fees) brought by third parties arising out of content posted by Subscriber or visitors to Subscriber's Portals-based website. Such obligation to indemnify Appian shall be excluded from any limitation of liability set forth in the Agreement.

Appian Unauthenticated Portals - Upgrade (SKU 403-35100)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Appian Unauthenticated Portals Subscription. The Appian Unauthenticated Portals Subscription allows Subscriber to

access and use the Appian Unauthenticated Portals functionality of the Cloud Offering described at docs.appian.com to deliver Appian user interfaces, information accessible through Appian applications, and Appian forms through a public-facing web site built on the Cloud Offering. Appian shall provision Subscriber with the Appian objects necessary to access the Appian Unauthenticated Portals functionality. There shall be no limit on the number of unauthenticated users who may access content or fill out generic forms made available to all unauthenticated users. Provided further, however, that Subscriber shall not configure the Cloud Offering to create a method of authenticating users using the Portals functionality (e.g., providing users with unique identifiers to retrieve content unique to such user) without using Appian authentication methods. Subscriber must be on version 22.1 of the Appian Cloud Offering in order to use Appian Unauthenticated Portals.

Mandatory Disclaimer and Portal Terms. When implementing the Appian Unauthenticated Portals functionality, Subscriber must, at minimum (a) maintain a link to an e-mail address through which Internet users may report abuse or intellectual property infringement; (b) have terms of use disclaiming Subscriber's and Appian's responsibility or liability for information uploaded by the visitors to the Portals-based website; (c) have terms of use reserving the right to remove any content posted to the Portals-based website. Furthermore, Subscriber may not configure the Portals functionality to expose any portion of the Appian Designer experience to the public.

Appian Process Mining -- Unlimited (SKU 403-41000) & Appian Process Mining - Included 3 Processes (SKU 403-41200) & Appian Process Mining - Included One Process (SKU 403-41201) & Appian Process Mining – Per Process (Cloud) (SKU 403-41100)

Process Mining User Definition. A Process Mining User is a User that may access and use the Appian Process Mining Cloud Offering. Process Mining Users may not access or use the Appian Cloud Offering (the Appian low-code platform) unless separately licensed to do so.

Appian Process Mining Per Process Subscription. An Appian Process Mining Per Process Subscription allows Subscriber's Process Mining Users to access and use the Appian Process Mining Offering (the functionality of which is defined at docs.appian.com) an unlimited number of times to discover and analyze the number of Processes set forth in the line items above. A "Process" is defined as connected actions of humans or systems related to a business purpose, involving up to three (3) customer systems. Subscriber may provision the number of Process Mining Users that are reasonably necessary to engage in process mining discovery and analysis. Except as set forth in this Order Form, Subscriber's use of the Appian Process Mining Cloud Offering shall be subject to the same terms and conditions are as applicable to the Appian low-code platform Cloud Offering.

Appian Process Mining Cloud Offering Definition. Appian Process Mining Cloud Offering means the Appian Process Mining software (as described at docs.appian.com) hosted by Appian and made available to Subscribers. Appian will support the Appian Process Mining Cloud Offering in the same manner as the Appian low-code platform Cloud Offering as set forth in the Agreement, except that some support features are available with respect to the Appian low-code Cloud Offering only, as described at docs.appian.com.

Appian Process Mining - Included 3 Processes. Appian will make available for provisioning the Appian Process Mining software to discover and analyze the up to one Process in conjunction with the initial order of the Subscriber's Platform User II Subscription or Appian Unlimited Annual Subscription. A "Process" is defined as connected actions of humans or systems related to a business purpose, involving up to three (3) customer systems. Subscriber may provision the number of Process Mining Users that are reasonably necessary to engage in process mining discovery and analysis. Except as set forth in this Order Form, Subscriber's use of the Appian Process Mining Cloud Offering shall be subject to the same terms and conditions are as applicable to the Appian low-code platform Cloud Offering. Further purchases of Platform User II Subscriptions or Appian Unlimited Annual shall not entitle customer to additional Appian Process Mining Processes. Additional Processes must be purchased separately.

While the security measures described in Appian's SOC 2 audit generally apply to the Appian Process Mining Cloud Offering, the Appian Process Mining Cloud Offering was not within the scope of Appian's most recent SOC 2 audit and not included within the Cloud Offering's FEDRamp boundary. Accordingly, the parties agree that any requirements in the Agreement that Appian maintain a SOC 2 audit and FEDRamp compliance with respect to its security controls will not apply to the Appian Process Mining Cloud Offering until the next scheduled SOC 2 audit and FEDRamp review. Process Mining is not delivered from Appian's FEDRamp govCloud region, AWS West region; rather the AWS Virginia or Ohio region.

Appian Unlimited - Three Application Writer Users - One Year (SKU 403-43000)

Appian Unlimited Subscription. The Appian Unlimited Subscription permits Subscriber to provision up to the number of

Application Builders set forth in the line item(s) above to write an unlimited number of applications that may be deployed to an unlimited number of Users within Subscriber's organization, or external customers of Subscriber's business during the Appian Unlimited Builder Subscription Period. At the end of the Appian Unlimited Builder Subscription Period., should Subscriber choose to continue to use the applications deployed during the Appian Unlimited Builder Subscription Period., the Subscriber will engage in the documentation process described below.

Appian Unlimited Subscription Limitations. The Appian Unlimited Subscription is subject to the following limitations: (a) during the Appian Unlimited Builder Subscription Period, the only new application development that may occur on Subscriber's instances of the Cloud Offering must be pursuant to the Appian Unlimited Subscription; (b) Subscriber may not import pre-existing applications, pre-built solutions or accelerators into the Cloud Offering as a part of the Appian Unlimited Subscription; (c) Subscriber must maintain pre-existing subscriptions to the Cloud Offering during the entire Subscription Period of this Order Form.

Documentation of Subscription Deployment. At the end of the Appian Unlimited Builder Subscription Period, Subscriber shall provide Appian with a description of the Subscription Deployment, including the name and functions of the applications, the identity of the User groups for the Subscription Deployment, and each User group's usage of the Subscription Deployment. Provided further, however, that an application or workflow that is in wireframe condition or not substantially completed prior to the end of the Appian Unlimited Builder Subscription Period shall not be considered part of the Subscription Deployment. Appian shall have the right to inspect the Subscription Deployment for conformance with this paragraph.

External User Flowdown Terms - Cloud. Prior to Subscriber choosing to making the Cloud Offering available to Users external to Subscriber's organization, Subscriber must require that each such external end user agree to terms of use that, at minimum, include restrictions that (a) prohibit such external end user from using them in an unlawful manner; (b) prohibits such user from reverse engineering or otherwise violating Appian's intellectual property rights in the Appian Software; and (c) disclaims any liability on Appian's behalf for such external user's use of the application(s) and Appian Software.

Appian Unlimited Subscription Definitions. "Appian Unlimited Builder Subscription Period." The Appian Unlimited Builder Subscription Period is the period set forth in the Appian Unlimited - Application Builder line item above.

"Application Builder" An Application Builder is a User with access to the designer environment of the Cloud Offering that creates and revises applications, objects, and integrations and provisions Users and user groups. Subscriber may not activate and deactivate Application Builder accounts for the purposes of sharing those accounts among multiple Users, although Subscriber may re-assign Application Builder User accounts if the person assigned that account is permanently re-assigned, terminates their employment, or is similarly unable to continue in their capacity as an Application Builder. User accounts created solely for testing purposes only do not count toward the Application Builder User account limit.

"Subscription Deployment" means the applications, objects, user groups, integrations and other outputs of the Appian Designer configured during the Appian Unlimited Builder Subscription Period.

Documentation of Subscription Deployment. At the end of the Appian Unlimited Subscription Period, Subscriber shall provide Appian with a description of the Subscription Deployment, including the name and functions of the applications, the identity of the User groups for the Subscription Deployment, and each User group's usage of the Subscription Deployment. Provided further, however, that an application or workflow that is in wireframe condition or not substantially completed prior to the end of the Appian Unlimited Subscription Period shall not be considered part of the Subscription Deployment. Appian shall have the right to inspect the Subscription Deployment for conformance with this paragraph.

Usage After Subscription Period. In order to use the Subscription Deployment after the term of the Initial Term, Subscriber will need to purchase an Appian Unlimited Ongoing Usage Subscription. The Annual Fees for such Appian Unlimited Ongoing Usage Subscription shall be set at the fees set forth in the line item for the Appian Unlimited Subscription above, plus an increase in accordance with the negotiated GSA Schedule Economic Price Adjustment and the then current GSA Schedule Pricelist. The Appian Unlimited Ongoing Usage Subscription permits Subscriber to (a) replace Users of the Subscription Deployment as they are transferred, reassigned, or terminated, or add additional Users to User groups created during the Initial Term; (b) revise the Subscription Deployment to correct defects in the way the applications work relative to their design; (c) revise the Subscription Deployment to take advantage of new features of the Cloud Offering; (d) redesign the user interfaces of the Subscription Deployment; (e) re-factor or redesign portions of the Subscription Deployment to increase Cloud Offering responsiveness; (f) create replacement integrations for integrations used in the Subscription Deployment; and and (g) make modifications of applications in the Subscription Deployment that do not either add material new subject matter or material new numbers of users. Subscriber may not use the Appian Designer except as set forth in this paragraph unless Subscriber obtains a new subscription to the Cloud Offering for such usage.

Appian Unlimited Annual - Application Builder (Cloud) (SKU 403-43001) & Appian Unlimited Annual - Application Builder (On Premise) (SKU 402-43001)

Payment. The Annual Fees set forth above are due annually, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Appian Unlimited Subscription. The Appian Unlimited Subscription permits Subscriber to provision up to the number of Application Builders set forth in the line item(s) above to write an unlimited number of applications that may be deployed to an unlimited number of Users within Subscriber's organization, or external customers of Subscriber's business during the Appian Unlimited Builder Subscription Period. At the end of the Appian Unlimited Builder Subscription Period., should Subscriber choose to continue to use the applications deployed during the Appian Unlimited Builder Subscription Period., the Subscriber will engage in the documentation process described below.

Appian Unlimited Subscription Limitations. The Appian Unlimited Subscription is subject to the following limitations: (a) during the Appian Unlimited Builder Subscription Period, the only new application development that may occur on Subscriber's instances of the Cloud Offering must be pursuant to the Appian Unlimited Subscription; (b) Subscriber may not import pre-existing applications, pre-built solutions or accelerators into the Cloud Offering as a part of the Appian Unlimited Subscription; (c) Subscriber must maintain pre-existing subscriptions to the Cloud Offering during the entire Subscription Period of this Order Form.

Documentation of Subscription Deployment. At the end of the Appian Unlimited Builder Subscription Period, Subscriber shall provide Appian with a description of the Subscription Deployment, including the name and functions of the applications, the identity of the User groups for the Subscription Deployment, and each User group's usage of the Subscription Deployment. Provided further, however, that an application or workflow that is in wireframe condition or not substantially completed prior to the end of the Appian Unlimited Builder Subscription Period shall not be considered part of the Subscription Deployment. Appian shall have the right to inspect the Subscription Deployment for conformance with this paragraph.

External User Flowdown Terms - Cloud. Prior to Subscriber choosing to making the Cloud Offering available to Users external to Subscriber's organization, Subscriber must require that each such external end user agree to terms of use that, at minimum, include restrictions that (a) prohibit such external end user from using them in an unlawful manner; (b) prohibits such user from reverse engineering or otherwise violating Appian's intellectual property rights in the Appian Software; and (c) disclaims any liability on Appian's behalf for such external user's use of the application(s) and Appian Software.

Appian Unlimited Subscription Definitions. "Appian Unlimited Builder Subscription Period." The Appian Unlimited Builder Subscription Period is the period set forth in the Appian Unlimited - Application Builder line item above.

"Application Builder" An Application Builder is a User with access to the designer environment of the Cloud Offering that creates and revises applications, objects, and integrations and provisions Users and user groups. Subscriber may not activate and deactivate Application Builder accounts for the purposes of sharing those accounts among multiple Users, although Subscriber may re-assign Application Builder User accounts if the person assigned that account is permanently re-assigned, terminates their employment, or is similarly unable to continue in their capacity as an Application Builder. User accounts created solely for testing purposes only do not count toward the Application Builder User account limit.

"Subscription Deployment" means the applications, objects, user groups, integrations and other outputs of the Appian Designer configured during the Appian Unlimited Builder Subscription Period.

Appian RPA for Appian Unlimited. The Appian Unlimited Subscription permits Subscriber to use the Appian RPA Software pursuant to the same terms and conditions that apply to Subscriber's license to use the Cloud Offering, subject to the following additional terms and restrictions. Subscriber may use the Appian RPA Subscription to deploy an unlimited number of Appian RPA Robots, but Subscriber may only use the Appian RPA Software in connection with applications built as part of the Subscription Deployment. Additional cloud infrastructure may be necessary to deploy additional Appian RPA robots, and must be purchased separately. The Appian RPA Software contains four components: (1) the Appian RPA Console, a cloud based application which Subscriber may use and access over the Internet to deploy new robotic processes, manage resources, review data and metrics, and configure platform settings; (2) the Appian RPA Server, a cloud based service that Subscriber can use and access over the Internet to execute robotic processes and deploy RPA code; (3) the Appian RPA integrated developer environment, which Subscriber can install on Subscriber's computers and/or servers to develop Appian RPA robots; and (4) Appian RPA Agents, which Subscriber can download, install and deploy on Subscriber's computers and/or servers.

Any material non-conformity between the operation of the Appian RPA Software and Appian's corresponding

documentation is considered an Issue and subject to resolution under Appian's Service Level Agreement. The self-managed portions of the Appian RPA Software (the integrated developer environment and the RPA Agents) are not subject to the availability guarantees in the Service Level Agreement. Subscriber is responsible for correcting defects in the Appian RPA robots created by Subscriber and its contractors. Notwithstanding anything to the contrary in the Service Level Agreement, Appian may, without liability to Subscriber, conduct scheduled downtime on the Appian RPA Software for up to ten (10) minutes each day. Appian will make reasonable efforts to schedule such maintenance at times that will minimize the impact on its subscribers' authorized use of the Appian RPA Software.

Appian Unlimited Monthly - Application Builder (Cloud) (SKU 403-43002) &Appian Unlimited Monthly - Usage License (On Premise) (SKU 402-43101)

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Appian Unlimited Subscription. The Appian Unlimited Subscription permits Subscriber to provision up to the number of Application Builders set forth in the line item(s) above to write an unlimited number of applications that may be deployed to an unlimited number of Users within Subscriber's organization, or external customers of Subscriber's business during the Appian Unlimited Builder Subscription Period. At the end of the Appian Unlimited Builder Subscription Period., should Subscriber choose to continue to use the applications deployed during the Appian Unlimited Builder Subscription Period., the Subscriber will engage in the documentation process described below.

Appian Unlimited Subscription Limitations. The Appian Unlimited Subscription is subject to the following limitations: (a) during the Appian Unlimited Builder Subscription Period, the only new application development that may occur on Subscriber's instances of the Cloud Offering must be pursuant to the Appian Unlimited Subscription; (b) Subscriber may not import pre-existing applications, pre-built solutions or accelerators into the Cloud Offering as a part of the Appian Unlimited Subscription; (c) Subscriber must maintain pre-existing subscriptions to the Cloud Offering during the entire Subscription Period of this Order Form.

Documentation of Subscription Deployment. At the end of the Appian Unlimited Builder Subscription Period, Subscriber shall provide Appian with a description of the Subscription Deployment, including the name and functions of the applications, the identity of the User groups for the Subscription Deployment, and each User group's usage of the Subscription Deployment. Provided further, however, that an application or workflow that is in wireframe condition or not substantially completed prior to the end of the Appian Unlimited Builder Subscription Period shall not be considered part of the Subscription Deployment. Appian shall have the right to inspect the Subscription Deployment for conformance with this paragraph.

External User Flowdown Terms - Cloud. Prior to Subscriber choosing to making the Cloud Offering available to Users external to Subscriber's organization, Subscriber must require that each such external end user agree to terms of use that, at minimum, include restrictions that (a) prohibit such external end user from using them in an unlawful manner; (b) prohibits such user from reverse engineering or otherwise violating Appian's intellectual property rights in the Appian Software; and (c) disclaims any liability on Appian's behalf for such external user's use of the application(s) and Appian Software.

Appian Unlimited Subscription Definitions. "Appian Unlimited Builder Subscription Period." The Appian Unlimited Builder Subscription Period is the period set forth in the Appian Unlimited - Application Builder line item above.

"Application Builder" An Application Builder is a User with access to the designer environment of the Cloud Offering that creates and revises applications, objects, and integrations and provisions Users and user groups. Subscriber may not activate and deactivate Application Builder accounts for the purposes of sharing those accounts among multiple Users, although Subscriber may re-assign Application Builder User accounts if the person assigned that account is permanently re-assigned, terminates their employment, or is similarly unable to continue in their capacity as an Application Builder. User accounts created solely for testing purposes only do not count toward the Application Builder User account limit.

"Subscription Deployment" means the applications, objects, user groups, integrations and other outputs of the Appian Designer configured during the Appian Unlimited Builder Subscription Period.

Appian RPA for Appian Unlimited. The Appian Unlimited Subscription permits Subscriber to use the Appian RPA Software pursuant to the same terms and conditions that apply to Subscriber's license to use the Cloud Offering, subject to the following additional terms and restrictions. Subscriber may use the Appian RPA Subscription to deploy an unlimited number of Appian RPA Robots, but Subscriber may only use the Appian RPA Software in connection with applications built as part of the Subscription Deployment. Additional cloud infrastructure may be necessary to deploy additional Appian RPA robots, and must be purchased separately. The Appian RPA Software contains four components: (1) the Appian

RPA Console, a cloud based application which Subscriber may use and access over the Internet to deploy new robotic processes, manage resources, review data and metrics, and configure platform settings; (2) the Appian RPA Server, a cloud based service that Subscriber can use and access over the Internet to execute robotic processes and deploy RPA code; (3) the Appian RPA integrated developer environment, which Subscriber can install on Subscriber's computers and/or servers to develop Appian RPA robots; and (4) Appian RPA Agents, which Subscriber can download, install and deploy on Subscriber's computers and/or servers.

Any material non-conformity between the operation of the Appian RPA Software and Appian's corresponding documentation is considered an Issue and subject to resolution under Appian's Service Level Agreement. The self-managed portions of the Appian RPA Software (the integrated developer environment and the RPA Agents) are not subject to the availability guarantees in the Service Level Agreement. Subscriber is responsible for correcting defects in the Appian RPA robots created by Subscriber and its contractors. Notwithstanding anything to the contrary in the Service Level Agreement, Appian may, without liability to Subscriber, conduct scheduled downtime on the Appian RPA Software for up to ten (10) minutes each day. Appian will make reasonable efforts to schedule such maintenance at times that will minimize the impact on its subscribers' authorized use of the Appian RPA Software.

Appian Unlimited Annual (& Monthly) - Usage Subscription (Cloud) (SKU 403-43100 & 403-43101) & Appian Unlimited Annual - Usage License (On Premise) (SKU 402-43100) Appian Unlimited Monthly - Usage License (On Premise) (SKU 402-43101)

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Appian Unlimited Ongoing Usage Subscription. The Appian Unlimited Ongoing Usage Subscription permits Subscriber to (a) replace Users of the Subscription Deployment as they are transferred, reassigned, or terminated, or add additional Users to User groups created during the Appian Unlimited Builder Subscription Period; (b) revise the Subscription Deployment to correct defects in the way the applications work relative to their design; (c) revise the Subscription Deployment to take advantage of new features of the Cloud Offering; (d) redesign the user interfaces of the Subscription Deployment; (e) re-factor or redesign portions of the Subscription Deployment to increase Cloud Offering responsiveness; (f) create replacement integrations for integrations used in the Subscription Deployment and (g) make modifications of applications in the Subscription Deployment that do not either add material new subject matter or material new numbers of users. Subscriber may not use the Appian Designer except as set forth in this paragraph unless Subscriber obtains a new subscription to the Cloud Offering for such usage.

Appian Unlimited Ongoing Usage Subscription Renewal. Upon agreement of the parties, the Appian Unlimited Ongoing Usage Subscription shall renew at annual fees equal to the final Annual Fees for the Appian Unlimited Subscription set forth in this Order Form, plus an increase in accordance with the negotiated GSA Schedule Economic Price Adjustment and the then current GSA Schedule Pricelist.

Appian Unlimited II Annual - Usage Subscription (Cloud) (SKU 403-44000) & Appian Unlimited II Monthly - Usage Subscription (Cloud) (SKU 403-44100)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Appian Unlimited Ongoing Usage Subscription. The Appian Unlimited Ongoing Usage Subscription permits Subscriber to (a) replace Users of the Subscription Deployment as they are transferred, reassigned, or terminated, or add additional Users to User groups created during the Appian Unlimited Builder Subscription Period; (b) revise the Subscription Deployment to correct defects in the way the applications work relative to their design; (c) revise the Subscription Deployment to take advantage of new features of the Cloud Offering; (d) redesign the user interfaces of the Subscription Deployment; (e) re-factor or redesign portions of the Subscription Deployment to increase Cloud Offering responsiveness; (f) create replacement integrations for integrations used in the Subscription Deployment and (g) make modifications of applications in the Subscription Deployment that do not either add material new subject matter or material new numbers of users. Subscriber may not use the Appian Designer except as set forth in this paragraph unless Subscriber obtains a new subscription to the Cloud Offering for such usage.

Appian Unlimited Ongoing Usage Subscription Renewal. Upon agreement of the parties, the Appian Unlimited Ongoing Usage Subscription shall renew at annual fees equal to the final Annual Fees for the Appian Unlimited Subscription set

forth in this Order Form, plus an increase in accordance with the negotiated GSA Schedule Contract Economic Price Adjustment and the then current GSA Schedule Pricelist.

Appian Unlimited II Annual - Application Builder (Cloud) (SKU 403-44001) & Appian Unlimited II Monthly - Application Builder (Cloud) (SKU 403-44101)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Appian Unlimited Subscription Limitations. The Appian Unlimited Subscription is subject to the following limitations: (a) during the Appian Unlimited Builder Subscription Period, the only new application development that may occur on Subscriber's instances of the Cloud Offering must be pursuant to the Appian Unlimited Subscription; (b) Subscriber may not import pre-existing applications, pre-built solutions or accelerators into the Cloud Offering as a part of the Appian Unlimited Subscription; (c) Subscriber must maintain pre-existing subscriptions to the Cloud Offering during the entire Subscription Period of this Order Form.

Documentation of Subscription Deployment. At the end of the Appian Unlimited Builder Subscription Period, Subscriber shall provide Appian with a description of the Subscription Deployment, including the name and functions of the applications, the identity of the User groups for the Subscription Deployment, and each User group's usage of the Subscription Deployment. Provided further, however, that an application or workflow that is in wireframe condition or not substantially completed prior to the end of the Appian Unlimited Builder Subscription Period shall not be considered part of the Subscription Deployment. Appian shall have the right to inspect the Subscription Deployment for conformance with this paragraph.

External User Flowdown Terms - Cloud. Prior to Subscriber choosing to making the Cloud Offering available to Users external to Subscriber's organization, Subscriber must require that each such external end user agree to terms of use that, at minimum, include restrictions that (a) prohibit such external end user from using them in an unlawful manner; (b) prohibits such user from reverse engineering or otherwise violating Appian's intellectual property rights in the Appian Software; and (c) disclaims any liability on Appian's behalf for such external user's use of the application(s) and Appian Software.

Appian Unlimited Subscription Definitions. "Appian Unlimited Builder Subscription Period." The Appian Unlimited Builder Subscription Period is the period set forth in the Appian Unlimited - Application Builder line item above.

"Application Builder" An Application Builder is a User with access to the designer environment of the Cloud Offering that creates and revises applications, objects, and integrations and provisions Users and user groups. Subscriber may not activate and deactivate Application Builder accounts for the purposes of sharing those accounts among multiple Users, although Subscriber may re-assign Application Builder User accounts if the person assigned that account is permanently re-assigned, terminates their employment, or is similarly unable to continue in their capacity as an Application Builder. User accounts created solely for testing purposes only do not count toward the Application Builder User account limit.

"Subscription Deployment" means the applications, objects, user groups, integrations and other outputs of the Appian Designer configured during the Appian Unlimited Builder Subscription Period.

Appian for Financial Services, Connected Onboarding (Cloud) - Tier 1 (SKU 403-24000), Appian for Financial Services, Connected Onboarding (Cloud) - Tier 2 (SKU 403-24001) & Appian for Financial Services, Connected Onboarding (Cloud) - Tier 3 (SKU 403-24002)

Defect Correction. If, during the Subscription Period, the Application materially fails to conform to the Application's specific documentation at docs.appian.com (an "Application Defect") and Appian is able to reproduce the Application Defect in the version of the Application provided to the Subscriber, Appian will use commercially reasonable efforts to provide a correction ("Corrected Application").

Updates. Appian will provide Subscriber with access to any updates to the Application made generally available to Subscribers of the Application ("Application Update") during the Subscription Period.

Connected Onboarding Subscription and Restrictions. The Connected Onboarding Application Subscription allows Subscriber to deploy, customize, configure, and maintain the Connected Onboarding Application ("Application") in the Cloud Offering for use with respect to managing the process of on-boarding a new institutional customer and as described in the documentation for the Application. Appian will provision Subscriber with the objects and files necessary to deploy

the Application. Subscriber may deploy the Application for an unlimited number of users, however, usage of the application will be limited to employees of Subscriber and the external customers engaged in onboarding. Subscriber's use of the Application is subject to the same subscription terms and restrictions that apply to Subscriber's usage of the baseline Cloud Offering under the Agreement. The Application is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Subscriber from third party intellectual property infringement claims arising from Subscriber's authorized use of the Application, subject to the same indemnification terms and restrictions that apply to Subscriber's use of the Cloud Offering under the Agreement.

Disclaimer. Appian is not responsible for installing any Corrected Application or Application Update. Subscriber is solely responsible for any customizations that it may make to the Application ("Subscriber Customizations"). Notwithstanding the generality of the foregoing, Appian is not responsible for modifying any Subscriber Customizations to make it operate with any Corrected Application or any Application Update. Other than the limited obligations stated in these terms, Appian disclaims all express or implied warranties with respect to the Application, including but not limited to the implied warranties of fitness for a specific or general purpose or merchantability.

Appian AI Standard (SKU 403-26001) Intentionally Removed

Initial Process Mining Instance (SKU 403-49002)

Initial Process Mining Instance. The Initial Process Mining Instance is a 2XL instance of the Appian Process Mining Cloud Offering. Process Mining Instances may be used for Appian Process Mining only and may not be used for the Appian low-code platform or exchanged for Appian low-code platform Cloud Offering instances. Additional purchases of Appian Process Mining do not permit Subscriber to receive additional Process Mining Instances at no charge. Subscriber is required to pay for any upgrades of Subscriber's Initial Process Mining Instance.

While the security measures described in Appian's SOC 2 audit generally apply to the Appian Process Mining Cloud Offering, the Appian Process Mining Cloud Offering was not within the scope of Appian's most recent SOC 2 audit and not included within the Cloud Offering's FEDRamp boundary. Accordingly, the parties agree that any requirements in the Agreement that Appian maintain a SOC 2 audit and FEDRamp compliance with respect to its security controls will not apply to the Appian Process Mining Cloud Offering until the next scheduled SOC 2 audit and FEDRamp review. Process Mining is not delivered from Appian's FEDRamp govCloud region, AWS West region; rather the AWS Virginia or Ohio region.

Initial Advanced Base Production Cloud xLarge Instance HA (SKU 403-49101)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Initial Advanced Production Cloud xL Instance. Appian will make available for provisioning the Initial Advanced Production Instance in the above line item in conjunction with the initial order for purchase of the Appian Cloud Offering with Advanced Support. The Appian Initial Advanced Production Instance is size XL with 4 virtual CPUs, 32 GB of RAM, and 200 GB of storage and is configured for High Availability as described in docs.appian.com. The Subscriber must maintain a valid, current applicable Appian Advanced Support subscription to make use of the Initial Advanced Production Instance and shall have no right to use the Initial Advanced Production Instance except to the extent that it has a valid, current Appian subscription with Advanced Support. Additional Cloud Offering purchases do not entitled Subscriber to additional Initial Advanced Production Instances. Subscriber must purchase any upgrades it desires to the Initial Advanced Production Instance.

Initial Premier Base Production Cloud xLarge Instance HA (SKU 403-49102) & Initial Premier Plus Base Production Cloud xLarge Instance HA (SKU 403-49104)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Initial Premier Production Instance. Appian will make available for provisioning the Initial Premier Production Instance in the above line item in conjunction with the initial order for purchase of the Appian Cloud Offering with Premier Support. The Appian Initial Premier Production Instance is size XL with 4 virtual CPUs, 32 GB of RAM, and 200 GB of storage and is configured for High Availability as described in docs.appian.com. The Subscriber must maintain a valid, current applicable Appian Premier Support subscription to make use of the Initial Premier Production Instance and shall have no right to use the Initial Premier Production Instance except to the extent that it has a valid, current Appian subscription

with Premier Support. Additional Cloud Offering purchases do not entitled Subscriber to additional Initial Premier Production Instances. Subscriber must purchase any upgrades it desires to the Initial Premier Production Instance.

Initial Premier Plus Base Non-Production Cloud xLarge Instance (SKU 403-49103)

Initial Premier Plus Non-Production Instance. Appian will make available for provisioning the Initial Premier Plus Non-Production Instance in the above line item in conjunction with the initial order for purchase of the Appian Cloud Offering with Premier Plus Support. The Appian Initial Premier Plus Non-Production Instance is size XL with 4 virtual CPUs, 32 GB of RAM, and 200 GB of storage. The Subscriber must maintain a valid, current applicable Appian Premier Plus Support subscription to make use of the Initial Premier Plus Non-Production Instance and shall have no right to use the Initial Premier Plus Non-Production Instance except to the extent that it has a valid, current Appian subscription with Premier Plus Support. Additional Cloud Offering purchases do not entitle Subscriber to additional Initial Premier Plus Non-Production Instances. Subscriber must purchase any upgrades it desires to the Initial Premier Plus Non-Production Instance.

Initial Enterprise Base Production Cloud xLarge Instance HA (SKU 403-49201)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Initial Enterprise Production Cloud xL Instance. Appian will make available for provisioning the Initial Enterprise Production Instance in the above line item in conjunction with the initial order for purchase of the Appian Cloud Offering with Enterprise Support. The Appian Initial Enterprise Production Instance is size XL with 4 virtual CPUs, 32 GB of RAM, and 200 GB of storage and is configured for High Availability as described in docs.appian.com. The Subscriber must maintain a valid, current applicable Appian Enterprise Support subscription to make use of the Initial Enterprise Production Instance and shall have no right to use the Initial Enterprise Production Instance except to the extent that it has a valid, current Appian subscription with Enterprise Support. Additional Cloud Offering purchases do not entitled Subscriber to additional Initial Enterprise Production Instances. Subscriber must purchase any upgrades it desires to the Initial Enterprise Production Instance.

Support Upgrade 100GB of Storage added to an existing Cloud Instance (SKU 403-49300)

Support Upgrade 100GB of Storage added to an existing Cloud Instance. Appian will make available for provisioning the Support Upgrade 100GB of Storage added to an existing Cloud Instance in the above line item in conjunction with the initial order for purchase of the Appian Cloud Offering with Enterprise Support or with Premier Plus. The Subscriber must maintain a valid, current applicable Appian Enterprise Support subscription or Premier Plus subscription to make use of the Support Upgrade 100GB of Storage added to an existing Cloud Instance and shall have no right to use the Support Upgrade 100GB of Storage added to an existing Cloud Instance except to the extent that it has a valid, current Appian subscription with Enterprise Support or Premier Plus Support. Additional Cloud Offering purchases do not entitled Subscriber to additional Support Upgrades 100GB of Storage added to an existing Cloud Instances.

Premier Plus Support – Cloud (SKU 403-82001)

Subscription Period. The Subscription Period begins on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continues for the number of months set forth above.

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Premier Plus Support. Premier Plus Support is described in the Service Level Agreement between Appian and Subscriber.

Appian Accelerate Essential (SKU 411-72101), Appian Accelerate Standard (SKU 411-72102) & Appian Accelerate Plus (SKU 411-72103)

Appian Accelerate. Appian Accelerate shall commence on the Order Effective Date, unless a Start Date is stated in the Order Terms above and continue for the number of months set forth above. The Services shall be provided as described in the Appian Accelerate General Terms and Conditions attached to this Order Form. Upon the expiration of the initial term during which Appian Accelerate is purchased, as described above, Appian Accelerate shall automatically renew for consecutive terms of the same duration and at the same terms, except that the pricingmay be increased in accordance with the negotiated GSA Schedule Economic Price Adjustment and the then current GSA Schedule Pricelist. Appian Accelerate shall not renew for an additional term if either party notifies the other party, in writing, of its desire to not renew

the services at least 15 calendar days prior to the expiration of the then current term.

Appian Accelerate Payment. The fees for Appian Accelerate is due in advance for the entire term of the subscription to Appian Accelerate, with the payment due on the Order Effective Date for the initial Subscription Period, and on the first day of each renewal Subscription Period thereafter.

Customer Training Day (Public) (SKU 412-10000), Partner Training Day (Public) (SKU 412-20000), Onsite Training: INDIA (SKU 412-40000), Private Training: AUSTRALIA (SKU 412-50000) & Partner Training Day (Private) (SKU 412-65000)

Training Day. Each Training Day allows one Client employee, contractor or consultant ("Trainee") to attend one day of Appian training, onsite at Client's location ("Onsite Training") or at one of Appian's global headquarters locations ("Public Training"). Onsite Training and Public Training are collectively referred to as "Training". Available courses, course schedules and course descriptions are available on Appian's website, https://community.appian.com/training/ or other URL as notified to Client in writing from time to time (the "Site"). Courses are automatically updated to reflect the latest version of the Appian software, where appropriate.

General Restrictions. Access to Training is subject to space availability, and subject to Client satisfying the standard pre-requisites and other conditions associated with the Training available on the Site. Training Days may not be used in connection with other promotions or discounts. Onsite Training is subject to Client and Appian agreeing, in writing, including by email, upon the time and location of the Training. At least eight (8) Trainees must attend any Onsite Training course. Client is responsible for providing appropriate facilities in which Appian can provide the Onsite Training. Training Days will expire if not used within 12 months of the Order Effective Date, and may not be carried forward and used in a subsequent period or redeemed for cash or credit.

Training Payment. Client will pay Appian for the total training price upon the Order Effective Date. Appian will invoice Client for the actual costs of any travel and living expenses incurred by the Appian trainer travelling to/from and staying in the vicinity of the Onsite Training on a monthly basis, in arrears. Client agrees to pay Appian's invoices within thirty (30) calendar days from the invoice date.

Cancellation and Refunds. All Training Days ordered are non-cancelable, and fees and reimbursable expenses paid for Training Days are non-refundable. Appian reserves the right, without liability to Client, to suspend Client's ability to redeem Training Days if Client fails to timely pay the fees and expenses under this Order Form.

Confidentiality, Ownership and License of Training Materials. Appian or its licensors shall retain ownership (including all intellectual property rights therein) of the content and materials that Appian provides to Client in performing the Training ("Training Materials"). The Training Materials are Appian proprietary and confidential information. Upon Client paying all amounts due therefore, Appian shall grant Client a non-exclusive, non-transferable, perpetual license, to use the Training Materials for Client's own internal business purposes, except that Client may not reproduce or copy the Training Materials without Appian's express prior written consent. Appian will provide Client with access to an instance of the Appian software hosted by Appian for certain training courses, as noted in the course descriptions on the Site. In connection with these instances, Appian will provide the users taking the corresponding training course with a non-exclusive, non-transferable license to access the instance solely in connection with and during the user's participation in the applicable training course. If Client has purchased a license to the Cloud Offering, then Client's use of this instance is subject to the terms and restrictions of the applicable agreement.

Training Courseware License - per month (SKU 412-31000)

Training Payment. Client will pay Appian for the total training price upon the Order Effective Date. Appian will invoice Client for the actual costs of any travel and living expenses incurred by the Appian trainer travelling to/from and staying in the vicinity of the Onsite Training on a monthly basis, in arrears. Client agrees to pay Appian's invoices within thirty (30) calendar days from the invoice date.

Training Courseware License. Commencing on the Order Effective Date and during the period described in the corresponding line item above, Appian shall provide Client with a license to use Appian's training materials pursuant to the applicable terms and restrictions of the Training Partner Agreement.

Training Courseware Maintenance - per Month (SKU 412-31500)

Training Payment. Client will pay Appian for the total training price upon the Order Effective Date. Appian will invoice Client for the actual costs of any travel and living expenses incurred by the Appian trainer travelling to/from and staying in the vicinity of the Onsite Training on a monthly basis, in arrears. Client agrees to pay Appian's invoices within thirty

(30) calendar days from the invoice date.

Training Courseware Maintenance. Commencing on the Order Effective Date and during the period described in the corresponding line item above, Appian will provide maintenance services in connection with Appian's training materials as described in the Training Partner Agreement.

Certification Exam Attempt Voucher – PARTNER (SKU 412-74500)

Payment. The Annual Fees set forth above are due annually in advance, with the first payment being due on the Order Effective Date. Any fees identified as Upfront Fees are due and payable on the Order Effective Date.

Certification Exam Attempt Voucher Terms. In exchange for the Certification Examination Fee, Appian will provide the purchasing entity with the number of certification examination vouchers described in this Order Form. Each certification examination voucher allows one person to take one Appian certification examination one time. The purchasing entity is responsible for managing its certification examination vouchers. Appian is not responsible for replacing lost or stolen certification examination vouchers. The certification examination will be provided by Appian or Appian's third-party examination proctoring service. Certification examination vouchers expire one year after the Order Effective Date. Certification examination vouchers not used in this time may not be redeemed for cash or credit. The individual taking the certification examination will be required to accept Appian's standard terms regarding examination conduct and using any recognition earned from passing the examination.

Appian Accelerate - Essential (SKU# 411-72101)

SKU Description: Essential tier for Appian Accelerate, features include Success Plan, Success Checkpoints, and Ask an Expert (Monthly). Minimum period is 12 months. SKU price is per month.

Service Description

Appian Accelerate provides advisory support through an assigned Customer Success Manager and shared pool of Appian expert resources. Under Accelerate Essential, Appian provides a Customer Success Manager who will conduct weekly planning sessions to discuss the goals and plans for the next five to ten business days, the roadmap, release plans, issues and risks, and best practices. The offering provides a series of cadenced meetings including success planning, success checkpoints, and office hours ("Ask an Expert"). The offering covers a range of strategic domains, including: Platform Optimization, Innovation, Governance, and Delivery Assurance.

Appian Accelerate - Essential product is delivered to our customers as a firm fixed price monthly subscription service, with an initial commitment of 12-months.

Appian Accelerate - Standard (SKU# 411-72102)

SKU Description: Standard tier for Appian Accelerate, features include Success Plan, Success Checkpoints, Ask an Expert (Monthly), and 1 concurrent Accelerator. Minimum period is 6 months. SKU price is per month.

Service Description

Appian Accelerate provides advisory support through an assigned Customer Success Manager and shared pool of Appian expert resources, and is based on a "Concurrent Accelerator" model. Under Appian Accelerate Standard, Accelerators are documented and prioritized for the Appian expert resource pool to complete. Standard Tier entitles the Appian Accelerate team to work on one (1) Accelerator at a given time, ensuring that continuous capacity is reserved from the expert resource pool. Appian Accelerate provides a Customer Success Manager who will conduct weekly planning sessions to discuss the goals and plans for the next five to ten business days, the roadmap, release plans, issues and risks, and best practices. In addition to Accelerators, the offering also provides a series of cadenced meetings including success planning, success checkpoints, and office hours ("Ask an Expert"). The offering covers a range of strategic domains, including: Platform Optimization, Innovation, Governance, and Delivery Assurance. The team can take on tactical assignments that are delivered by Appian experts including areas like: design and configuration reviews, platform health reviews, and developer support.

Appian Accelerate - Standard product is delivered to our customers as a firm fixed price monthly subscription service, with an initial commitment of 6-months.

Appian Accelerate - Plus (SKU# 411-72103)

SKU Description: Highest tier for Appian Accelerate, features include Success Plan, Success Checkpoints, Ask an Expert

(Weekly), and 3 concurrent Accelerators. Minimum period is 6 months. SKU price is per month.

Service Description

Appian Accelerate provides advisory support through an assigned Customer Success Manager and shared pool of Appian expert resources, and is based on a "Concurrent Accelerator" model. Under Appian Accelerate Standard, Accelerators are documented and prioritized for the Appian expert resource pool to complete. Standard Tier entitles the Appian Accelerate team to work on three (3) Accelerators at a given time, ensuring that continuous capacity is reserved from the expert resource pool. Appian Accelerate provides a Customer Success Manager who will conduct weekly planning sessions to discuss the goals and plans for the next five to ten business days, the roadmap, release plans, issues and risks, and best practices. In addition to Accelerators, the offering also provides a series of cadenced meetings including success planning, success checkpoints, and office hours ("Ask an Expert"). The offering covers a range of strategic domains, including: Platform Optimization, Innovation, Governance, and Delivery Assurance. The team can take on tactical assignments that are delivered by Appian experts including areas like: design and configuration reviews, platform health reviews, and developer support.

Appian Accelerate - Plus product is delivered to our customers as a firm fixed price monthly subscription service, with an initial commitment of 6-months.

Legal Terms Appendix for Reference:

Accelerate General Terms and Conditions

During the period when Accelerate is purchased, a team of Appian consultants will conduct Success Sessions, Ask an Expert meetings, and customers can submit, and Appian shall fulfill service Accelerators, all as more particularly described below.

A.   Success Sessions

Success Sessions are recurring meetings between an assigned Appian consultant and the designated customer personnel. There are two types of Success Sessions included in Accelerate: (1) Success Plan and (2) Success Checkpoint.

Success Plan – An annual session to outline the customer's goals with the Appian platform and their Appian practice.

Appian and the customer will schedule the Success Plan promptly following the execution of corresponding agreement under which Accelerate is purchased. Success Plan sessions will last up to two (2) hours each.

Success Checkpoint – A monthly session to review progress against the then current Success Plan.

Success Sessions will occur on a mutually agreed, recurring schedule and will last up to two (2) hours each.

B.   Ask an Expert

A recurring meeting between an assigned Appian consultant and the designated customer personnel to discuss any open questions related to the customer's authorized use of Appian's baseline software platform. The frequency of the Ask an Expert meeting depends on the level of Accelerate purchased, as detailed below.

Essential

Up to 1 per month

Standard

Up to 1 per month

Plus

Up to 4 per month

Ask an Expert meetings will occur on a mutually agreed, recurring schedule and will last up to two (2) hours each.

C. Accelerators

Customer can submit four specific types of Accelerators: (1) Platform Optimization, (2) Innovation, (3) Governance, and (4) Delivery Assurance.

Platform Optimization - Assistance planning enterprise architecture with Appian's baseline software platform.

Innovation - Guidance on incorporating the newest features of Appian's baseline software platform and other technologies.

Governance - Assistance to establish technical practices for successful projects.

Delivery Assurance- Assistance with solution design, targeted application reviews, and on-demand development troubleshooting. Assistance reviewing plug-ins developed by customer, reviewing bugs and the design related to plug-in enhancements.

Up to ten (10) designated customer personnel can submit and track Accelerators using Appian's online technical support case management system. Customer's designated single point of contact shall e-mail Architectservices@appian.com with the names of the initial 10 customer personnel promptly on or after the Effective Date of the agreement under which Accelerate is purchased. Customer may change its designated contacts from time-to-time and shall notify Appian of any changes at the email address above.

A weekly planning meeting between an assigned Appian consultant and the designated customer personnel will be held to assist in entering and planning Accelerators ("Planning Meeting"). During each Planning Meeting, the parties will discuss the customer's goals and plans for the next five to ten business days, the customer's roadmap, current release plans, issues and practices. Planning Meetings will occur on a mutually agreed, recurring schedule and will last up to two (2) hours each.

Customer may have up to the maximum number of in progress, active Accelerators at any one time, pursuant to the table below. The number of permitted, concurrent, active Accelerators depends on the level of Accelerate purchased, as detailed below:

Essential

Not included

Standard

1 Accelerator in progress

Plus

3 Accelerators in progress

An Accelerator is deemed "in progress" once it has been submitted to Appian's case management system. An Accelerator remains in progress until completed.

C.   General.

The deliverables provided as part of Accelerate are subject to the terms and conditions that apply to customer's license to use Appian's baseline software platform.

Unless otherwise agreed to by both parties, Accelerate shall be performed from 9:00am to 5:00pm local standard time of the Appian office from which the corresponding services are performed. Accelerate will be performed remotely.

Customer must provide Appian with reasonable support and assistance, including making the appropriate staff available to participate in Accelerate meetings.

Commercial Supplier Agreement Header:
This Commercial Supplier Agreement and SAAS License Agreement and Services ("Agreement") is between the Customer, identified in the Purchase Order, Annex, Statement of Work, or similar document, having its principal place of business as set forth in said document, and the GSA Multiple Award Schedule (MAS) Contractor acting on behalf of UiPath Inc. ("Company" or "Supplier") with its principal place of business at 90 Park Ave, New York, NY, 10016, USA. This Agreement governs the Customer's use of the Supplier software (the "Licensed Software") and the Supplier documentation made available for use with such software. "You" or "Customer" or "Licensee" means the Government Customer (Agency) who, under GSA Schedule Contracts, is the "Ordering Activity" which is defined as "an entity authorized to order under GSA Schedule Contracts" as defined in GSA Order OGP 4800.2I, as may be amended from time to time.

1. DEFINITIONS
"UiPath" means (a) when Customer is located in in North America (meaning United States and its territories, Canada or Mexico): UiPath Incorporated, located in New York, New York, United States; (b) when Customer is located outside North America: UiPath SRL, located in Bucharest, Romania;

"UiPath Partner" means an entity with which UiPath has a valid Partner contract in place for promoting or reselling UiPath RPA Platform or for placing and processing orders from end users;

"Agreement" means these terms and any other terms referenced in this document;
"Affiliate" means any entity that directly or indirectly Controls, is Controlled by, or is under common Control with a party where Control means control of greater than 50 % of the voting rights or equity interests of a party; „Authorized Users" means either party's employees, representatives and contractors; "
"Claim" means a claim, action, or legal proceeding filed against a Party;

"Customer" means the Ordering Activity identified in the Order as "Customer" or "Ordering Customer" or otherwise identified in the Order as the end user customer; For the avoidance of doubt, if a Customer Affiliate places an Order under this Agreement, such Affiliate shall be deemed as "Customer" for the purpose of that Order;

"Customer Data" means any information that is imported by or on behalf of Customer into the UiPath RPA Platform from its internal data stores or other sources not supplied by UiPath;

"Development Outputs" means any programs, artifacts, charts or workflow diagrams created by the Customer using UiPath RPA Platform, including any Customer Data;

"Improvements" means all versions, updates, corrections, improvements, developments, modifications, enhancements, variations, derivative works, scripts, customizations, adaptations or extensions of feature sets of any of the UiPath RPA Platform components, created or acquired by UiPath;

"Intellectual Property Rights" means patents, rights to inventions, copyright and related rights, trademarks, trade names and domain names, rights in computer software, and any other intellectual property rights or rights of a similar nature.

"UiPath RPA Platform" means the suite of software components (including Manuals or other documentation) with all Improvements;

"License Term" means the duration of the license for UiPath RPA Platform (or for the provision of Professional Services), as specified in the Order, or any shorter term occurring due to the termination of the Agreement;

"License Key" means an electronic activation key that authorizes the use of the UiPath RPA Platform components;
"Manuals" means the official Product guides available on UiPath website or successor website (except for any marketing, promotional or publicity materials);

"Order" means the order form or other written document for the UiPath RPA Platform, support or Professional services that is either (a) executed between UiPath and an Ordering Activity or (b) the document executed between an UiPath Partner and Customer; If Customer is located in North America the Order will be placed with UiPath Inc., while Customer located in the rest of the world is required to place a PO with UiPath SRL;

"PII" means any information related to an identified or identifiable natural person, including any sensitive data, as defined by Regulation (EU) 2016/679 (GDPR) and other applicable privacy laws and PHI means information about health status, provision or payment of healthcare, which can be linked to an individual (as defined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

"Products" means software, with any and all additional versions, updates, enhancements, developments, modifications, derivative works, scripts, connectors, plugins, SDKs, APIs, or extensions thereof, and the underlying Manuals, including any hosted service provided by UiPath, subject to the available licensing models (Licensing Models).

"Professional Services" or "PS" means any consulting, training, implementation, or technical services provided by UiPath to a Customer specified in an Order, excluding support services.

1. Governance. This Agreement applies to UiPath's Products and PS. Customer's use of new features or functionality of Products not contemplated as of the Effective Date which may be subject to additional terms made available within such Products, shall be deemed acceptance of such additional terms, provided, however, that to the extent of a material conflict between the terms of this Agreement and such additional terms, the terms of the Multiple Award Schedule (MAS) shall control.

2. LICENSES
2.1 License. UiPath grants to the Customer a limited, non-exclusive right to use the components of the UiPath RPA Platform specified in the Order during the License Term, including for testing and disaster recovery purposes. Customer retains all rights, including Intellectual Property Rights, in the Development Outputs created by the Customer with the UiPath RPA Platform, in accordance with this Agreement.

2.2 Trial License. A trial license is subject to the terms located at the following web address and a current copy of which is attached hereto: https://www.uipath.com/hubfs/download/legalspot/21-06-17-Trial-General-Terms.pdf (or successor website). For Trial Licenses, Terms and Conditions are subject to change with the addition of new trial services or removal of existing trial services.

3. THIRD-PARTY ACCESS
3.1 Use by Affiliate and Outsourcing. Customer may allow its Affiliates, including a third-party contractor to operate or access the UiPath RPA Platform solely on Customer's or its Affiliates behalf, but only if it is for Customer's or its Affiliates direct beneficial business purposes. At UiPath's request, Customer or its Affiliates will specify which entities have access under this provision.

3.2 Customer Responsibility. If Customer allows any person or entity to operate, use or access the UiPath RPA Platform, Customer is responsible for ensuring that such person or entity complies with the terms of this Agreement.

3.3 No Additional Rights. For clarity, the rights granted under this section do not modify the license permissions or increase the number of licenses granted under this Agreement.

4. SUPPORT SERVICES.
Support services provided for UiPath RPA Platform are included in the License Fee, in accordance with the Support Terms attached. UiPath may from time to time update the terms provided there is no degradation in the level of service provided. A copy of the current terms are attached and available at: https://www.uipath.com/hubfs/legalspot/UiPath_Support_Terms.pdf

5.RESERVED

6. THIRD PARTY INTELLECTUAL PROPERTY CLAIMS
6.1. UiPath Obligations. UiPath will defend to the extent permitted by 28 U.S.C. 516, at its expense, any third-party Claim against Customer during the License Term to the extent the Claim alleges that the UiPath RPA Platform infringes the third party's patent, copyright, or trademark; or that UiPath has misappropriated the third party's trade secret ("IP Claim"). UiPath will pay any damages finally awarded by a court of competent jurisdiction (or settlement amounts agreed to in writing by UiPath).

6.2 Remedy. In case of any IP Claim, UiPath may: (a) procure for Customer a license to continue using UiPath RPA Platform under the terms of this Agreement; or (b) replace or modify the allegedly infringing components so that they become non-infringing (including disabling the challenged functionality), provided the modified Products remain substantially equivalent in function to the enjoined Products and repurchase the affected components, if any, for which no non-infringing modification is possible in UiPath's determination at a negotiated and mutually-agreeable price that reflects the pro-rata prepaid fees paid by Customer as of the date of UiPath's notification to Customer that no non-infringing modification is possible, but only if Customer confirms in writing that it destroyed all copies of the UiPath RPA Platform component (and any related materials) from all computer systems on which it was stored.

6.3 Conditions. UiPath will have no liability for any IP Claim: (A) that arises from any: (i) use of the UiPath RPA Platform in violation of this Agreement; (ii) modification of the UiPath RPA Platform by anyone other than UiPath; (iii) failure by Customer to install the latest updated version of the UiPath RPA Platform, as requested by UiPath to avoid infringement; or (iv) third-party products, services, hardware, software, or other materials, or combination of these with the UiPath RPA Platform, if the UiPath RPA Platform would not be infringing without this combination; or (B) if Customer fails to: (i) promptly notify UiPath in writing of the IP Claim; (ii) provide UiPath with reasonable assistance

requested by UiPath for the defense of the IP Claim; (iii) provide UiPath with the exclusive right to control or settle the IP Claim; or (iv) refrain from making admissions about the IP Claim without UiPath's prior written consent. Notwithstanding the foregoing, the United States Department of Justice reserves the right to take sole control over the defense and settlement of Third-Party Claims . The remedies in this section are Customer's sole and exclusive remedies and UiPath's sole liability regarding the subject matter giving rise to any IP Claim.

7. OTHER CLAIMS
7.1. Customer's Obligations. Intentionally omitted.

7.2 Conditions. Customer's obligations under this section are conditioned upon UiPath (to the extent permitted by applicable law): (i) promptly notifying the Customer of any Claim in writing; (ii) cooperating with the Customer in the defense of the Claim; (iii) granting the Customer control of the defense or settlement of the Claim to the extent permitted by 28 U.S.C. 516; and (iv) refraining from making any admissions about the Claim. The remedies in this section are UiPath's sole and exclusive remedies and Customer's sole liability regarding the subject matter giving rise to any such Claim.

8. LIMITATION OF LIABILITY
8.1. Damages Exclusion. Neither Party will be liable to the other Party for any special, indirect, moral, consequential, incidental, punitive, or exemplary damages; the use or inability to use the UiPath RPA Platform, computer malfunction or failure, server down time, failure of the UiPath RPA Platform to operate with any other programs, loss of profits; loss of reputation, use, or revenue; loss or corruption of data; or interruption of business. Under no circumstances may UiPath or its Affiliates be liable for any claims that may be asserted, granted or imposed against, arising from, or in connection with, Customer Data except as otherwise set forth herein.

8.2 Liability Cap. The maximum aggregate liability of each Party for each and all Claims (individually and together) under or relating to this Agreement or its subject matter will not exceed the total subscription license fees paid under this Agreement during the 12 months before the initial Claim. This limitation will apply whether an action is in contract or tort and regardless of the theory of liability. This clause shall not impair the U.S. Government's right to recover for fraud or crimes arising out of or related to this Government Contract under any federal fraud statute, including the False Claims Act, 31 U.S.C. §§ 3729-3733.

8.3 Other Responsibility. For the avoidance of any doubt, under no circumstances UiPath may be liable for any Claims, judgments, awards, costs, expenses, damages and liabilities (including reasonable attorneys' fees) of any kind and nature that may be asserted, granted or imposed against, directly or indirectly, arising from or in connection to any Customer Development Outputs. This clause shall not impair the U.S. Government's right to recover for fraud or crimes arising out of or related to this Government Contract under any federal fraud statute, including the False Claims Act, 31 U.S.C. §§ 3729-3733.

9. REPRESENTATIONS & WARRANTIES
9.1 UiPath RPA Platform Limited Warranty and Remedy. UiPath warrants that the UiPath RPA Platform, as delivered to Customer, will substantially conform to the applicable Manuals during the License Term, to the extent that the UiPath RPA Platform is used in accordance with the Manuals. Customer must notify UiPath of a Claim under this warranty within 30 days of the date on which the condition giving rise to the Claim first appeared. To the extent permitted by law, Customer's sole and exclusive remedy and UiPath's sole liability under or about this warranty will be a replacement of the UiPath RPA Platform component, or if replacement is not commercially reasonable, a suspension of the applicable UiPath RPA Platform component or services and a refund of any pre-paid unused fees for the applicable UiPath RPA Platform component or service.

9.2 Implied Warranties. Except for the express warranties herein, UiPath RPA Platform is provided on an "as-is" basis. Neither party makes any warranty of any kind, whether express, implied, statutory or otherwise, and each party specifically disclaims all implied warranties, including any implied warranties of merchantability, fitness for a particular purpose or non-infringement, to the maximum extent permitted by applicable law. Customer bears the entire risk as to the use of the UiPath RPA Platform. Each party disclaims all liability for any harm or damages caused by any third-party hosting providers. This clause does not limit or disclaim any of the warranties specified in the GSA Schedule 70 contract under FAR 52.212-4(o). In the event of a breach of warranty, the U.S. Government reserves all rights and remedies under the contract, the Federal Acquisition Regulations, and the Contract Disputes Act, 41 U.S.C. 7101-7109.

10. TERM
10.1 Duration. This Agreement applies to the UiPath RPA Platform from the Effective Date until the expiration of the applicable License Term or the term for Professional Services as set forth in an Order or applicable statement of work.

10.2 Material Breach. If either Party commits a material breach of this Agreement, the non-breaching Party may give written notice describing the nature and basis of the breach to the breaching Party.

10.3 Effect of Termination. Upon termination or expiration of this Agreement or any License Term the license and associated rights for the UiPath RPA Platform will immediately terminate and Customer must, at its expense remove and delete all copies of the UiPath RPA Platform. Some or all the UiPath RPA Platform components may cease to operate without prior notice upon expiration or termination of the License Term.

11. PROFESSIONAL SERVICES

11.1 License to Deliverables. If it is the case, UiPath grants Customer a non-exclusive, non-sublicensable and non-transferable license to use the materials developed and provided to Customer by UiPath in performing the Professional Services ("Deliverables") solely for Customer's beneficial business purposes.

11.2 Employment Taxes. UiPath is responsible for all taxes and any employment obligations arising from its employment of personnel and contractors used to perform the Professional Services.

11.3 Warranty. UiPath warrants the Professional Services will be performed in a professional and workmanlike manner. Customer must notify UiPath in writing of any breach of this warranty within 30 days of delivery of such Professional Service. To the extent permitted by law, Customer's sole and exclusive remedy for breach of this warranty will be re-performance of the relevant Professional Service.

11.4 Subcontractors. Customer agrees that UiPath may use subcontractors for which UiPath will be responsible, in the performance of the Professional Services.

11.5 No Personal Data. During the performance of Professional Services, Customer needs to avoid transmission to UiPath of information that is regulated by applicable privacy laws ("Personal Data") (for example, by using "dummy data" when configuring or testing solutions). UiPath does not wish to receive Personal Data nor is it required for the performance of the Professional Services. Accordingly, Customer must not transmit Personal Data to UiPath, unless the Parties have agreed in writing on terms specifying that UiPath has agreed to receive Personal Data and detailing the security measures in place and protocol for the processing of Personal Data.

12. Data

12.1 Data Collection. Each Party may collect, store and use PII of the other Party's personnel necessary for the Agreement by complying with the applicable privacy laws. UiPath or its Affiliates may also collect and analyze diagnostic, technical, error reports, crash dumps, usage and other telemetry data from Customer's use of the Products and Customer grants them a worldwide, transferable, royalty- free right to access, use and process such data for the purpose of providing and updating the Products or PS, offering support and addressing technical issues, and as required by law or as reasonably provided in the Privacy Policy available on UiPath's website (or successor). Customer will inform its own personnel for the processing of their PII in accordance with the applicable laws. UiPath processes PII as described in its Privacy Policy available on its website.

11.7 Use of Data. Use of Products or PS does not require PII and UiPath accepts no liability thereof. However, if Customer uses Products lawfully on UiPath servers/cloud, PII may be transferred to UiPath, who will be considered a processor on behalf of the Customer and the data processing agreement available on UiPath's website will apply from the moment of the transfer. Customer must not use PHI on UiPath servers/cloud. If provision of PS is rendered impossible due to the lack of PII, Customer will notify UiPath and the Parties will discuss entering into a data processing agreement.

12. GENERAL

12.1. Intentionally omitted.

12.2 Customer's Purchase Order. Any terms or conditions in Customer's purchase order or any other related documentation submitted by or on behalf of Customer to UiPath (or any other party, such as an UiPath Partner) do not form part of this Agreement and are void, unless otherwise expressly agreed in writing and signed by both Customer and UiPath.

12.3 Confidentiality Obligations. Parties must keep the Confidential Information (means and refers to any document and information to which a Party has access during the performance of this Agreement, including but not limited to technical information, business methods, software programs, licensing model, of the other Party) confidential. Neither Party will in any manner, directly or indirectly, use or otherwise employ all or any of the Confidential Information of the other Party for any purpose other than the performance under this Agreement. This confidentiality obligation will survive for 3 years after the termination or expiration of this Agreement. The Customer acknowledges that if it provides any suggestions or feedback to UiPath, it does so voluntarily and without any obligation of confidence on UiPath in relation thereto who will be entitled to use any suggestions or feedback, in any way and for any purpose.

12.4 Data Use Consent. Customer agrees that UiPath and its Affiliates may collect and use technical information gathered as part of the software support services provided, if any, related to the UiPath RPA Platform. UiPath may use this information solely to improve the software or to provide customized services or technologies to the Customer and will not disclose this information in a form that personally identifies the Customer.

12.5 Entire Agreement. This agreement, the MAS and any orders issued thereunder constitute the entire agreement. Any amendments to this Agreement may only be made in writing and become effective when signed by both Parties.

12.6 Governing Law, Venue. The validity, interpretation and enforcement of this Agreement will be governed by and construed in accordance with the laws of the United States. In the event the Uniform Computer Information Transactions Act (UCITA) or any similar federal laws or regulations are enacted, to the extent allowed by law, it will not apply to this Agreement, and the governing law will remain as if such law or regulation had not been enacted. Any disputes relating to this Agreement shall be resolved in accordance with the FAR, and the Contract Disputes Act, 41 U.S.C. §§ 7101-7109.

12.7 License Compliance. UiPath may, at its expense and no more than once every 12 months, appoint its own personnel or an independent third party (or both) to verify that Customer's use, installation, or deployment of the UiPath RPA Platform comply with the terms of this Agreement and Customer agrees to provide all the required assistance and support during such verification. This inspection will be subject to any security requirements.

12.8 No Partnership. Nothing in this Agreement is intended to constitute a fiduciary relationship, agency, joint venture, partnership, or trust between the Parties and neither Party has authority to bind the other Party.

12.9 Notices. Any notice given under this Agreement must be in writing by email to the following addresses (or addresses notified in writing by either Party): to UiPath: legal@uipath.com; and to Customer: at Customer's email address stated on the Order, or if Customer's Order is with an UiPath Partner, at Customer's registered address and will be effective when received by the Party, or refused by the Party.

12.10 Publicity.. Any publicity related to the Government's use of this service must be pre-approved in writing by the Government Contracting Officer.

12.11 Privacy. If UiPath receives Personal Data of the Customer personnel involved in the performance of this Agreement it will process it in accordance with the UiPath Privacy Policy available on its website.

12.12 Severability. If any provision of this Agreement is or becomes illegal, invalid or unenforceable for any reason, all other provisions of the Agreement remain in force and shall produce legal effects.

12.13 Third Party Providers. If Customer uses certain features of the UiPath RPA Platform in conjunction with third party data, products, services, and platforms, then Customer is responsible for complying with the terms and conditions required by such third-party providers, and all such use is at Customer's own risk.

12.14 Third Party Licenses. The UiPath RPA Platform contains components of other software, including open source, which are the property of their respective owners and are licensed under their respective licenses specified on Third Party Licenses section on UiPath website, as updated from time to time or communicated to the Customer.

12.15 Export. UiPath RPA Platform may be subject to the trade control laws and regulations of the United States and other national governments. Each party represents that it is not named on any E.U. or U.S. government denied-party list and will not use UiPath RPA Platform in a E.U. or U.S. embargoed country (currently Cuba, Iran, North Korea, Sudan, Syria or Crimea) or in violation of any E.U. or U.S. export law or regulation.

12.16 Anti-Corruption. Each party confirms it has not been offered or received any illegal or improper bribe, kickback, payment, gift, or thing of value from the other party's employees or agents in connection with this Agreement. Reasonable gifts and entertainment provided in the ordinary course of business do not violate the above restriction. Any violation of the above restriction, will be promptly notified to legal@uipath.com

12.17 Waiver. No failure to exercise, nor any delay in exercising, any right, power or remedy under this Agreement shall operate as a waiver, nor shall any single or partial exercise of any right or remedy prevent any further or other exercise or the exercise of any other right or remedy. The rights and remedies provided in this Agreement are cumulative and not exclusive of any rights or remedies (provided by law). Any waiver of any breach of this Agreement.

PREAMBLE

CollabraLink Technologies, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

Joseph McCauley, Director
Phone: 571-643-4395
E-mail : jmccauley@gswell.com

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act <u>(ordering activity)</u> and **CollabraLink Technologies, Inc.** enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract **GS-35F-0398V**.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

_____   _____
Ordering Activity   Date   **CollabraLink Technologies, Inc.**   Date

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number **GS-35F-0398V**, Blanket Purchase Agreements, **CollabraLink Technologies, Inc.** agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1)   The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER   *SPECIAL BPA DISCOUNT/PRICE

(2)   Delivery:

DESTINATION   DELIVERY SCHEDULES / DATES

(3)   The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4)   This BPA does not obligate any funds.

(5)   This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6)   The following office(s) is hereby authorized to place orders under this BPA:

OFFICE   POINT OF CONTACT

(7)   Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8)   Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

(a)   Name of Contractor;

(b)   Contract Number;

(c)   BPA Number;

(d)   Model Number or National Stock Number (NSN);

(e)   Purchase Order Number;

(f)   Date of Purchase;

(g)   Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h)   Date of Shipment.

(9)   The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10)   The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.

- Federal Supply Schedule Contractors may individually meet the customers needs, or -

- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.

- Customers make a best value selection.