

Authorized Federal Acquisition  
Service Information Technology  
Schedule Pricelist

**FSC Group 70**

Contract # GS-35F-4729G

June 12, 1997 - June 11, 2017

Innovating  
tomorrow's  
government



**AUTHORIZED  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
SOFTWARE AND SERVICES**

Aquilent, Inc. (Aquilent) is a premier provider of end-to-end e-Government solutions, including client/server systems integration and application development services. In today's digital economy, the Government is faced with the challenge of redefining their business practices, creating new strategies, and building new technology capabilities without the resources or experience to make it happen. Using web-based technology, Aquilent helps Government agencies transform themselves for the new Internet economy. Aquilent solutions streamline government, reduce costs and improve efficiencies.

**SIN 132-32 - TERM SOFTWARE LICENSES**

FSC Class 7030 - Information Technology Software  
Ancillary Financial Systems Software  
Application Software

**SIN 132-33 - PERPETUAL SOFTWARE LICENSES**

FSC Class 7030 - Information Technology Software  
Application Software

**SIN 132-34 - MAINTENANCE OF SOFTWARE AS A SERVICE**

**SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

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 D311 - IT Data Conversion Services  
FPDS Code D316 - IT Network Management Services  
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 Schedule 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.

**SIN 132-52 – ELECTRONIC COMMERCE SERVICES**

FPDS Code D304 - Value Added Network Services

**Aquilent, Inc.**  
1100 West Street  
Laurel, Maryland 20707  
301-939-1000  
301-953-9021 Fax  
www.aquilent.com

Contract Number: **GS-35F-4729G**

Period Covered by Contract: **June 12, 1997 to June 11, 2017**

Pricelist current through Modification: **#PS-0092, dated October 14, 2015**

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



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**CUSTOMER INFORMATION**

<b>Aquilent, Inc.</b> <b>1100 West Street</b> <b>Laurel, MD 20707</b>	<b>Phone:</b> <b>301-939-1000</b>
	<b>Fax:</b> <b>301-953-2368</b>

1a. Table of awarded special item number(s)

Special Item Number(s)	Descriptions
SIN 132-32	TERM SOFTWARE LICENSES
SIN 132-33	PERPETUAL SOFTWARE LICENSES
SIN 132-34	MAINTENANCE OF SOFTWARE AS A SERVICE
SIN 132-51	INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
SIN 132-52	ELECTRONIC COMMERCE SERVICES

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. *Please see attached pricing*

1c. Description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. *Please see attached Labor Category Descriptions.*

2. Maximum order. *\$500,000*

3. Minimum order. *\$100.00*

4. Geographic coverage (delivery area). *Domestic delivery to the 48 contiguous states, the District of Columbia, Alaska, Hawaii, Puerto Rico, and U.S Territories.*

5. Point(s) of production (city, county, and State or foreign country). *Not applicable*

6. Discount from list prices or statement of net price. *GSA Prices shown are Net*

7. Quantity discounts. *Aquilent is offering GSA the following, single order total per calendar month, volume discounts for all Amazon AWS Services:*

- *\$0 - \$24,999 = 2%\**
- *\$25,000 - \$49,999 = 3%*
- *\$50,000+ = 4%*

*\* The AWS pricing, is inclusive of the 2% discount  
 Discounts for pre-paid items (e.g. Reserved and Dedicated instances) will be calculated based on the pro-rated monthly spend. Discounts do not apply to fees in connection with Amazon DevPay, Amazon Mechanical Turk, Amazon Flexible Payment Services or Amazon S3 usage fees over 50TB per calendar month.*

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.*

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

9b. Government purchase cards *ARE* accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin). *Not Applicable*

11a. Time of delivery. *As agreed to, between Contractor and Ordering Activity.*

11b. Expedited Delivery. *None*

11c. Overnight and 2-day delivery. *None*

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

12. F.O.B. point(s). *Destination*

13a. Ordering address(es). *Aquilent, Inc.  
1100 West Street  
Laurel, Maryland 20707  
Tel: 301-939-1336  
Fax: 301-953-9021  
ATTN: contracts@aquilent.com*

13b. Ordering procedures: *For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.*

14. Payment address(es). *Aquilent, Inc.  
1100 West Street  
Laurel, Maryland 20707*

15. Warranty provision. *For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:*

- (1) Time of delivery/installation quotations for individual orders;*
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.*
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.*

*The above is not intended to encompass items not currently covered by the GSA Schedule contract.*

16. Export packing charges. *Not applicable.*

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). *Contact Contractor*

18. Terms and conditions of rental, maintenance, and repair. *Not applicable.*

19. Terms and conditions of installation. *Not applicable.*

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

20a. Terms and conditions for any other services. *Please see attached Terms and Conditions*

21. List of service and distribution points. *Not applicable.*



22. List of participating dealers. *Not applicable*

23. Preventive maintenance. *Not applicable.*

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). *Not applicable*

24b. Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL):

<http://www.aquilent.com/capabilities/user-experience-design.php>

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/)

25. Data Universal Number System (DUNS) number. *103402272*

26. Aquilent is registered in the Central Contractor Registration (CCR) database (Now SAM.gov). *CAGE Code 3U871*

**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSE  
(SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER  
132-33) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34) OF GENERAL  
PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

**1. INSPECTION/ACCEPTANCE**

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

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

Upon request, the Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

**3. GUARANTEE/WARRANTY**

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract. Standard OEM Commercial Warranty applies to all software
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

**4. TECHNICAL SERVICES**

The contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 301.939.1336 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 9am to 5pm Eastern time.

**5. SOFTWARE MAINTENANCE**

- a. Software Maintenance as a Service (SIN 132-34)  
Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

**Software Maintenance includes**

- Monitoring and responding to Government and Industry user requests for application support across support channels (Integrated Helpdesk Module, email)
- Logging and tracking all support requests in our integrated helpdesk system
- Addressing requests/issues and bringing matter to closure with the user
- Troubleshooting reported issues and either resolving or clarifying system usage for user. This may involve analysis within the web application (via GUI/admin tools), working with the Epic testing team to duplicate the issue in Aquilent's internal environment, investigating the issue within the production environment (e.g., on

server or database), and/or escalating the matter as a Change Request/Problem Report to the management and development team

- Escalating non-system or non-technical (e.g., RFQ-specific) questions to applicable points-of-contact
- Proactively evaluating ticket type and content for trends or common issues in order to update operational support procedures, as well as potentially initiating system usability improvements and/or documentation updates.
- Standard bug fixes
- Includes all third-party software maintenance
- Includes application Help Desk support
- 25% license discount on software upgrades

Annual Application Maintenance and Help Desk is always 25% of the list license, independent of license discount given.

**Application Maintenance does not include:**

- Non-system or Non-technical (e.g. RFQ-specific) support
- Application Customizations
- Custom reporting

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

**6. PERIODS OF TERM LICENSES (SIN 132-32) AND MAINTENANCE (SIN 132-34)**

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

**7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE** Not applicable

**8. TERM LICENSE CESSATION**

- a. Term licenses do not automatically convert to perpetual licenses for any software products currently offered.
- b. Term license cessation periods:  
Epic Collaboration Portal – 12 months  
Epic Procurement – 12 months

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

**9. UTILIZATION LIMITATIONS (132-32, 132-33 AND 132-34)**

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation shall be subject to the following as part of the End User License Agreement:
  - (1) License Grant. Title to and Ownership of the Software and documentation shall remain with the Contractor, unless otherwise specified. Subject to the terms and conditions of this Agreement and in accordance with rights granted to Aquilent Inc. by EAS, the developer of the ECP system, Aquilent, Inc. grants to the end user a nonexclusive, nontransferable, limited right to use the software products specified on the Order Form(s) and any related reference materials, instruction guides, and operating manuals related to the software and made available to End User by Aquilent, Inc. ("Software").
  - (2) Terms of Use. The Software may be used in accordance with the following terms. Software licenses are by site and by Ordering Activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
  - (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
  - (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other

software, provided that the unmodified portions shall remain subject to these restrictions.

- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

**10. SOFTWARE CONVERSIONS (SIN 132-32 AND 132-33)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

**11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

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

**12. RIGHT TO COPY PRICING**

Right-to-copy licenses are not applicable.

**13. DISCOUNTS**

Prices shown are NET Prices.

## DESCRIPTION OF SERVICE OFFERING UNDER SIN 132-32 TERM SOFTWARE LICENSE

### Epic Collaboration Portal Product Description

Aquilent is an authorized Reseller of Epic® Collaboration Portal (ECP) software, which has been developed and produced by Epic Acquisition Software, Inc.

#### Product Description

Epic® Collaboration Portal (ECP) is a MOSS 2007-based knowledge management framework which features extensive web 2.0 functionality, to aid government in retaining & presenting its intellectual capital to the workforce.

The Epic® Collaboration Portal provides:

- Advanced document management
- Community-driven information exchange
- Web 2.0 collaboration tools
- Forms and workflow automation
- Informational reports and management dashboards

**Advanced document management** – ECP facilitates web-based document sharing, enabling users to check documents in and out for editing, and providing a mechanism for alerting document stakeholders when content has been modified, or when it needs to be updated. In short, ECP serves as a single portal that allows any government user to store, organize, edit, share, find and publish virtually any kind of document or digital asset that needs to be managed by their enterprise.

**Community-driven information exchange** – ECP maps to organizational hierarchies in a role-driven environment, ensuring that the access rights and visibility available to an ECP end-user are in accordance with the role they have been assigned within their organization. Beyond document access control and security, though, this community-based architecture also promotes the ability to exchange information with one's peers within their organization. Communities may be formed by organization, geographic location, functional role, and/or individual project team.

**Web 2.0 collaboration tools** – ECP harnesses emerging social media technologies such as wikis, blogs, micro-blogs, voting/polling, commenting, FAQs, and discussion forums to aid end users in exchanging information within their assigned communities. In so doing, it allows government agencies to balance diverging objectives around security and openness – allowing them to equip their workforce with emerging technologies within the confines of a secure, private portal environment.

**Forms and workflow automation** – ECP provides the ability to create custom forms, checklists, and templates to codify and web-enable agency business processes. This component includes a robust workflow engine that can automate complex internal review and approval processes.

**Informational reports and management dashboards** – As an extension of the forms & workflow capabilities described above, ECP enables agencies to quickly develop and disseminate performance data via a series of on-demand reports that provide real-time status and metrics across agencies, service centers, working groups, and/or individual resources. In addition to these reports, ECP also provides the capability to synthesize data into Dashboard views that allow government professionals to better manage their agency missions.

#### License and Warranty Information

The ECP License Agreement is available upon request, which includes warranty information for the software product.

## DESCRIPTION OF SERVICE OFFERING UNDER SIN 132-32 TERM SOFTWARE LICENSE AND 132-33 PERPETUAL SOFTWARE LICENSE

### Epic Procurement (SAAS) Product Description

The Epic® Procurement Portal is a web-based platform that automates contract management processes for the Federal Government and Commercial users. Users have three alternatives for deployment of the Epic® Procurement software:

- Via **Perpetual Software License** – this option provides the acquiring organization with perpetual usage rights and includes ownership and access rights to all data created with Epic® Procurement
- Via **Term Software License** – this option provides the acquiring organization with Right to Use for a designated period of time, but does not convey ownership of the Epic® Procurement software. The acquiring organization does retain ownership of all data created with Epic Procurement. This option may be deployed under a Software as a Service (SaaS) model in which Epic® Procurement is deployed to an Aquilent-managed hosting environment
- As a **Pilot** – this option provides the acquiring organization with the ability to use Epic® Procurement on a trial basis for a limited period of time. Following conclusion of the Pilot program, the acquiring organization may convert their deployment to either a Perpetual or Term License

In accordance with the above, we offer Epic® Procurement Software as a SaaS/Right to Use software product for SIN 132-32. For SIN 132-33 Perpetual Software License, we offer Epic® Procurement Software as a perpetual software license product. The aforementioned Pilot alternatives can also be acquired under either of these models as described above.

Aquilent is an authorized Reseller of this software, developed and produced by Epic Acquisition Software, Inc. (a sister company to Aquilent, Inc.) Since many anticipated Epic® Procurement users are Federal Government agencies, provision of these products and services on the GSA Schedule provides a convenient way to evaluate and order this product and associated services. Descriptions of Product and prices for Epic® Procurement Software are shown below.

### Product Description

Developed from the ground up as an Internet-based system for the federal acquisition domain, Epic® Procurement automates contract award processes, and supplies key acquisition management capabilities to government contracting professionals. A completely role-based solution, Epic® Procurement provides a rich set of features and functionality that allows agencies to capture, manage, and disseminate critical acquisition data to improve procurement forecasting, enable workload balancing, and promote continuous learning. Specifically, the Epic® Procurement Portal provides:

- **Paperless contracting** – Epic® Procurement fully automates acquisition processes, including requirements management, solicitation distribution, proposal submission, evaluation, award, and post-award management activities
- **A framework for Government/Industry collaboration** – Epic® Procurement provides a unique vendor-side portal to enable electronic posting of agency requirements and electronic submission of industry proposals, while also establishing a framework for deliverables management and electronic invoicing
- **Seamless integration** – Epic® Procurement already integrates with Federal & IAE systems such as FPDS-NG, FedBizOpps, and ELPS, and can be seamlessly integrated with existing agency IT systems
- **Robust reporting capabilities** – Epic® Procurement provides a foundation for acquisition performance monitoring via a robust reporting engine
- **Secure architecture** – Epic® Procurement complies with Federal system security standards, and has already undergone certification and accreditation (C&A) in accordance with established review procedures within both DoD and Civilian agencies
- **A flexible, scalable environment** – Epic® Procurement can adapt to changing business needs via a configurable & scalable platform that can handle any contracting approach
- **User-centered design principles** – Epic® Procurement facilitates adoption and change management via an intuitive, guided user interface that has been lauded within the Federal user community



**License and Warranty Information**

The Epic® Procurement Perpetual and Term Licenses Agreement are available upon request, which includes warranty information for the software product.

**Product Pricing – Epic ® Procurement**

We are pleased to offer the tiered pricelist for Perpetual and Term Licenses for Epic® Procurement. These prices represent a 25% discount from the software vendor's Commercial Pricelist.

**DESCRIPTION OF SERVICE OFFERING UNDER SIN 132-34  
MAINTENANCE OF SOFTWARE AS A SERVICE**

**Maintenance Description**

**Software Maintenance includes**

- Monitoring and responding to Government and Industry user requests for application support across support channels (Integrated Helpdesk Module, email)
- Logging and tracking all support requests in our integrated helpdesk system
- Addressing requests/issues and bringing matter to closure with the user
- Troubleshooting reported issues and either resolving or clarifying system usage for user. This may involve analysis within the web application (via GUI/admin tools), working with the Epic testing team to duplicate the issue in Aquilent's internal environment, investigating the issue within the production environment (e.g., on server or database), and/or escalating the matter as a Change Request/Problem Report to the management and development team
- Escalating non-system or non-technical (e.g., RFQ-specific) questions to applicable points-of-contact
- Proactively evaluating ticket type and content for trends or common issues in order to update operational support procedures, as well as potentially initiating system usability improvements and/or documentation updates
- Standard bug fixes
- Includes all third-party software maintenance
- Includes application Help Desk support
- 25% license discount on software upgrades
- Annual Application Maintenance and Help Desk is always 25% of the list license, independent of license discount given

**Application Maintenance does not include**

- Non-system or Non-technical (e.g. RFQ-specific) support
- Application Customizations
- Custom reporting

## TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF CLOUD COMPUTING SERVICES (SPECIAL ITEM NUMBER 132 40)

### 1. SCOPE

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

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

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other IT Schedule 70 SINs (e.g. 132-51).

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

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

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

**Table 1: Cloud Computing Services SIN**

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



**TERMS AND CONDITIONS APPLICABLE TO  
INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES  
(SPECIAL ITEM NUMBER 132-51) AND ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM  
NUMBER 132-52)**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the Ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d. The above procedures do not apply to Time and Material or labor hour orders.

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued



under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## 6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials and labor-hour contracts orders placed under this contract.

## 7. RESPONSIBILITIES OF THE CONTRACTOR

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

## 8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

## 9. INDEPENDENT CONTRACTOR

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

## 10. ORGANIZATIONAL CONFLICTS OF INTEREST

### a. Definitions

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

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

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

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

**11. INVOICES**

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

**12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009), (Alternate I – OCT 2008) (Deviation I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009), (Alternate I – OCT 2008) (Deviation – FEB 2007)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e) (3), insert the following provision:

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

**13. RESUMES**

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

**14. INCIDENTAL SUPPORT COSTS**

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

**15. APPROVAL OF SUBCONTRACTS**

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



**16. DESCRIPTION OF IT/EC SERVICES AND PRICING**

A description of the IT/EC Professional Services and applicable pricing is included in the following pricing pages.



## DESCRIPTION OF SERVICE OFFERINGS UNDER SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

Aquilent has defined descriptions for all applied technical employees. These descriptions are used for: to provide guidelines for establishing an employee's responsibilities based on amount and type of previous experience.

### DEFINITION OF TERMS

Bachelor Degree:	A Bachelor of Science or a Bachelor of Arts degree from an accredited college.
Related Experience:	Prior work experience in the same field as currently applied.
Related Major:	A major concentration of courses directly related to the type of work to be performed by an individual in a specific position. For a position in software development, the following majors are considered related: <ul style="list-style-type: none"><li>▪ Computer Science</li><li>▪ Electrical Engineering</li><li>▪ Mathematics</li><li>▪ Physics</li></ul> Any other technical degree, so long as a substantial number of credits were obtained in the above-named academic disciplines, may also be considered.
Software Program:	An executable collection of subroutines.
Software Subsystem:	A major component of a software system, comprising several computer programs that interface with one another or the outside world.
Software System:	A collection of computer programs or software subsystems that comprise a working, standalone software solution to a customer's needs.
Unrelated Experience:	Previous work experience not directly related to the work requirements of a specific position.



**Title: Business Analyst I (B1)**

**Minimum General Experience:**

2 years of professional experience in an information technology/information management or related field

OR

3 years of professional experience in an information technology/information management or related field

OR

4 years of professional experience in an information technology/information management or related field

**Minimum Education:**

A related Bachelor's Degree

An unrelated Bachelor's Degree

No Degree Required

**Additional Experience:**

Requires 4 or more years of professional experience without a degree. Incumbents are considered to be junior level professionals. The labor group additionally encompasses junior level staff involved in performing information technology program type administrative functions for the project.

**Functional Responsibility:**

Work involves technical, engineering, design, architectural, maintenance or other tasking related to the information technology project being performed. May provide inputs to program management staff or framework. The Business Analyst I primary responsibilities include:

Understands information flows and process architecture necessary for implementation of information technology business solutions.

Defines business processes and business requirements related to enable information technology solutions.

Identifies and documents functional requirements for business architecture design with use cases and other techniques.

Documents an organization's current business process flows and recommends improvements for implementation through an information technology solution.

Develops project documentation and user training materials according to program specifications.

Conducts implemented solution training sessions for users and other information technology representatives.

Prepares communications plans.

Helps software development teams interpret requirements.



**Job Title: Business Analyst II (B2)**

<b>Minimum General Experience:</b>	4 years of professional experience in an information technology/information management or related field	<b>OR</b>	6 years of professional experience in an information technology/information management or related field	<b>OR</b>	8 years of professional experience in an information technology/information management or related field
<b>Minimum Education:</b>	A related Bachelor's Degree		An unrelated Bachelor's Degree		No Degree Required

**Additional Experience:** Requires 8 or more years of professional experience without a degree. Incumbents are considered to be senior professionals. The labor group additionally encompasses full journey person level staff involved in performing information technology program type administrative functions for the project.

**Functional Responsibility:** Work involves technical, engineering, design, architectural, maintenance or other tasking related to the information technology project being performed. May provide inputs to program management staff or framework. The Business Analyst II primary responsibilities include:

- Understands information flows and process architecture necessary for implementation of information technology business solutions.
- Defines business processes and business requirements related to enable information technology solutions.
- Identifies and documents functional requirements for business architecture design with use cases and other techniques.
- Documents an organization's current business process flows and recommends improvements for implementation through an information technology solution.
- Develops project documentation and user training materials according to program specifications.
- Conducts implemented solution training sessions for users and other information technology representatives.
- Prepares communications plans.
- Helps software development teams interpret requirements.



**Job Title: Business Analyst III (B3)**

<b>Minimum General Experience:</b>	6 year of professional experience in an information technology/information management or related field	<b>OR</b>	8 year of professional experience in an information technology/information management or related field	<b>OR</b>	10 years of professional experience in an information technology/information management or related field
<b>Minimum Education:</b>	A related Bachelor's Degree		An unrelated Bachelor's Degree		No Degree Required
<b>Additional Experience:</b>	Incumbents are considered to be senior professionals. The labor group additionally encompasses full journey person level staff involved in performing program administrative functions for the project				

**Functional Responsibility:** Work involves technical, engineering, design, architectural, maintenance, or other tasking related to the information technology project being performed. May provide inputs to program management staff or framework. The Business Analyst III primary responsibilities include:

- Has strong understanding of information flows and process architecture necessary for implementation of information technology business solutions.
- Defines and reviews business processes and business requirements to enable information technology solutions.
- Identifies, documents, and reviews functional requirements for business architecture design with use cases and other techniques.
- Documents and reviews an organization's current business process flows and recommends improvements for implementation through an information technology solution.
- Develops and reviews project documentation and user training materials according to program specifications.
- Conducts implemented solution training sessions for users and other information technology representatives.
- Prepares communication plans.
- Helps software development teams interpret requirements.
- Develops and executes change management plans.



**Job Title: Business Analyst IV (B4)**

<p><b>Minimum General Experience:</b></p>	<p>6 years of professional experience in an information technology/information management or related field</p>	<p><b>OR</b></p>	<p>9 years of professional experience in an information technology/information management or related field</p>	<p><b>OR</b></p>	<p>12 years of professional experience in an information technology/information management or related field</p>
<p><b>Minimum Education:</b></p>	<p>A related Bachelor's Degree</p>		<p>An unrelated Bachelor's Degree</p>		<p>No Degree Required</p>
<p><b>Additional Experience:</b></p>	<p>Experience with supervisory or coordinative program management support activity. Typically includes high-level responsibility for providing quality deliverables. Incumbents are considered to be senior-level professionals</p>				
<p><b>Functional Responsibility:</b></p>	<p>Work involves complex technical, engineering, design, architectural, maintenance, business modeling, or similar areas related to the information technology project being performed. Typically includes high-level responsibility for providing quality deliverables.</p> <p>Primary responsibilities include:</p> <ul style="list-style-type: none"> <li>Has strong understanding of information flows and process architecture necessary for implementation of information technology business solutions.</li> <li>Collaborates with information technology project sponsors and other stakeholders to define organizational goals and strategies for achieving them. Coordinates an organization's strategic planning process. Develops strategic plans.</li> <li>Uses information technology (hardware and software) and related tools to plan, prepare, and execute tasks.</li> <li>Helps align project deliverables with stakeholder organizational goals.</li> <li>Develops, reviews, and executes change management plans.</li> <li>Coordinates financial and strategic analyses. Assesses current and planned initiatives. Completes business cases. Collects data to support build-buy decisions.</li> <li>Conducts competitive analyses and industry benchmarking. Conducts market and customer research. Develops product-marketing strategies.</li> <li>Reviews business process models, business requirements, functional requirements, training materials, and communication plans related to information technology solutions.</li> <li>Helps software development teams interpret requirements.</li> </ul>				



**Job Title:** Cloud Administrator 1 (CADM1)

<b>Minimum General Experience:</b>	6 years of professional experience in a related field	OR	9 years of professional experience in a related field	OR	12 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major		a Bachelor's Degree or higher in an unrelated major		No degree requirement

**Additional Experience:** A minimum of two years on a project leading two or more individuals

**Functional Responsibility:** The Cloud Administrator 1 has technical responsibility specifically for a small-to-medium Aquilent cloud project. These projects may range in size from a few person-months of effort to 2 person-years of effort. The Cloud Administrator 1 may have both technical and project leadership responsibilities depending on the project size. Primary responsibilities include:

- Support Cloud Architect in meeting with customer to determine project requirements.
- Provide full-range of cloud administration, configuration, and maintenance support.
- Keep the customer and Aquilent management informed of project status on a regular basis.



**Job Title:** Cloud Administrator 2 (CADM2)

<b>Minimum General Experience:</b>	8 years of professional experience in a related field	OR	10 years of professional experience in a related field	OR	13 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major		a Bachelor's Degree or higher in an unrelated major		No Degree Required

**Additional Experience:** A minimum of two years on a project leading two or more individuals

**Functional Responsibility:** The Systems Programmer has technical responsibility for a small-to-medium Aquilent Cloud support project. These projects may range in size from a few person-months of effort to 2 person-years of effort. The Cloud Administrator 2 typically has both technical and project leadership responsibilities, but will begin to rely on other team members to play a significant role in the technical aspects. Primary responsibilities include:

- Support Cloud Architect in meeting with customer to determine project requirements.
- Provide full-range of cloud administration, configuration, and maintenance support.
- Create and/or maintain cloud accounts
- Modify existing cloud accounts based on the evolution of the customer requirements.
- Keep the customer and Aquilent management informed of project status on a regular basis.



**Job Title:** Cloud Administrator 3 (CADM3)

<b>Minimum General Experience:</b>	9 years of professional experience in a related field	OR	13 years of professional experience in a related field	OR	15 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major	OR	a Bachelor's Degree or higher in an unrelated major	OR	No Degree Required

**Additional Experience:** A minimum of two years on a project leading two or more individuals

**Functional Responsibility:** This senior/management level Cloud Administrator has technical responsibility for a small-to-medium Aquilent Cloud support project. These projects may range in size from a few person-months of effort to 2 person-years of effort. The Cloud Administrator 3 will have both technical and project management responsibilities. Primary responsibilities include:

- Work in conjunction with Cloud Architect in meeting with customer to determine project requirements.
- Provide full-range of cloud administration, configuration, and maintenance management.
- Oversee the creation and/or maintain cloud accounts
- Modify existing cloud accounts based on the evolution of the customer requirements.
- Keep the customer and Aquilent management informed of project status on a regular basis.



**Job Title:** Cloud Architect 1

<b>Minimum General Experience:</b>	7 years of professional experience in a related field	OR	9 years of professional experience in a related field	OR	11 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major		a Bachelor's Degree or higher in an unrelated major		No Degree Required

**Functional Responsibility:** The Cloud Architect 1 may have technical responsibility or support an Aquilent cloud development effort. Primary responsibilities include:

- Assist in the cloud requirements analysis, conceptual design, detailed design, and implementation of a cloud project.
- Assist in the migration of a cloud effort.
- Generate requisite cloud documentation.



**Job Title:** Cloud Architect 2

<b>Minimum General Experience:</b>	9 years of professional experience in a related field	OR	11 years of professional experience in a related field	OR	15 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major		a Bachelor's Degree or higher in an unrelated major		No Degree Required

**Functional Responsibility:** The Cloud Architect 2 may have technical responsibility or support an Aquilent cloud development effort. Primary responsibilities include:

- Assist in the cloud requirements analysis, conceptual design, detailed design, and implementation of a cloud project.
- Assist in the migration of a cloud effort.
- Generate requisite cloud documentation.
- Generate customer design review materials and present at customer design reviews.



**Job Title:** Cloud Architect 3

**Minimum General Experience:**

9 years of professional experience in a related field

OR

13 years of professional experience in a related field

OR

17 years of professional experience in a related field

**Minimum Education:**

a Master's Degree or higher in a related major

a Bachelor's Degree or higher in an unrelated major

No Degree Required

**Functional Responsibility:**

The Cloud Architect 3 will have overall technical responsibility and oversight for an Aquilent cloud development/migration effort. Primary responsibilities include:

Oversee the cloud requirements analysis, conceptual design, detailed design, and implementation of a cloud project.

Oversee in the migration of a cloud effort.

Generate/approve requisite cloud documentation.

Generate customer design review materials and present at customer design reviews.



**Job Title:** Cloud Architect 4

**Minimum General Experience:**

11 years of professional experience in a related field

OR

15 years of professional experience in a related field

OR

20 years of professional experience in a related field

**Minimum Education:**

a Master's Degree or higher in a related major

a Bachelor's Degree or higher in an unrelated major

No Degree Required

**Functional Responsibility:**

The Cloud Architect 4 will have overall technical responsibility and oversight for an Aquilent cloud development/migration effort. Primary responsibilities include:

Oversee the cloud requirements analysis, conceptual design, detailed design, and implementation of a cloud project.

Oversee in the migration of a cloud effort.

Generate/approve requisite cloud documentation.

Generate customer design review materials and present at customer design reviews.



**Job Title:** Cloud Security Specialist 1 (CSCR1)

<b>Minimum General Experience:</b>	8 years of professional experience in a related field	OR	10 years of professional experience in a related field	OR	15 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major	OR	a Bachelor's Degree or higher in an unrelated major	OR	No Degree Required

**Additional Responsibility**

Incumbents are considered to be senior professionals.

**Functional Responsibility:**

Work involves complex Cloud related security, engineering, design, architectural, maintenance, business modeling, or similar areas related to the information technology project being performed. Typically includes high-level responsibility for providing quality deliverables.

Primary responsibilities include:

- Has strong understanding of Cloud information flows and process architecture necessary for implementation of cloud security.
- Uses information technology to plan, prepare, and execute cloud related security tasks.
- Preparation and review of Cloud security architecture
- Knowledge of security requirements and documentation
- Understanding of Risk Mitigation strategies
- Develops Cloud design documentation
- Implements Cloud security policies and procedures
- Conducts Cloud security audits against contractual requirements



**Job Title:** Cloud Security Specialist 2 (CSCR2)

<b>Minimum General Experience:</b>	9 years of professional experience in a related field	OR	11 years of professional experience in a related field	OR	17 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major	OR	a Bachelor's Degree or higher in an unrelated major	OR	No Degree Required

**Additional Responsibility**

Incumbents are considered to be senior professionals.

**Functional Responsibility:**

Work involves complex Cloud related security, engineering, design, architectural, maintenance, business modeling, or similar areas related to the information technology project being performed. Typically includes high-level responsibility for providing quality deliverables.

Primary responsibilities include:

- Has strong understanding of Cloud information flows and process architecture necessary for implementation of cloud security.
- Uses information technology to plan, prepare, and execute cloud related security tasks.
- Preparation and review of Cloud security architecture
- Knowledge of security requirements and documentation
- Understanding of Risk Mitigation strategies
- Develops Cloud design documentation
- Implements Cloud security policies and procedures
- Conducts Cloud security audits against contractual requirements



**Job Title:** Cloud Security Specialist 3 (CSCR3)

<b>Minimum General Experience:</b>	9 years of professional experience in a related field	OR	15 years of professional experience in a related field	OR	20 years of professional experience in a related field
<b>Minimum Education:</b>	a Master's Degree or higher in a related major	OR	a Bachelor's Degree or higher in an unrelated major	OR	No Degree Required

**Additional Responsibility**

Incumbents are considered to be senior professionals.

**Functional Responsibility:**

Work involves complex Cloud related security, engineering, design, architectural, maintenance, business modeling, or similar areas related to the information technology project being performed. Typically includes high-level responsibility for providing quality deliverables.

Primary responsibilities include:

- Has strong understanding of Cloud information flows and process architecture necessary for implementation of cloud security.
- Uses information technology to plan, prepare, and execute cloud related security tasks.
- Preparation and review of Cloud security architecture
- Knowledge of security requirements and documentation
- Understanding of Risk Mitigation strategies
- Develops Cloud design documentation
- Implements Cloud security policies and procedures
- Conducts Cloud security audits against contractual requirements



**Title: Graphics Designer (CD1)**

<b>Minimum General Experience:</b>	2 years of directly related professional experience	OR	4 years of directly related professional experience	OR	6 years of directly related professional experience
<b>Minimum Education:</b>	A related Bachelor's Degree		An unrelated Bachelor's Degree		No Degree Required

**Additional Experience:** Incumbents are considered to be junior level professionals. The labor group additionally encompasses staff performing program administrative (non-clerical) functions for the project

- Functional Responsibility:** Designs and develops websites using standard website technology (e.g., HTML, Javascript, CSS, etc.)
- Experience in User Centered Design principals
  - Develops style sheets
  - Develops website prototypes and websites with direction from manager
  - Knowledge of typology and color theory



**Job Title: Creative I (C1)**

<b>Minimum General Experience:</b>	4 years of professional experience in an information technology/information management or related field	<b>OR</b>	6 years of professional experience in an information technology/information management or related field	<b>OR</b>	8 years of professional experience in an information technology/information management or related field
<b>Minimum Education:</b>	A related Bachelor's Degree		An unrelated Bachelor's Degree		No Degree Required
<b>Additional Experience:</b>	The labor group additionally encompasses staff involved in performing program administrative functions for the information technology project.				

**Functional Responsibility:** Work involves technical, engineering, design, architectural, maintenance, or other tasking related to the information technology project being performed. May provide inputs to program management staff or framework. Typically produces deliverables. Works with more senior information technology creative professionals to develop content, documentation, information architectures, and visual designs as they directly relate to computer systems, internet and web design, user interfaces, and similar Information Technologies and function. Develops graphics for state-of-the-art computer architectures

- The Creative 1's primary responsibilities include:
- Understanding the customer's creative requirements and information technology project-specific style guidelines and methods, means, and practices for transforming requirements into automated systems solutions.
  - Analysis of existing system content, information architectures, and visual designs under the guidance of senior level professionals.
  - Assistance with development of information architectures, visual and information designs, and content creation. Helps maintain and enhance existing content, visual, and information structures.
  - Assistance with wireframe and site map development.
  - Review of wireframes (pagemaps), exploration of design concepts, selection of stock images, and creation of visual designs.
  - Assistance with copy development for websites, applications, graphical user interfaces, GUIs and other interactive media.
  - Assistance with the development of information technology project documentation, style guides, and user training materials.



**Job Title: Creative II (C2)**

<b>Minimum General Experience:</b>	5 years of professional experience in an information technology/information management or related field	<b>OR</b>	7 years of professional experience in an information technology/information management or related field	9 years of professional experience in an information technology/information management or related field
	A related Bachelor's Degree		An unrelated Bachelor's Degree	
<b>Minimum Education:</b>				
<b>Additional Experience:</b>	Incumbents are considered to be mid-level professionals. The labor group additionally encompasses staff performing program administrative (non-clerical) functions for the project			

**Functional Responsibility:** Work involves technical, engineering, design, architectural, maintenance, or other tasking related to the information technology project being performed. May provide inputs to program management staff or framework. Typically produces deliverables. Works with information architects, art directors, or writing leads to develop web-related copy, information architectures, and visual designs.

Primary responsibilities include:

- Understanding from an information technology perspective the customer's creative requirements and IT project-specific style guidelines.
- Analysis of existing system content, information architectures, and visual designs.
- Development of deliverables.
- Organization of information, visual and information design, content creation, and related team and customer reviews.
- Maintenance and enhancement of existing content, visuals, and information structures.
- Development, review, and presentation of wireframes and site maps that define information architecture for project stakeholders and web development staff.
- Review of wireframes (pagemaps), exploration of design concepts, selection of stock images, and creation of visual designs.
- Development of copy for websites, applications, and other interactive media.
- Development of multimedia presentations, animation, and visual designs for print media.
- Development of project documentation, style guides, and user training materials.



**Job Title: Creative III (C3)**

<b>Minimum General Experience:</b>	6 years of professional experience in an information technology/information management or related field	OR	8 years of professional experience in an information technology/information management or related field	OR	10 years of professional experience in an information technology/information management or related field
	A related Bachelor's Degree		An unrelated Bachelor's Degree		No Degree Required

**Additional Experience:** Incumbents are considered to be full journey person professionals. The labor group additionally encompasses senior (full journey person level) staff involved in performing program administrative (non-clerical) functions for the project.

**Functional Responsibility:** Work involves creative design, information architecture, or writing and other tasking related to the information technology project being performed. May provide inputs to program management staff or framework. Typically produces deliverables. Works with the Executive Creative Director and director-level creative professionals to develop copy, documentation, information architectures, and visual designs.

Primary responsibilities include:

- Understanding from an information technology perspective the customer's creative requirements and IT project-specific style guidelines.
- Analysis of existing system content, information architectures, and visual designs.
- Development and review of deliverables with guidance of their Director.
- Organization of information, visual and information design, content creation, and related team and customer reviews.
- Maintenance and enhancement of existing content, visuals, and information structures.
- Development, review, and presentation of wireframes and site maps that define information architecture for project stakeholders and web development staff.
- Review of wireframes (pagemaps), exploration of design concepts, selection of stock images, and creation of visual designs.
- Development of copy for websites, applications, and other interactive media.
- Development of information technology project documentation, style guides and user training materials.
- Development of multimedia presentations, animation, and visual designs for print media.



**Job Title: Creative IV (C4)**

<p><b>Minimum General Experience:</b></p>	<p>6 years of professional experience in an information technology/information management or related field</p>	<p>OR</p>	<p>9 years of professional experience in an information technology/information management or related field</p>	<p>OR</p>	<p>12 years of professional experience in an information technology/information management or related field</p>
<p><b>Minimum Education:</b></p>	<p>A related Bachelor's Degree</p>		<p>An unrelated Bachelor's Degree</p>		<p>No Degree Required</p>
<p><b>Additional Experience:</b></p>	<p>Experience with supervisory or coordinative information technology program management support activity. Typically includes high-level responsibility for providing quality visual design, information architecture, or writing deliverables. Incumbents are considered to be senior-level professionals</p>				
<p><b>Functional Responsibility:</b></p>	<p>Work involves the most complex information architecture, writing and content development, visual design, information design, multimedia development, print media development, graphical maintenance, or other tasking related to the information technology project being performed. Includes art direction of visual designers and guidance of information architects and writers. Primary responsibilities include:</p> <ul style="list-style-type: none"> <li>Creative strategy, information architecture, or copy and content development as they relate to information technology projects.</li> <li>Leadership of visual design, information architecture, or writing teams.</li> <li>Alignment of deliverables with overall user experience strategies (e.g., information architecture, copy and content, application user interface, web presence look-and-feel, creative elements of print media, interactive multimedia, etc.) as defined by the Executive Creative Director.</li> <li>Oversight of graphic production and brand implementation.</li> <li>Oversight of multimedia development and print media development.</li> <li>Implementation of a web presentation layer that effectively and appropriately communicates and fulfills goals of the customer's target audience through the information technology project being implemented.</li> <li>Development, review, and presentation of deliverables with project stakeholders, web development staff, and the customer.</li> <li>Development of project documentation, style guides, and user training materials.</li> <li>Identification of creative requirements for business architecture design.</li> <li>Validation of creative requirements based on customer desires.</li> <li>Development and implementation of style guides.</li> </ul>				



**Job Title: Executive Creative Director (C5)**

**Minimum General Experience:**

8 years of professional experience in an information technology/information management or related field

**OR**

10 years of professional experience in an information technology/information management or related field

**OR**

15 years of professional experience in an information technology/information management or related field

**Minimum Education:**

A related Bachelor's Degree

An unrelated Bachelor's Degree

No Degree Required

**Additional Experience:**

Experience with supervisory or coordinative information technology program management support activity. Typically includes responsibility for providing high-quality visual design deliverables. Incumbents are considered to be senior-level professionals

**Functional Responsibility:**

Work involves the most complex visual design, information design, multimedia development, print media development, graphical maintenance, or other tasking related to the information technology project being performed. Typically includes high-level responsibility for guiding, reviewing and providing high quality visual design deliverables.

Primary responsibilities include:

- Develops creative visual design strategies for information technology project implementations.
- Helps define and guide synchronization of communication channels across print, web, and multimedia.
- Establishes and maintains the vision of the overall user experience across all creative disciplines (i.e., information architecture, visual design, and writing).
- Orchestrates creative planning oversight for multi-disciplinary and multi-location projects.
- Elicits creative requirements based on customer desires.
- Identifies, documents, and reviews creative requirements for business architecture design.
- Presents high-level creative strategies and visual design deliverables to lead clients.



**Job Title: Senior Creative 3 (C3 SR)**

<b>Minimum General Experience:</b>	6 years of professional experience in an information technology/information management or related field	OR	8 years of professional experience in an information technology/information management or related field	OR	10 years of professional experience in an information technology/information management or related field
<b>Minimum Education:</b>	A related Bachelor's Degree		An unrelated Bachelor's Degree		No Degree Required

**Additional Experience:** Minimum of 1 year of experience with supervisory or coordinative information technology projects. Incumbents are considered to be full journey person professionals. The labor group additionally encompasses senior (full journey person level) staff involved in performing program administrative (non-clerical) functions for the project.

**Functional Responsibility:** Work involves complex creative design, information architecture, or writing and other tasking related to the information technology project being performed. May provide inputs to program management staff or framework. Typically produces deliverables. Works with the Executive Creative Director or Program Management to produce and lead creative professionals to develop copy, documentation, information architectures, and visual designs.

- Primary responsibilities include:
- Understanding and execution, from an information technology perspective, the customer's creative requirements and IT project-specific style guidelines.
  - Analysis of existing system content, information architectures, and visual designs.
  - Development and review of deliverables with guidance of their Director.
  - Responsibility and organization of information, visual and information design, content creation, and related team and customer reviews.
  - Oversight of maintenance and enhancement of existing content, visuals, and information structures.
  - Development, review, and presentation of wireframes and site maps that define information architecture for project stakeholders and web development staff.
  - Review of wireframes (pagemaps), exploration of design concepts, selection of stock images, and creation of visual designs.
  - Development and/or oversight of copy for websites, applications, and other interactive media.
  - Development and/or oversight of information technology project documentation, style guides and user training materials.
  - Development and/or of multimedia presentations, animation, and visual designs for print media.



**Job Title: Clerical/Administrative Assistant (ADM)**

<b>Minimum General Experience:</b>	6 months of experience in a related industry	<b>OR</b>	None
<b>Minimum Education:</b>	High School Degree		Certification of Administrative Training
<b>Additional Experience:</b>	None		

**Functional Responsibility:**  
 Incumbent performs non-technical administrative and secretarial type of work to support the project. Incumbents would most likely be classified as non-exempt employees under Department of Labor (DOL) employment guidelines and criteria and therefore may be subject to the requirements of the Services Contract Act (SCA).  
 Perform administrative tasks on an as-needed basis  
 General knowledge in the use of standard office equipment and software applications  
 Helps prepare and send deliverables to customer



**Job Title: Systems Administrator I (E1)**

<b>Minimum General Experience:</b>	1 year of professional experience in a related field	OR	2 years of professional experience in a related field	OR	4 years of professional experience in a related field
<b>Minimum Education:</b>	Bachelor's Degree in a related major		Bachelor's Degree in an unrelated major		No degree requirement

**Functional Responsibility:** The System Administrator I is a reliable individual who is generally well-versed in basic administration concepts and the rudiments of operating systems, but who is not yet trained or experienced in full system-level maintenance.

Primary responsibilities include:

- Support the generation of formal system and network documentation.
- Conduct well-defined system administration tasks.
- Configure of hardware systems.
- Software installation and configuration.
- Provide support to system end users.
- Track action items and resolutions.
- Attend customer status reviews.



**Job Title: Systems Administrator II (E2)**

<b>Minimum General Experience:</b>	2 years of professional experience in a related field	OR	4 years of professional experience in a related field	OR	6 years of professional experience in a related field
<b>Minimum Education:</b>	Bachelor's Degree in a related major		Bachelor's Degree in an unrelated major		No degree requirement

**Functional Responsibility:**

The System Administrator II is a reliable individual who is generally well-versed in day-to-day system administration concepts and is well trained and experienced in all areas of system-level support and maintenance.

- Primary responsibilities include:
- Support the generation of formal system and network documentation.
  - Conduct well-defined system administration tasks.
  - Configuration of hardware systems.
  - Configuration of network operating system software.
  - Installation and configuration of unbundled and third-party software.
  - Track action items and resolutions.
  - Attend customer status reviews



**Job Title: Systems Administrator III (E3)**

<b>Minimum General Experience:</b>	3 years of professional experience in a related field	OR	5 years of professional experience in a related field	OR	6 years of professional experience in a related field
<b>Minimum Education:</b>	Bachelor's Degree in a related major		Bachelor's Degree in an unrelated major		No degree requirement

**Functional Responsibility:** The System Administrator III has technical responsibility for a small system support project. These projects may range in size from 2 - 4 person-years of effort, where the staffing does not exceed two full time personnel. Additionally, the System Administrator III supports the Aquilent Practice Area Leader (PAL). Primary responsibilities include:

- Support Business Area Leader in meeting with customer to determine project requirements.
- Provide full-range of system installation, configuration, and maintenance support.
- Keep the customer and Aquilent management informed of project status on a regular basis.
- Support the generation of formal system and network documentation.
- Conduct well-defined system administration tasks.
- Configuration of hardware systems.
- Configuration of software applications, including third-party.
- Configuration of network operating system software.
- Installation and configuration of unbundled and third-party software.
- Track action items and resolutions.
- Attend customer status reviews.



**Job Title: Senior Systems Administrator (E4)**

<b>Minimum General Experience:</b>	6 years of professional experience in a related field	OR	9 years of professional experience in a related field	OR	12 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major		a Bachelor's Degree or higher in an unrelated major		No degree requirement

**Additional Experience:** A minimum of two years on a project leading two or more individuals

**Functional Responsibility:** The Senior Systems Administrator has technical responsibility for a small-to-medium Aquilent system support project. These projects may range in size from a few person-months of effort to 2 person-years of effort, where the staffing does not exceed two full time personnel. On five-person projects, the Senior Systems Administrator typically has both technical and project leadership responsibilities, but will begin to rely on other team members to play a significant role in the technical aspects. Primary responsibilities include:

- Support Business Area Leader in meeting with customer to determine project requirements.
- Provide full-range of system installation, configuration, and maintenance support.
- Keep the customer and Aquilent management informed of project status on a regular basis.



**Job Title:** **Systems Programmer (E5)**

<b>Minimum General Experience:</b>	8 years of professional experience in a related field	OR	10 years of professional experience in a related field	OR	12 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major	OR	a Bachelor's Degree or higher in an unrelated major	OR	No Degree Required

**Additional Experience:** A minimum of two years on a project leading two or more individuals

**Functional Responsibility:** The Systems Programmer has technical responsibility for a small-to-medium Aquilent system support project. These projects may range in size from a few person-months of effort to 2 person-years of effort, where the staffing does not exceed two full time personnel. On five-person projects, the Systems Programmer typically has both technical and project leadership responsibilities, but will begin to rely on other team members to play a significant role in the technical aspects. Primary responsibilities include:

- Support Business Area Leader in meeting with customer to determine project requirements.
- Provide full-range of system installation, configuration, and maintenance support.
- Create and/or maintain operating systems, communications software, database packages, compilers, assemblers, and utility programs.
- Modify existing software and create special purpose software to ensure efficiency and integrity between systems and applications.

- Keep the customer and Aquilent management informed of project status on a regular basis.



**Job Title:** Systems Engineer (H1)

**Minimum General Experience:**

7 years of professional experience in a related field

8 years of professional experience in a related field

12 years of professional experience in a related field

**Minimum Education:**

a Bachelor's Degree or higher in a related major

OR

a Bachelor's Degree or higher in an unrelated major

OR

No degree requirement

**Functional Responsibility:**

The primary responsibilities of a Systems Engineer include:

Lead the requirements analysis, conceptual design, and staged implementation of subsystems.

Provide technical leadership of up to 4 individuals.

Approve design documentation.

Generate system-level documents.

Generate the development of System Operation Procedures documents.

Generate customer design review materials and present at customer design reviews



**Job Title: Senior Systems Engineer (H2)**

<b>Minimum General Experience:</b>	8 years of professional experience in a related field		10 years of professional experience in a related field		15 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major	OR	a Bachelor's Degree or higher in an unrelated major	OR	No degree requirement

**Functional Responsibility:** The primary responsibilities of a Senior Systems Engineer include:  
Lead the requirements analysis, conceptual design, and staged implementation of systems.  
Provide technical leadership of up to 6 individuals.  
Approve design documentation.  
Lead integration efforts of a system.  
Generate system-level documents.  
Design and implement disaster recovery plans.  
Conduct high availability assessments.  
Lead the development of System Operational Procedures documents.  
Generate customer design review materials and present at customer design reviews.



**Job Title: Security Analyst (N-SA)**

<b>Minimum General Experience:</b>	6 years of professional experience in an information technology/information management or related field	OR	9 years of professional experience in an information technology/information management or related field	OR	12 years of professional experience in an information technology/information management or related field
<b>Minimum Education:</b>	A related Bachelor's Degree		An unrelated Bachelor's Degree		No Degree Required

**Additional Experience:** Incumbents are considered to be senior professionals. The labor group additionally encompasses full journey person level staff involved in performing information technology program type administrative functions for the project.

**Functional Responsibility:** Work involves complex technical, engineering, design, architectural, maintenance, business modeling, or similar areas related to the information technology project being performed. Typically includes high-level responsibility for providing quality deliverables.

- Primary responsibilities include:
- Has strong understanding of information flows and process architecture necessary for implementation of information technology business solutions.
  - Uses information technology (hardware and software) and related tools to plan, prepare, and execute tasks.
  - Preparation and review of System Development Lifecycle Documents
  - Knowledge of IT Governance requirements and documentation
  - Understanding of Risk Mitigation strategies
  - Knowledge of encryption and decryption capabilities



**Job Title:** Network / Security Engineer (N1)

**Minimum General Experience:**

7 years of professional experience in a related field

8 years of professional experience in a related field

12 years of professional experience in a related field

**Minimum Education:**

a Bachelor's Degree or higher in a related major

OR

a Bachelor's Degree or higher in an unrelated major

OR

No degree requirement

**Functional Responsibility:**

The primary responsibilities of a Network/Security Engineer include:

- Lead the requirements analysis, conceptual design, and staged implementation of subsystems.
- Provide technical leadership of up to 4 individuals.
- Lead network and/or security design architectures and procedure developments.
- Implement network infrastructures.
- Conduct security audits.
- Implement security policy and procedures.
- Approve design documentation.
- Generate system-level documents.
- Support the development of System Operation Procedures documents.
- Generate customer design review materials and present at customer design reviews.



**Job Title: Senior Security Analyst (NSSA)**

<b>Minimum General Experience:</b>	8 years of professional experience in a related field	OR	10 years of professional experience in a related field	OR	15 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major	OR	a Bachelor's Degree or higher in an unrelated major	OR	No Degree Required

**Additional Responsibility**

Incumbents are considered to be senior professionals.

**Functional Responsibility:**

Work involves complex technical, engineering, design, architectural, maintenance, business modeling, or similar areas related to the information technology project being performed. Typically includes high-level responsibility for providing quality deliverables.

Primary responsibilities include:

- Has strong understanding of information flows and process architecture necessary for implementation of information technology business solutions.
- Uses information technology (hardware and software) and related tools to plan, prepare, and execute tasks.
- Preparation and review of System Development Lifecycle Documents
- Knowledge of IT Governance requirements and documentation
- Understanding of Risk Mitigation strategies
- Knowledge of encryption and decryption capabilities



**Job Title: Senior Network / Security Engineer (N2)**

**Minimum General Experience:**

8 years of professional experience in a related field

10 years of professional experience in a related field

15 years of professional experience in a related field

**Minimum Education:**

a Bachelor's Degree or higher in a related major

OR

a Bachelor's Degree or higher in an unrelated major

OR

No degree requirement

**Functional Responsibility:**

The primary responsibilities of a Senior Network/Security Engineer include:

- Lead the requirements analysis, conceptual design, and staged implementation of systems.
- Provide technical leadership of up to 6 individuals.
- Approve design documentation.
- Lead integration efforts of a system.
- Generate system-level documents.
- Lead the development of System Operational Procedures documents.
- Generate customer design review materials and present at customer design reviews.



**Job Title: Programmer/Analyst (S1)**

<b>Minimum General Experience:</b>	3 months of professional experience in a related field	OR	1 year of professional experience in a related field	OR	2 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree in a related major		a Bachelor's Degree in an unrelated major		No degree requirement

**Functional Responsibility:** The Programmer/Analyst position is designed as an early career step for reliable individuals who are generally well versed in basic data processing concepts and the rudiments of programming, but who are not yet trained or experienced in system-level development. Primary responsibilities include:

- Support the generation of formal design documentation.
- Code, test and debug subroutines.
- Conduct well-defined testing of software programs.
- Configuration control of developmental and operational software.
- Track project action items.
- Track design issues and resolutions.
- Attend customer design reviews.



**Job Title: Associate Software Engineer (S2)**

<b>Minimum General Experience:</b>	1 year of professional experience in a related field	OR	3 years of professional experience in a related field	OR	4 years of professional experience in a related field
<b>Minimum Education:</b>	A Bachelor's Degree or higher in a related major		A Bachelor's Degree or higher in an unrelated major		No degree requirement

**Functional Responsibility:**

Primary responsibilities of an Associate Software Engineer include:

- Participate in the requirements definition process.
- Support conceptual design, detailed design, code, and unit test of critical software programs within a subsystem.
- Support integration testing of programs within a subsystem.
- Generate formal design documentation.
- Generate Interface Control Documents, documenting the interfaces between programs.
- Support the development of Acceptance Test Plan and Procedures documents.
- Support the development of customer design review materials.



**Job Title: Software Engineer (S3)**

<b>Minimum General Experience:</b>	3 years of professional experience in a related field	OR	5 years of professional experience in a related field	OR	8 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major		a Bachelor's Degree or higher in an unrelated major		No degree requirement

**Functional Responsibility:**

Primary responsibilities of a Software Engineer include:

- Participate in the requirements definition process.
- Perform conceptual design, detailed design, code, and unit test of critical software programs within a subsystem.
- Lead integration testing of programs within a subsystem.
- Generate formal design documentation.
- Generate Interface Control Documents, documenting the interfaces between programs.
- Support the development of Acceptance Test Plan and Procedures documents.
- Support the development of customer design review materials.



**Job Title: Senior Software Engineer (S4)**

<b>Minimum General Experience:</b>	5 years of professional experience in a related field		7 years of professional experience in a related field		10 years of professional experience in a related field
<b>Minimum Education:</b>	a Bachelor's Degree or higher in a related major	OR	a Bachelor's Degree or higher in an unrelated major	OR	No degree requirement

**Functional Responsibility:** The Senior Software Engineer may have technical responsibility for a subsystem of an Aquilent development effort. Primary responsibilities include:

- Lead the requirements analysis, conceptual design, detailed design, and implementation of a subsystem.
- Lead integration testing of programs within a subsystem.
- Generate subsystem-level Interface Control Documents.
- Support the development of Acceptance Test Plan and Procedures documents.
- Generate customer design review materials and present at customer design reviews.



**Job Title:** Principal Software Engineer (S4 SR)

**Minimum General Experience:**

7 years of professional experience in a related field

9 years of professional experience in a related field

11 years of professional experience in a related field

**Minimum Education:**

a Bachelor's Degree or higher in a related major

OR

a Bachelor's Degree or higher in an unrelated major

OR

No Degree Required

**Functional Responsibility:**

The Senior Software Engineer may have technical responsibility for a subsystem of an Aquilent development effort. Primary responsibilities include:

Lead the requirements analysis, conceptual design, detailed design, and implementation of a subsystem.

Lead integration testing of programs within a subsystem.

Generate subsystem-level Interface Control Documents.

Support the development of Acceptance Test Plan and Procedures documents.

Generate customer design review materials and present at customer design reviews.



**Job Title: Systems Architect (S5)**

**Minimum General Experience:**

7 years of experience in a related field

10 years of experience in a related field

15 years of experience in a related field

**Minimum Education:**

A Master's Degree in a related major

OR

A Bachelor's Degree in an unrelated major

OR

No Degree Required

**Additional Experience:**

3 years' experience in Technical Leadership and experience and/or education in structured analysis and design methodologies

**Functional Responsibility:**

A System Architect may have overall responsibility for the design and development of small to medium scale systems. Technical experience includes work in many aspects of system design and development, and encompasses both detailed and overall integration aspects of system development. In addition, a System Architect may have project management responsibility for a small to medium scale Aquilent involvement.

Primary responsibilities include:

- Provide technical direction to project team members, on teams of up to 10 individuals.
- Schedule, plan, and conduct project review meetings.
- Perform or lead system engineering studies, including
- Specify hardware configurations to satisfy customer needs.
- System loading analyses
- Complete computer configuration studies
- Throughput analyses
- Conduct formal acceptance tests of Aquilent software systems
- Recommend “make/buy” decisions.
- Specify hardware configurations to satisfy customer needs.



**Job Title: Senior Systems Architect (S6)**

<b>Minimum General Experience:</b>	10 years of experience in a related field	OR	12 years of experience in a related field	OR	15 years of experience in a related field	OR	20 years of experience in a related field
<b>Minimum Education:</b>	A Master's Degree in a related major		A Bachelor's Degree in a related major		A Bachelor's Degree in an unrelated major		No Degree Required
<b>Additional Experience:</b>	3 years' experience in Technical Leadership and experience and/or education in structured analysis and design methodologies						

**Functional Responsibility:** A Senior System Architect may have overall responsibility for the design and development of major systems. Technical experience includes work in many aspects of system design and development, and must encompass both detailed and overall integration aspects of system development. In addition, a Senior System Architect may have project management responsibility for one of Aquilent's larger involvements. Primary responsibilities include:

- Provide technical direction to project team members, on teams of up to 20 individuals.
- Schedule, plan, and conduct project review meetings.
- Perform or lead system engineering studies, including:
  - System loading analyses
  - Complete computer configuration studies
  - Throughput analyses
- Conduct formal acceptance tests of Aquilent software systems
- Recommend "make/buy" decisions.
- Specify hardware configurations to satisfy customer needs.
- Discuss and recommend to customers on technical and administrative issues associated with a project.



**Job Title: Principal Systems Architect (S6-PRIN)**

<b>Minimum General Experience:</b>	11 years of experience in a related field	OR	13 years of experience in a related field	OR	15 years of experience in a related field	OR	20 years of experience in a related field
<b>Minimum Education:</b>	A Master's Degree in a related major		A Bachelor's Degree in a related major		A Bachelor's Degree in an unrelated major		No Degree Required

**Additional Experience:** 5 years' experience in Technical Leadership and experience and/or education in structured analysis and design methodologies

**Functional Responsibility:** A Senior System Architect may have overall responsibility for the design and development of major systems. Technical experience includes work in many aspects of system design and development, and must encompass both detailed and overall integration aspects of system development. In addition, a Senior System Architect may have project management responsibility for one of Aquilent's larger involvements. Primary responsibilities include:

- Provide technical direction to project team members, on teams of up to 20 individuals.
- Schedule, plan, and conduct project review meetings.
- Perform or lead system engineering studies, including:
  - System loading analyses
  - Complete computer configuration studies
  - Throughput analyses
- Conduct formal acceptance tests of Aquilent software systems
- Recommend "make/buy" decisions.
- Specify hardware configurations to satisfy customer needs.
- Discuss and recommend to customers on technical and administrative issues associated with a project.



**Job Title: Chief Engineer (S7)**

<b>Minimum General Experience:</b>	12 years of experience in a related field	OR	15 years of experience in the IT field	OR	20 years of experience in a related field
<b>Minimum Education:</b>	A Master's Degree or higher in a related major		A Bachelor's Degree in a related major		No Degree Required

**Additional Experience:** 5 or more years' experience in a technical supervisory or managerial capacity in a related field

**Functional Responsibility:** The Chief Engineer is typically assigned extremely difficult design problems, provides major guidance on large-scale system development, and leads large or critical projects. Provides a great deal of insight into the problems associated with building major software systems, including:

- Identification of the most critical components.
- Identification of the high technical and schedule risk areas, and approaches to reduce or eliminate such risk.
- Define staging approaches.

Primary responsibilities include:

- Lead the requirements analysis, conceptual design, and staged implementation of major software systems.
- Provide technical direction to a team of up to 100 individuals.
- Schedule, plan, and conduct project review meetings.
- Discuss and recommend to customers on technical issues associated with a project.
- Recommend "make/buy" decisions.
- Approve the procurement of hardware to satisfy customer needs.



**Job Title: Test Engineer (T1)**

<b>Minimum General Experience:</b>	3 months of professional experience in a related field	OR	1 year of professional experience in a related field	OR	2 years of professional experience in a related field
<b>Minimum Education:</b>	A Bachelor's Degree in a related major		A Bachelor's Degree in an unrelated major		No degree requirement

**Functional Responsibility:** The Test Engineer may have technical responsibility for a subsystem of an Aquilent development effort. Primary responsibilities include:

- Write sections of test plan under supervision.
- Write scripts for automated testing of small programs.
- Execute test procedures and support analysis of the results.
- Write test reports or problem reports indicating whether or not a test passed.

- Support the software configuration management and problem reporting processes.



**Job Title: Quality Assurance (QA) Engineer (T2)**

<b>Minimum General Experience:</b>	2 years of professional experience		3 years of professional experience		4 years of professional experience
<b>Minimum Education:</b>	A Bachelor's Degree or higher in Computer Science or a related discipline	OR	A Bachelor's Degree or higher in an unrelated major	OR	No degree requirement

**Functional Responsibility:** The QA Engineer may have technical responsibility for a subsystem of an Aquilent development effort. Primary responsibilities include:

- Meet with system users to understand usage profiles and user needs.
- Write test plans for small systems, including plans for integration testing, system testing, stress testing, acceptance testing, and regression testing.
- Design strategies and write scripts for automated testing of small programs.
- Write, execute, and analyze the results of test procedures.
- Write test reports or problem reports indicating whether or not a test passed and, if necessary, provide an analysis.
- Participate in reviews at any point in the software life cycle.
- For projects involving small systems, design and implement the software configuration management process and problem reporting system.
- Help implement a metrics system, i.e., a system that gathers various metrics on software and performance; help write a report on the metrics for the project.



**Job Title: Senior QA Engineer (T3)**

<b>Minimum General Experience:</b>	5 years of professional experience in a related field	<b>OR</b>	7 years of professional experience in a related field	<b>OR</b>	10 years of professional experience in a related field, formal training in basic supervision and conflict resolution, 1 or more years' experience in leading teams of four or more individual contributors on a project
	<b>Minimum Education:</b>		A Bachelor's Degree or higher in a related major		A Bachelor's Degree or higher in an unrelated major

**Functional Responsibility:** The Senior QA Engineer may have technical responsibility for a subsystem of an Aquilent development effort. Primary responsibilities include:

- Meet with system users to understand usage profiles and user needs.
- Write test plans for large systems, including integration testing, system testing, stress testing, acceptance testing, and regression testing.
- Design strategies and write scripts for automated testing of large programs.
- Lead others in writing, executing, and analyzing the results of test procedures.
- Lead others in writing test reports or problem reports indicating whether or not a test passed and, if necessary, lead analysis of the results.
- Participate in reviews at any point in the software life cycle, leading the testing and configuration management elements of the review.
- Design and implement the software configuration management process and problem reporting system for large system developments.
- Design and implement a metrics system, i.e., a system that gathers various metrics on software and performance; lead the authoring of a report on the metrics for the project.
- Provide technical leadership of up to six individuals.
- Design and document Acceptance Test Plan and Procedures.



**Job Title: Lead QA Engineer (T4)**

**Minimum General Experience:**

7 years of professional experience in a related field

OR

9 years of professional experience in a related field

OR

11 years of professional experience in a related field

No Degree Required

**Minimum Education:**

**Functional Responsibility:**

The Lead QA Engineer may have highly skilled technical responsibility for a very complex subsystem of an Aquilent development effort. Primary responsibilities include:

- Meet with system users to understand usage profiles and user needs.
- Write test plans for large systems, including integration testing, system testing, stress testing, acceptance testing, and regression testing.
- Design strategies and write scripts for automated testing of large programs.
- Lead others in writing, executing, and analyzing the results of test procedures.
- Lead others in writing test reports or problem reports indicating whether or not a test passed and, if necessary, lead analysis of the results.
- Participate in reviews at any point in the software life cycle, leading the testing and configuration management elements of the review.
- Design and implement the software configuration management process and problem reporting system for large system developments.
- Design and implement a metrics system, i.e., a system that gathers various metrics on software and performance; lead the authoring of a report on the metrics for the project.
- Provide technical leadership of up to six individuals.
- Design and document Acceptance Test Plan and Procedures.



**Job Title: Chief QA Engineer (T5)**

**Minimum General Experience:**

9 years of professional experience in a related field

OR

11 years of professional experience in a related field

OR

13 years of professional experience in a related field

**Minimum Education:**

A Bachelor's Degree or higher in a related major

A Bachelor's Degree or higher in an unrelated major

No Degree Required

**Functional Responsibility:**

The Chief QA Engineer may have highly skilled technical responsibility for a very complex subsystem of an Aquilent development effort. Primary responsibilities include:

Meet with system users to understand usage profiles and user needs.

Write test plans for large systems, including integration testing, system testing, stress testing, acceptance testing, and regression testing.

Design strategies and write scripts for automated testing of large programs.

Lead others in writing, executing, and analyzing the results of test procedures.

Lead others in writing test reports or problem reports indicating whether or not a test passed and, if necessary, lead analysis of the results.

Lead and Participate in reviews at any point in the software life cycle, leading the testing and configuration management elements of the review.

Design and implement the software configuration management process and problem reporting system for large system developments.

Design and implement a metrics system, i.e., a system that gathers various metrics on software and performance; lead the authoring of a report on the metrics for the project.

Provide technical leadership of up to six individuals.

Design and document Acceptance Test Plan and Procedures.



**Job Title: Project Manager (M1)**

<b>Minimum General Experience:</b>	5 years of professional experience in a related field	<b>OR</b>	7 years of professional experience in a related field	9 years of professional experience in a related field
	<b>Minimum Education:</b>		A Bachelor's Degree or higher in a related major	

**Additional Experience:** A minimum of 2 years as a Lead Software Engineer on a project, leading three or more individuals

**Functional Responsibility:** The Project Manager is responsible for a medium-to-large sized Aquilent project. These projects may range in size up to 20 persons. The project manager typically has project leadership responsibilities only, although they have significant input into the technical decision-making process. Primary responsibilities include:

- Support Business Area Leader in meeting with customer to determine project requirements.
- Generate project staffing requirements.
- Generate the technical proposal.
- Support the Business Area Leader.
- Aid the Business Area Leader in acquiring the necessary resources required to fulfill the needs of the project.
- Develop task assignments for other project team members.
- Keep the customer and Aquilent management informed of project status on a regular basis.
- Anticipate cost and schedule problems and, working with the Business Area Leader, resolve them.
- Lead the conceptual design of the software system.
- Schedule and conduct all customer meetings.
- Provide Aquilent's administrative staff with all necessary project cost information.
- Reconcile all charges against the contract.



**Job Title: Senior Project Manager (M2)**

<b>Minimum General Experience:</b>	9 years of professional experience in a related field	<b>OR</b>	12 years of professional experience in a related field	<b>OR</b>	14 years of experience in a related field
<b>Minimum Education:</b>	A Bachelor's Degree or higher in a related major	<b>OR</b>	A Bachelor's Degree or higher in an unrelated major	<b>OR</b>	No Degree requirement

<b>Additional Experience:</b>	A minimum of 2 years as a Project Manager on a project of 5 or more individuals <b>OR</b> A minimum of 5 years as a Lead Software Engineer on a project, leading 4 or more individuals
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**Functional Responsibility:** The Senior Project Manager is responsible for a large Aquilent project. These projects may range in size from 10 person-years of effort to 50 person-years of effort, where the staffing does not exceed fifteen full time personnel. The project manager typically has project leadership responsibilities only, although they have significant input into the technical decision-making process. Primary responsibilities include:

- Support Business Area Leader in meeting with customer to determine project requirements.
- Generate project staffing requirements.
- Generate the technical proposal.
- Support the Business Leader.
- Aid the Business Area Leader in acquiring the necessary resources required to fulfill the needs of the project.
- Develop task assignments for other project team members.
- Keep the customer and Aquilent management informed of project status on a regular basis.
- Anticipate cost and schedule problems and, working with the Business Area Leader, resolve them.
- Lead the conceptual design of the software system.
- Schedule and conduct all customer meetings.
- Provide Aquilent's administrative staff with all necessary project cost information.
- Reconcile all charges against the contract.



**Job Title: Technical Director/Program Manager (M3-PRIN)**

<b>Minimum General Experience:</b>	3 years of professional experience in an information technology/information management or related field	OR	6 years of professional experience in an information technology/information management or related field	OR	8 years of professional experience in an information technology/information management or related field
<b>Minimum Education:</b>	A Bachelor's Degree or higher in a related major		A Bachelor's Degree or higher in an unrelated major		No Degree Required

**Additional Experience:** A minimum of 4 years as a Project Manager on a project of 5 or more individuals  
OR  
A minimum of 7 years as a Lead Software Engineer on a project, leading 4 or more individuals

**Functional Responsibility:** The Technical Director/ Principal Project Manager is responsible for a large Aquilent project. These projects may range in size from 10 person-years of effort to 50 person-years of effort, where the staffing does not exceed fifteen full time personnel. The project manager typically has project leadership responsibilities only, although they have significant input into the technical decision-making process. Primary responsibilities include:

- Support Business Area Leader in meeting with customer to determine project requirements.
- Generate project staffing requirements.
- Generate the technical proposal.
- Support the Business Leader.
- Aid the Business Area Leader in acquiring the necessary resources required to fulfill the needs of the project.
- Develop task assignments for other project team members.
- Keep the customer and Aquilent management informed of project status on a regular basis.
- Anticipate cost and schedule problems and, working with the Business Area Leader, resolve them.
- Lead the conceptual design of the software system.
- Schedule and conduct all customer meetings.



**Job Title: Program Manager (M3-PROG)**

**Minimum General Experience:**

8 years of professional experience in an information technology/information management or related field

OR

10 years of professional experience in an information technology/information management or related field

OR

12 years of professional experience in an information technology/information management or related field

**Minimum Education:**

A Bachelor's Degree or higher in a related major

A Bachelor's Degree or higher in an unrelated major

No Degree Required

**Additional Experience:**

Nature of work involves information technology project management, strategic and tactical planning, coordination, control and critical decision-making. Requires experience related to work being performed. May also involve technical engineering design and technology architectural tasks. Incumbent routinely interfaces with multiple internal and client staffs and management, has responsibility for the quality of all deliverables, prepares and performs final reviews on critical written communications documents and regularly makes presentations on program progress. Incumbents are considered to be managerial level staff. Incumbent possesses experience and understanding of information technology and its application.

**Functional Responsibility:**

The Program Manager is responsible for Aquilent projects, primarily within the core focus of the customer organization. These projects will typically involve large teams. The Program Manager ensures the satisfaction of the customer, defines strategy, provides resources and leadership to meet stakeholder requirements, helps establish branding, and assesses competitive landscapes to guide the customer's strategic direction. Supports seamless application of strategy into user experience, project engineering, technical development, and design execution. Identifies ongoing opportunities to transform business, partnership, creative, and technology assets into customer solutions.

Primary responsibilities include:

Represents the company in meetings with key stakeholders.

Defines and helps meet project staffing requirements.

Oversees the development of proposals, project management plans, and other documents related to scope.

Collaborates with project sponsors and other stakeholders to define organizational goals, complete business cases, get funding, and execute strategies to achieve goals.

Helps align project deliverables with stakeholder organizational goals.

Oversees business analysts, subject matter experts, and project management personnel responsible for day-to-day delivery of services.

Makes available all resources required to fulfill the needs of the project.

Oversees the development of task assignments for other project team members.

Provides customer with the primary senior corporate point of contact and takes full responsibility to ensure that financial, time, scope, and quality expectations are met.

Makes project visible to senior Aquilent management to ensure timely resolution of issues.



**Job Title: Senior Program Manager (M3)**

<b>Minimum General Experience:</b>	10 years of professional experience in an information technology/information management or related field	<b>OR</b>	14 years of professional experience in an information technology/information management or related field	<b>OR</b>	18 years of professional experience in an information technology/information management or related field
<b>Minimum Education:</b>	A Bachelor's Degree or higher in a related major		A Bachelor's Degree or higher in an unrelated major		No degree requirement
<b>Additional Experience:</b>	Nature of work involves complex information technology project management, strategic and tactical planning, coordination, control and critical decision-making. Requires experience related to work being performed. May also involve complex technical engineering design and technology architectural tasks. Incumbent routinely interfaces with multiple internal and client staffs and management, has significant responsibility for the quality of all deliverables, prepares and performs final reviews on critical written communications documents and regularly makes presentations on program progress. Incumbents are considered to be managerial and/or executive level staff. Incumbent possesses advanced experience and understanding of information technology and its application.				

**Functional Responsibility:** The Senior Program Manager is responsible for large Aquilent projects, primarily within the core focus of the customer organization. These projects will typically involve teams of significant size. The Senior Program Manager ensures the satisfaction of the customer, defines strategy, provides resources and leadership to meet stakeholder requirements, helps establish branding, and assesses competitive landscapes to guide the customer's strategic direction. Supports seamless application of strategy into user experience, project engineering, technical development, and design execution. Identifies ongoing opportunities to transform business, partnership, creative, and technology assets into customer solutions.

Primary responsibilities include:

- Represents the company in meetings with key stakeholders.
- Defines and helps meet project staffing requirements.
- Oversees the development of proposals, project management plans, and other documents related to scope.
- Collaborates with project sponsors and other stakeholders to define organizational goals, complete business cases, get funding, and execute strategies to achieve goals.
- Helps align project deliverables with stakeholder organizational goals.
- Oversees business analysts, subject matter experts, and project management personnel responsible for day-to-day delivery of services.
- Makes available all resources required to fulfill the needs of the project.
- Oversees the development of task assignments for other project team members.
- Provides customer with the primary senior corporate point of contact and takes full responsibility to ensure that financial, time, scope, and quality expectations are met.
- Makes project visible to senior Aquilent management to ensure timely resolution of issues.



**Job Title: Domain Expert (D1)**

<b>Minimum General Experience:</b>	5 Years Professional Experience in a Related Field	OR	7 years of professional experience in a related field	OR	10 years of professional experience in a related field, plus formal training in the area of domain expertise
<b>Minimum Education:</b>	A Master's Degree in a related major		A Bachelor's Degree in a related major		BA or higher in an unrelated field

**Functional Responsibility:** The Domain Expert is typically assigned specific problems in a specific field for which they are experts, for example:

- Java
- OpenStep
- WebObjects
- High Availability Assessments and Implementations
- Firewall Design and Implementations
- Axent's OmniGuard Product Suite
- Year 2000 Assessments
- Disaster Recovery Plans and Implementations
- Image Processing
- Specific Sun Hardware and Software Support
- Object Oriented Design
- Web-based Applications Design
- Systems/Network Security
- Systems and Network Performance and Tuning.

A Domain Expert has a great deal of insight into the problems associated with their area of expertise. Primary responsibilities include:

- Meet with system users to understand usage profiles and user needs.
- Implement domain technology to solve a customer's business problem.
- Lead others in analyzing, designing, and executing the implementation of a domain technology.
- Provide technical leadership of up to five other technical professionals.



**Job Title: Subject Matter Expert (SME)**

<b>Minimum General Experience:</b>	10 years of professional experience in an information technology/information management or related field	OR	14 years of professional experience in an information technology/information management or related field	OR	18 years of professional experience in an information technology/information management or related field
<b>Minimum Education:</b>	A Bachelor's Degree or higher in a related major	A Bachelor's Degree or higher in an unrelated major	No degree requirement		

**Additional Experience:** Must have experience in Information Technology and the domain directly related to the area of interest or similar subject area.

**Functional Responsibility:** Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation of complex solutions by making information technology/information management related recommendations. Advise on organizational improvements, optimization, or maintenance efforts in the following specialties: information systems architecture, networking, telecommunications, automation, risk management, software life-cycle management and development methodologies, visual design, information architecture, copywriting, and content management.



**Job Title: Senior Human Factors Engineer (F2)**

<b>Minimum General Experience:</b>	2 years of directly related professional experience	OR	4 years of directly related professional experience	OR	6 years of directly related professional experience	OR	10 years of directly related professional experience
<b>Minimum Education:</b>	A Ph.D. degree in a related discipline		A M.S. or M.A. degree in a related discipline		A B.S. or B.A. degree in a related discipline		No degree requirement

**Functional Responsibility:**

Primary responsibilities include:

- Lead for one project or client at a time, such human factors engineering activities as:
  - Graphical user requirements analysis
  - Human-computer function/job/task analysis
  - Scenario-based engineering process
  - Developing human-computer work flow scenarios
  - Graphical user interface design
  - Rapid prototyping of graphical user interfaces
  - Product usability evaluations
  - User documentation and training
  - Human-computer performance analysis.
- Manage budgets, schedules, and other task personnel for a single project or client.
- Solicit, facilitate, and provide regular briefings and progress reports to customers on the status of projects, problems encountered, and recommended courses of action.



**Job Title:** Usability Engineer/Tester (F2 UE)

**Minimum General Experience:**

5 years' experience in a directly related field

OR

7 years' experience in a directly related field

OR

10 years' experience in a directly related field

**Minimum Education:**

A Bachelor's Degree in a related discipline

An unrelated Bachelor's Degree

No Degree required

**Functional Responsibility:**

Manages and executes planning, execution, and analysis of website usability tests. Analyzes website usability data and provides recommendations for usability improvements. Develops and executes website usability tests. Assists with preparation of usability test reports and analysis of results



**Job Title: Principal Human Factors Engineer (F3)**

<b>Minimum General Experience:</b>	5 years of directly related professional experience	OR	8 years of directly related professional experience	OR	12 years of directly related professional experience
<b>Minimum Education:</b>	a Ph.D. degree in a related discipline		a M.S. or M.A. degree in a related discipline		a B.S. or B.A. degree in a related discipline

**Functional Responsibility:** Primary responsibilities include:

- Manage and lead more than one project task or more than one project at a time, such human factors engineering activities as:
  - Graphical user interface requirements analysis
  - Human-computer function/job/task analysis
- Lead the scenario-based engineering process
- Graphical user interface design
- Rapid prototyping of user interfaces
- User interface usability evaluations
- Project documentation
- User training
- Human-computer performance analysis
- Manage budgets, schedules, and other project personnel, typically for multiple project tasks.
- Solicit, facilitate, and provide regular briefings and progress reports to customers on the status of projects, problems encountered, and recommended courses of action.

## Amazon Web Services LLC (AWS) GovCloud Description

### AWS GovCloud

AWS GovCloud is an AWS Region designed to allow US government agencies and contractors to move more sensitive workloads into the cloud by addressing their specific regulatory and compliance requirements. Previously, government agencies with data subject to compliance regulations such as the International Traffic in Arms Regulations (ITAR), which governs how organizations manage and store defense-related data, were unable to process and store data in the cloud that the federal government mandated be accessible only by US persons.

Because AWS GovCloud is physically and logically accessible by US persons only, government agencies can now manage more heavily regulated data in AWS while remaining compliant with strict federal requirements. The new Region offers the same high level of security as other AWS Regions and supports existing AWS security controls and certifications such as FISMA, SAS- 70, ISO 27001, FIPS 140-2 compliant end points, and PCI DSS Level 1. AWS also provides an environment that enables agencies to comply with HIPAA regulations.

Amazon Web Services (AWS) provides agencies and businesses with an infrastructure web services platform in the cloud. With AWS you can requisition compute, storage, and other services – gaining access to a suite of secure, scalable, and flexible IT infrastructure services as your agency or business demands. With AWS, you pay only for what you use, making AWS the most cost-effective way to deliver your applications.

### Service Highlights

The following AWS services are now available in AWS GovCloud:

**Amazon Elastic Compute Cloud (Amazon EC2)** – delivers scalable, pay-as-you-go compute capacity in the cloud.

**Amazon Simple Storage Service (Amazon S3)** – provides a fully redundant data storage infrastructure for storing and retrieving any amount of data, at any time, from anywhere on the Web.

**Amazon Elastic Block Store (EBS)** – provides block level storage volumes for use with Amazon EC2 instances. Amazon EBS volumes are off-instance storage that persists independently from the life of an instance.

**Amazon Virtual Private Cloud (Amazon VPC)** – provision a private, isolated section of the Amazon Web Services (AWS) Cloud where you can launch AWS resources in a virtual network that you define.

**AWS Identity and Access Management (IAM)** – enables you to securely control access to AWS services and resources for your users.

**Amazon CloudWatch** – provides monitoring for AWS cloud resources, including Amazon EC2 and Amazon EBS.

### Use Cases

AWS GovCloud can be used to power a wide variety of IT applications. AWS government use cases include:

**Enterprise Applications** – For many Oracle, SAP and Microsoft Windows applications, reliability is critical. To ensure reliability, organizations and enterprises traditionally provision for peak demand and disaster recovery, which leads to management complexity and leaves resources idle. With AWS, you can improve reliability and lower your costs by utilizing our fault tolerant Availability Zones and paying only for the resources you use.

**High-Performance Computing (HPC) and Analytics** - Many agencies and organizations are amassing large data sets that they could process to gain critical insights; however, they are confined by fixed resources that require them to wait for these insights. With AWS, you can easily spin up massive on-demand clusters of compute resources in minutes and quickly gain the information you need to effectively meet mission goals.

**Storage and Disaster Recovery** - As their volume of data continues to grow, organizations are struggling to add the capacity needed to meet their primary storage and backup requirements. With AWS, you can easily access durable, available, and US persons only controlled storage that can meet your data security requirements and scale with the needs of your organization.

**Web Applications** - Web applications have unique scalability requirements since user demand is often difficult to predict. With AWS, you can combine reserved resources for predictable workloads with on-demand resources for unexpected spikes, ensuring low costs and great application performance even during intense demand peaks. Due to the elasticity of our services, agencies can simply remove resources when the demand subsides, ensuring high asset utilization and cost-efficient web applications. In order to help make it easier to build and implement these and other use cases in AWS GovCloud, we are working with a wide range of system Integrators (SI) and Independent Software Vendors (ISVs) who have the capability to support US persons only and ITAR applications. These \ solution providers include Deloitte, Oracle, Adobe, CACI, ESRI, URS, GTSI, Smartronix, Appian, Accelera Solutions, Aquilent, BlueRiver IT, Intelligent Decisions, Leverage IS, and Optimos.

## Pricing

### Amazon Elastic Compute Cloud

Choose from a wide variety of instance types and procurement methods to best suit your compute needs.

**On-Demand Instances** let you utilize compute capacity by the hour with no long-term commitments. This frees you from the costs and complexities of planning, purchasing, and maintaining hardware and transforms what are commonly large fixed costs into much smaller variable costs. Pricing is per instance-hour consumed for each instance, from the time an instance is launched until it is terminated. Each partial instance-hour consumed will be billed as a full hour.

**Traditional Reserved Instances\*** allow you to make a low, one-time payment for each instance you want to reserve, and in turn receive the option to run that instance whenever you want at a significant discount on the hourly usage charge. Reserved Instances can be purchased for 1 or 3 year terms, and the one-time fee per instance is non-refundable. Usage pricing is per instance-hour consumed. Instance-hours are billed for the time that instances are in a running state; if you do not run the instance for an hour, there is no usage charge. Partial instance-hours consumed are billed as full hours.

**Fixed Price Reserved Instances\*** give you the option to make a one-time fixed payment for each instance you want to reserve. After the one-time payment for an instance, you will have no further usage charges to run that instance for the duration of your term. Reserved Instances can be purchased for 1 or 3 year terms, and the one-time fee per instance is non-refundable.

### Dedicated Instances

Dedicated Instances are Amazon EC2 instances launched within your Amazon Virtual Private Cloud (Amazon VPC) that run hardware dedicated to a single customer.

### Elastic IP Addresses

No cost for Elastic IP addresses while in use.

### **Amazon Simple Storage Service**

Choose either Standard or Reduced Redundancy Storage and select the procurement model that best meets your storage needs.

#### **On-Demand Storage**

On-Demand Storage lets you pay for storage by the GB with no long-term commitments. This frees you from the cost and effort of planning, estimating and purchasing storage capacity ahead of time.

#### **Fixed Price Reserved Storage**

Fixed Price Reserved Storage gives you the option to pay a one-time fixed price and commit to a set monthly usage\* level for 12 months. In turn you receive a significant discount. After the one-time payment you will have no further storage charges as long as your average storage stays within the reserved amount each month. Usage over the commitment within a month is charged at regular on-demand storage rates. Fixed Price Reserved Storage agreements begin at a minimum of 25 TB of storage per month in the GovCloud region.

### **AWS Data Transfer**

Data transfer "in" and "out" refers to transfer into and out of the AWS GovCloud Region. Choose from one of two pricing models to best suit your data transfer needs.

#### **On-Demand Data Transfer**

On-Demand Data Transfer lets you pay for data transfer by the GB with no long-term commitments. This frees you from the cost and effort of planning, estimating, and purchasing data transfer capacity ahead of time.

#### **Fixed Price Reserved Data Transfer**

Fixed Price Reserved Data Transfer gives you the option to pay a one-time fixed price and commit to a set monthly usage level for 12 months. In turn you receive a significant discount.

After the one-time payment you will have no further outbound data transfer charges as long as your data transfer stays within the reserved amount each month. Usage over the commitment within a month is charged at regular on-demand data transfer rates. Fixed Price Reserved Data

Transfer agreements begin at a minimum of 25 TB of data transfer per month from the AWS GovCloud Region.

#### **Availability Zone Data Transfer**

All data transferred between instances in the same Availability Zone using private IP addresses.

#### **Regional Data Transfer**

All data transferred between instances in different Availability Zones in the same region. Note that transfer between instances through an Elastic IP is always considered Regional Data Transfer.

### **Amazon IAM**

AWS Identity and Access Management is a feature of your AWS account offered at no additional charge. You will be charged only for use of other AWS services by your Users.

### **Amazon CloudWatch**

Detailed Monitoring for Amazon EC2 Instances

Basic Monitoring for Amazon EC2 instances

Monitoring for Custom Metrics

Amazon CloudWatch API Requests



**Amazon VPC**

There is no additional charge for using Amazon Virtual Private Cloud. Customers can optionally choose to connect to their VPC through a VPN.

### **Aquilent AWS GovCloud Customer Agreement Terms and Conditions**

This offer is provided under the terms and conditions of Aquilent, Inc.'s GSA Schedule, SIN 132-52, Amazon Cloud Services. Our GSA Schedule and this agreement contain the terms and conditions that govern your access to and the use of the Service Offerings and is an agreement between you and Aquilent. This agreement takes effect upon signature.

1. This order shall be governed by FAR Clause 52.212-4 CONTRACT TERMS AND CONDITIONS - COMMERCIAL ITEMS (JUNE 2010).

2. Term – The term of this agreement shall be defined within the offer. Your acceptance of this offer is binding to the term upon which the offer was predicated. Deviations from the term may affect price and other factors and may constitute a change under FAR 52.212-4. The term of this Agreement will commence on the Effective Date and will remain in effect until terminated by you or us in accordance with the Termination provision of the service offering and FAR 52.212-4.

3. Terms of Use – Terms of Use are detailed herein.

4. AWS Reserved Instances Fees - In the event Customer opts to purchase the AWS Reserved Instances (RI) services at any time during the term of its agreement with Aquilent, Customer agrees to pay for the services on a monthly basis at the rates agreed to when Customer signed up for the AWS RI services. In the event, Customer has chosen to purchase the AWS Reserved Instances (RI) services at any time during the term of its agreement with Aquilent, Customer understands that they are committing to a twelve (12) month payment commitment at the rates agreed to when Customer signed up for the AWS RI services. If the purchased RI services extend beyond the Aquilent contract termination date, Aquilent shall invoice Customer for the remaining months of RI services payable net-30 days after the date of termination of Customer's contract period with Aquilent. Aquilent may offer Customer the option to extend its contract with Aquilent for the remaining months of RI services so Customer may continue to pay for the RI services on a monthly basis instead of in a one-lump sum.

5. Premium Support – Aquilent's Premium Support Package for Amazon AWS leverages Aquilent's cloud strategy, cloud architecture, and cloud implementation experience in combination with Amazon's AWS Business Level support to provide a comprehensive support package to our Government clients. As such, all orders are required to include the Aquilent Premium Support Package, part number APSPACK. Premium Support pricing will be applied to the pre-discounted order total.

6. Service Level Agreement - "Service Level Agreement" means all service level agreements offered with respect to the Services. The service level agreements currently offered with respect to the Services are detailed herein.

7. ITAR – You may be required to execute AWS ITAR documentation at time of account set-up.

8. Once an order is placed with Aquilent for AWS Cloud Services, access will be provided to you for the AWS Cloud offerings and you are then authorized to add/delete/turn on/turn off services as desired. You will be billed for actual usage, based on the then current Aquilent GSA Schedule unit prices, for the services activated for the billing period.

9. Open Market (OM) items identified on pricing quotes shall be clearly labeled as items not available on our GSA Schedule contract. These OM items are not eligible to receive the GSA 2% discount. Aquilent may apply a handling fee to all such items ordered. The ordering activity contracting officer shall determine that the prices for the items not on this GSA Schedule contract are fair and reasonable and satisfy all applicable acquisition regulations pertaining to the purchase of items not on this GSA Schedule contract.

## Aquilent's AWS GovCloud Customer Agreement Terms and Conditions

This document contains the terms and conditions that govern access to and use of the Service Offerings (as defined below)

### 1. Use of the Service Offerings.

**1.1 Generally.** You may access and use the Service Offerings in accordance with this Agreement. Service Level Agreements may apply to certain Service Offerings. You will adhere to all laws, rules, and regulations applicable to your use of the Service Offerings as detailed herein.

**1.2 Your Account.** To access the Services, you must create an AWS account associated with a valid e-mail address. Unless explicitly permitted by the Service Terms, you may only create one account per email address. You are responsible for all activities that occur under your account, regardless of whether the activities are undertaken by you, your employees or a third party (including your contractors or agents) and, except to the extent caused by our breach of this Agreement, we and our affiliates are not responsible for unauthorized access to your account. You will contact us immediately if you believe an unauthorized third party may be using your account or if your account information is lost or stolen. You may terminate your account and this Agreement at any time in accordance with Section 7.

### 1.3 Reserved

**1.4 Third Party Content.** Third Party Content, such as software applications provided by third parties, may be made available directly to you by other companies or individuals under separate terms and conditions, including separate fees and charges. Because we may not have tested or screened the Third Party Content, your use of any Third Party Content is at your sole risk.

### 2. Changes.

**2.1 To the Service Offerings.** We may change, discontinue, or deprecate any of the Service Offerings (including the Service Offerings as a whole) or change or remove features or functionality of the Service Offerings from time to time. We will notify you of any material change to or discontinuation of the Service Offerings.

**2.2 To the APIs.** We may change, discontinue or deprecate any APIs for the Services from time to time but will use commercially reasonable efforts to continue supporting the previous version of any API changed, discontinued, or deprecated for 12 months after the change, discontinuation, or deprecation (except if doing so (a) would pose a security or intellectual property issue, (b) is economically or technically burdensome, or (c) is needed to comply with the law or requests of governmental entities).

**2.3 To the Service Level Agreements.** Any changes to the Service Level Agreements will be forwarded for review and approval.

### 3. Security and Data Privacy.

**3.1 AWS Security.** Without limiting Section 10 or your obligations under Section 4.2, we will implement reasonable and appropriate measures designed to help you secure Your Content against accidental or unlawful loss, access or disclosure.

**3.2 Data Privacy.** We participate in the safe harbor programs described in the Privacy Policy. You may specify the AWS regions in which Your Content will be stored and accessible by End Users. We will not move Your Content from your selected AWS regions without notifying you, unless required to comply with the law or requests of governmental entities. You consent to our collection, use and disclosure of information associated with the Service Offerings in accordance with our Privacy Policy, and to the processing of Your Content in, and the transfer of Your Content into, the AWS regions you select.

#### **4. Your Responsibilities**

**4.1 Your Content.** You are solely responsible for the development, content, operation, maintenance, and use of Your Content. For example, you are solely responsible for:

- (a) the technical operation of Your Content, including ensuring that calls you make to any Service are compatible with then-current APIs for that Service;
- (b) compliance of Your Content with the Acceptable Use Policy, the other Policies, and the law;
- (c) any claims relating to Your Content; and
- (d) properly handling and processing notices sent to you (or any of your affiliates) by any person claiming that Your Content violate such person's rights, including notices pursuant to the Digital Millennium Copyright Act.

**4.2 Other Security and Backup.** You are responsible for properly configuring and using the Service Offerings and taking your own steps to maintain appropriate security, protection and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving Your Content. AWS log-in credentials and private keys generated by the Services are for your internal use only and you may not sell, transfer or sublicense them to any other entity or person, except that you may disclose your private key to your agents and subcontractors performing work on your behalf.

**4.3 End User Violations.** You will be deemed to have taken any action that you permit, assist or facilitate any person or entity to take related to this Agreement, Your Content or use of the Service Offerings. You are responsible for End Users' use of Your Content and the Service Offerings. You will ensure that all End Users comply with your obligations under this Agreement and that the terms of your agreement with each End User are consistent with this Agreement. If you become aware of any violation of your obligations under this Agreement by an End User, you will immediately terminate such End User's access to Your Content and the Service Offerings.

**4.4 End User Support.** You are responsible for providing customer service (if any) to End Users. We do not provide any support or services to End Users unless we have a separate agreement with you or an End User obligating us to provide support or services.

#### **5. Reserved**

#### **6. Temporary Suspension**

**6.1 Generally.** Suspension based on:

- (a) your or an End User's use of or registration for the Service Offerings (i) poses a security risk to the Service Offerings or any third party, (ii) may adversely impact the Service Offerings or the systems or Content of any other AWS customer, (iii) may subject us, our affiliates, or any third party to liability, or (iv) may be fraudulent.
- (b) you are, or any End User is, in breach of this Agreement, including if you are delinquent on your payment obligations for more than 15 days; or
- (c) you have ceased to operate in the ordinary course, made an assignment for the benefit of creditors or similar disposition of your assets, or become the subject of any bankruptcy, reorganization, liquidation, dissolution or similar proceeding will be handled in accordance with FAR 52.233-1.

#### **7. Term; Termination**

**7.1. Term.** The term of this Agreement will be consistent with the term of the services appropriated under this agreement, unless terminated otherwise.

#### **7.3. Effect of Termination.**

- (a) Generally. Upon any termination of this Agreement:
  - (i) all your rights under this Agreement immediately terminate;

(ii) you remain responsible for all fees and charges you have incurred through the date of termination, including fees and charges for in-process tasks completed after the date of termination;  
(iii) you will immediately return or, if instructed by us, destroy all AWS Content in your possession; and  
(iv) Sections 4.1, 7.3, 8 (except the license granted to you in Section 8.4), 10, 11, 13 and 14 will continue to apply in accordance with their terms.

(b) Post-Termination Assistance. During the 30 days following termination:

(i) we will not erase any of Your Content as a result of the termination;  
(ii) you may retrieve Your Content from the Services; and  
(iii) we will provide you with the same post-termination data retrieval assistance that we generally make available to all customers.

Any additional post-termination assistance from us is subject to mutual agreement by you and us.

## 8. Proprietary Rights

**8.1 Your Content.** As between you and us, you or your licensors own all right, title, and interest in and to Your Content. Except as provided in this Section 8, we obtain no rights under this Agreement from you or your licensors to Your Content, including any related intellectual property rights. You consent to our use of Your Content to provide the Service Offerings to you and any End Users. We may disclose Your Content to provide the Service Offerings to you or any End Users or to comply with any request of a governmental or regulatory body (including subpoenas or court orders).

### 8.2 Reserved

**8.3 Adequate Rights.** You represent and warrant to us that: (a) you or your licensors own all right, title, and interest in and to Your Content and Your Submissions; (b) you have all rights in Your Content and Your Submissions necessary to grant the rights contemplated by this Agreement; and (c) none of Your Content, Your Submissions or End Users' use of Your Content, Your Submissions or the Services Offerings will violate the Acceptable Use Policy.

**8.4 Service Offerings License.** As between you and us, we or our affiliates or licensors own and reserve all right, title, and interest in and to the Service Offerings. We grant you a limited, revocable, non-exclusive, non-sublicensable, non-transferrable license to do the following during the Term: (i) access and use the Services solely in accordance with this Agreement; and (ii) copy and use the AWS Content solely in connection with your permitted use of the Services. Except as provided in this Section 8.4, you obtain no rights under this Agreement from us or our licensors to the Service Offerings, including any related intellectual property rights. Some AWS Content may be provided to you under a separate license or other open source license, such as the Apache Software License, in which case that license will govern your use of that AWS Content. In the event of a conflict between this Agreement and any separate license, the separate license will prevail with respect to that AWS content.

**8.5 License Restrictions.** Neither you nor any End User may use the Service Offerings in any manner or for any purpose other than as expressly permitted by this Agreement. Neither you nor any End User may, or may attempt to, (a) modify, alter, tamper with, repair, or otherwise create derivative works of any software included in the Service Offerings (except to the extent software included in the Service Offerings are provided to you under a separate license that expressly permits the creation of derivative works), (b) reverse engineer, disassemble, or decompile the Service Offerings or apply any other process or procedure to derive the source code of any software included in the Service Offerings, (c) access or use the Service Offerings in a way intended to avoid incurring fees or exceeding usage limits or quotas or (d) resell or sublicense the Service Offerings.

## 9. Reserved

### 10. Disclaimers.

THE SERVICE OFFERINGS ARE PROVIDED "AS IS." WE AND OUR AFFILIATES AND LICENSORS MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE REGARDING THE SERVICE OFFERINGS OR THE THIRD PARTY

CONTENT, INCLUDING ANY WARRANTY THAT THE SERVICE OFFERINGS OR THIRD PARTY CONTENT WILL BE UNINTERRUPTED, ERROR FREE OR FREE OF HARMFUL COMPONENTS, OR THAT ANY CONTENT, INCLUDING YOUR CONTENT OR THE THIRD PARTY CONTENT, WILL BE SECURE OR NOT OTHERWISE LOST OR DAMAGED. EXCEPT TO THE EXTENT PROHIBITED BY LAW, WE AND OUR AFFILIATES AND LICENSORS DISCLAIM ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR QUIET ENJOYMENT, AND ANY WARRANTIES ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE.

#### **11. Limitations of Liability.**

WE AND OUR AFFILIATES OR LICENSORS WILL NOT BE LIABLE TO YOU FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, OR DATA), EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. FURTHER, NEITHER WE NOR ANY OF OUR AFFILIATES OR LICENSORS WILL BE RESPONSIBLE FOR ANY COMPENSATION, REIMBURSEMENT, OR DAMAGES ARISING IN CONNECTION WITH: (A) YOUR INABILITY TO USE THE SERVICES, INCLUDING AS A RESULT OF ANY (I) TERMINATION OR SUSPENSION OF THIS AGREEMENT OR YOUR USE OF OR ACCESS TO THE SERVICE OFFERINGS, (II) OUR DISCONTINUATION OF ANY OR ALL OF THE SERVICE OFFERINGS, OR, (III) WITHOUT LIMITING ANY OBLIGATIONS UNDER THE SLAS, ANY UNANTICIPATED OR UNSCHEDULED DOWNTIME OF ALL OR A PORTION OF THE SERVICES FOR ANY REASON, INCLUDING AS A RESULT OF POWER OUTAGES, SYSTEM FAILURES OR OTHER INTERRUPTIONS; (B) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; (c) ANY INVESTMENTS, EXPENDITURES, OR COMMITMENTS BY YOU IN CONNECTION WITH THIS AGREEMENT OR YOUR USE OF OR ACCESS TO THE SERVICE OFFERINGS; OR (D) ANY UNAUTHORIZED ACCESS TO, ALTERATION OF, OR THE DELETION, DESTRUCTION, DAMAGE, LOSS OR FAILURE TO STORE ANY OF YOUR CONTENT OR OTHER DATA. IN ANY CASE, OUR AND OUR AFFILIATES' AND LICENSORS' AGGREGATE LIABILITY UNDER THIS AGREEMENT WILL BE LIMITED TO THE AMOUNT YOU ACTUALLY PAY US UNDER THIS AGREEMENT FOR THE SERVICE THAT GAVE RISE TO THE CLAIM DURING THE 12 MONTHS PRECEDING THE CLAIM.

This clause shall not impair the US Government's right to recover for fraud or crimes arising out of or related to this Contract under any federal fraud statute, including the False Claims Act, 31 U.S.C. §§3729-3733.

**12.** Modifications to terms and conditions and features of the service offering will be provided for review and approval. No changes to the existing service offerings will be made until mutual agreement to the revisions have been agreed upon. The Parties agree that revisions will be addressed in an expeditious manner.

#### **13. Miscellaneous.**

**13.1 Confidentiality and Publicity.** You may use AWS Confidential information only in connection with your use of the Service Offerings as permitted under this Agreement. You will not disclose AWS Confidential Information during the Term or at any time during the 5 year period following the end of the Term. You will take all reasonable measures to avoid disclosure, dissemination or unauthorized use of AWS Confidential Information, including, at a minimum, those measures you take to protect your own confidential information of a similar nature. You will not issue any press release or make any other public communication with respect to this Agreement or your use of the Service Offerings. You will not misrepresent or embellish the relationship between us and you (including by expressing or implying that we support, sponsor, endorse, or contribute to you or your business endeavors), or express or imply any relationship or affiliation between us and you or any other person or entity except as expressly permitted by this Agreement.

**13.2 Force Majeure.** We and our affiliates will not be liable for any delay or failure to perform any obligation under this Agreement where the delay or failure results from any cause beyond our reasonable control, including acts of God, labor disputes or other industrial disturbances, systemic electrical,

telecommunications, or other utility failures, earthquake, storms or other elements of nature, blockages, embargoes, riots, acts or orders of government, acts of terrorism, or war.

**13.3 Independent Contractors; Non-Exclusive Rights.** We and you are independent contractors, and neither party, nor any of their respective affiliates, is an agent of the other for any purpose or has the authority to bind the other. Both parties reserve the right (a) to develop or have developed for it products, services, concepts, systems, or techniques that are similar to or compete with the products, services, concepts, systems, or techniques developed or contemplated by the other party and (b) to assist third party developers or systems integrators who may offer products or services which compete with the other party's products or services.

**13.4 No Third Party Beneficiaries.** This Agreement does not create any third party beneficiary rights in any individual or entity that is not a party to this Agreement.

**13.5 U.S. Government Rights.** The Service Offerings are provided to the U.S. Government as "commercial items," "commercial computer software," "commercial computer software documentation," and "technical data" with the same rights and restrictions generally applicable to the Service Offerings.. The terms "commercial item" "commercial computer software," "commercial computer software documentation," and "technical data" are defined in the Federal Acquisition Regulation and the Defense Federal Acquisition Regulation Supplement.

**13.6 Import and Export Compliance.** In connection with this Agreement, each party will comply with all applicable import, re-import, export, and re-export control laws and regulations, including the Export Administration Regulations, the International Traffic in Arms Regulations, and country-specific economic sanctions programs implemented by the Office of Foreign Assets Control. For clarity, you are solely responsible for compliance related to the manner in which you choose to use the Service Offerings, including your transfer and processing of Your Content, the provision of Your Content to End Users, and the AWS region in which any of the foregoing occur.

**13.7 Notice.**

(a) To You. We may provide any notice to you under this Agreement by sending a message to the email address then associated with your account. Notices we provide by email will be effective when we send the email. It is your responsibility to keep your email address current. You will be deemed to have received any email sent to the email address then associated with your account when we send the email, whether or not you actually receive the email.

(b) To Us. To give us notice under this Agreement, you must contact AWS as follows: (i) by facsimile transmission to 206-266-7010; or (ii) by personal delivery, overnight courier or registered or certified mail to Amazon Web Services LLC, 410 Terry Avenue North, Seattle, WA 98109-5210. We may update the facsimile number or address for notices to us by posting a notice on the AWS Site. Notices provided by personal delivery will be effective immediately. Notices provided by facsimile transmission or overnight courier will be effective one business day after they are sent. Notices provided registered or certified mail will be effective three business days after they are sent.

(c) Language. All communications and notices to be made or given pursuant to this Agreement must be in the English language.

**13.8 Assignment.** You will not assign this Agreement, or delegate or sublicense any of your rights under this Agreement, without our prior written consent. Any assignment or transfer in violation of this Section 13.8 will be void. Subject to the foregoing, this Agreement will be binding upon, and inure to the benefit of the parties and their respective successors and assigns.

**13.9 No Waivers.** The failure by us to enforce any provision of this Agreement will not constitute a present or future waiver of such provision nor limit our right to enforce such provision at a later time. All waivers by us must be in writing to be effective.

**13.10 Severability.** If any portion of this Agreement is held to be invalid or unenforceable, the remaining portions of this Agreement will remain in full force and effect. Any invalid or unenforceable portions will be

interpreted to effect and intent of the original portion. If such construction is not possible, the invalid or unenforceable portion will be severed from this Agreement but the rest of the Agreement will remain in full force and effect.

**13.11 Governing Law; Venue.** The federal laws of the United States, without reference to conflict of law rules, govern this Agreement and any dispute of any sort that might arise between you and us. The United Nations Convention for the International Sale of Goods does not apply to this Agreement.

**13.12 Entire Agreement; English Language.** This Agreement includes the Policies and is the entire agreement between you and us regarding the subject matter of this Agreement, namely terms and conditions that govern your access to and use of the Service Offerings. This Agreement supersedes all prior or contemporaneous representations, understandings, agreements, or communications between you and us, whether written or verbal, regarding the subject matter of this Agreement. Notwithstanding any other agreement between you and us, the security and data privacy provisions in Section 3 of this Agreement contain our and our affiliates' entire obligation regarding the security, privacy and confidentiality of Your Content. We will not be bound by, and specifically object to, any term, condition or other provision which is different from or in addition to the provisions of this Agreement (whether or not it would materially alter this Agreement) and which is submitted by you in any order, receipt, acceptance, confirmation, correspondence or other document. If the terms of this document are inconsistent with the terms contained in any Policy, the terms contained in this document will control, except that the Service Terms will control over this document. If we provide a translation of the English language version of this Agreement, the English language version of the Agreement will control if there is any conflict.

## Amazon Product Service Level Agreements Amazon EC2 SLA

This Amazon EC2 Service Level Agreement (“SLA”) is a policy governing the use of the Amazon Elastic Compute Cloud (“Amazon EC2”) under the terms of the Amazon Web Services Customer Agreement (the “AWS Agreement”) between Amazon Web Services, LLC (“AWS”, “us” or “we”) and users of AWS’ services (“you”). This SLA applies separately to each account using Amazon EC2. Unless otherwise provided herein, this SLA is subject to the terms of the AWS Agreement and capitalized terms will have the meaning specified in the AWS Agreement.

### Service Commitment

AWS will use commercially reasonable efforts to make Amazon EC2 available with an Annual Uptime Percentage (defined below) of at least 99.95% during the Service Year. In the event Amazon EC2 does not meet the Annual Uptime Percentage commitment, you will be eligible to receive a Service Credit as described below.

### Definitions

- “Service Year” is the preceding 365 days from the date of an SLA claim.
- “Annual Uptime Percentage” is calculated by subtracting from 100% the percentage of 5 minute periods during the Service Year in which Amazon EC2 was in the state of “Region Unavailable.” If you have been using Amazon EC2 for less than 365 days, your Service Year is still the preceding 365 days but any days prior to your use of the service will be deemed to have had 100% Region Availability. Any downtime occurring prior to a successful Service Credit claim cannot be used for future claims. Annual Uptime Percentage measurements exclude downtime resulting directly or indirectly from any Amazon EC2 SLA Exclusion (defined below).
- “Region Unavailable” and “Region Unavailability” means that more than one Availability Zone in which you are running an instance, within the same Region, is “Unavailable” to you.
- “Unavailable” means that all of your running instances have no external connectivity during a five minute period and you are unable to launch replacement instances.
- The “Eligible Credit Period” is a single month, and refers to the monthly billing cycle in which the most recent Region Unavailable event included in the SLA claim occurred.
- A “Service Credit” is a dollar credit, calculated as set forth below, that we may credit back to an eligible Amazon EC2 account.

### Service Commitments and Service Credits

If the Annual Uptime Percentage for a customer drops below 99.95% for the Service Year, that customer is eligible to receive a Service Credit equal to 10% of their bill (excluding one-time payments made for Reserved Instances) for the Eligible Credit Period. To file a claim, a customer does not have to wait 365 days from the day they started using the service or 365 days from their last successful claim. A customer can file a claim any time their Annual Uptime Percentage over the trailing 365 days drops below 99.95%.

We will apply any Service Credits only against future Amazon EC2 payments otherwise due from you. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one dollar (\$1 USD). Service Credits may not be transferred or applied to any other account. Unless otherwise provided in the AWS Agreement, your sole and exclusive remedy for any unavailability or non-performance of Amazon EC2 or other failure by us to provide Amazon EC2 is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA or termination of your use of Amazon EC2.

### Credit Request and Payment Procedures

To receive a Service Credit, you must submit a request by sending an e-mail message to [aws-sla-request@amazon.com](mailto:aws-sla-request@amazon.com). To be eligible, the credit request must (i) include your account number in the subject of the e-mail message (the account number can be found at the top of the AWS Account Activity page); (ii) include, in the body of the e-mail, the dates and times of each incident of Region Unavailable that you claim to have experienced including instance ids of the instances that were running and affected during the time of each incident; (iii) include your server request logs that document the errors and corroborate your claimed outage (any confidential or sensitive information in these logs should be removed or



replaced with asterisks); and (iv) be received by us within thirty (30) business days of the last reported incident in the SLA claim. If the Annual Uptime Percentage of such request is confirmed by us and is less than 99.95% for the Service Year, then we will issue the Service Credit to you within one billing cycle following the month in which the request occurred. Your failure to provide the request and other information as required above will disqualify you from receiving a Service Credit.

### Amazon EC2 SLA Exclusions

The Service Commitment does not apply to any unavailability, suspension or termination of Amazon EC2, or any other Amazon EC2 performance issues: (i) that result from a suspension described in Section 6.1 of the AWS Agreement; (ii) caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of Amazon EC2; (iii) that result from any actions or inactions of you or any third party; (iv) that result from your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within our direct control); (v) that result from failures of individual instances not attributable to Region Unavailability; or (vi) arising from our suspension and termination of your right to use Amazon EC2 in accordance with the AWS Agreement (collectively, the “Amazon EC2 SLA Exclusions”). If availability is impacted by factors other than those explicitly listed in this agreement, we may issue a Service Credit considering such factors in our sole discretion.

### Amazon S3 Service Level Agreement

This Amazon S3 Service Level Agreement (“SLA”) is a policy governing the use of the Amazon Simple Storage Service (“Amazon S3”) under the terms of the Amazon Web Services Customer Agreement (the “AWS Agreement”) between Amazon Web Services, LLC (“AWS”, “us” or “we”) and users of AWS’ services (“you”). This SLA applies separately to each account using Amazon S3. Unless otherwise provided herein, this SLA is subject to the terms of the AWS Agreement and capitalized terms will have the meaning specified in the AWS Agreement

### Service Commitment

AWS will use commercially reasonable efforts to make Amazon S3 available with a Monthly Uptime Percentage (defined below) of at least 99.9% during any monthly billing cycle (the “Service Commitment”). In the event Amazon S3 does not meet the Service Commitment, you will be eligible to receive a Service Credit as described below.

### Definitions

- “Error Rate” means: (i) the total number of internal server errors returned by Amazon S3 as error status “Internal Error” or “Service Unavailable” divided by (ii) the total number of requests during that five minute period. We will calculate the Error Rate for each Amazon S3 account as a percentage for each five minute period in the monthly billing cycle. The calculation of the number of internal server errors will not include errors that arise directly or indirectly as a result of any of the Amazon S3 SLA Exclusions (as defined below).
- “Monthly Uptime Percentage” is calculated by subtracting from 100% the average of the Error Rates from each five minute period in the monthly billing cycle.
- A “Service Credit” is a dollar credit, calculated as set forth below, that we may credit back to an eligible Amazon S3 account.

### Service Credits

Service Credits are calculated as a percentage of the total charges paid by you for Amazon S3 for the billing cycle in which the error occurred in accordance with the schedule below.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99% but less than 99.9%	10%
less than 99%	25%

We will apply any Service Credits only against future Amazon S3 payments otherwise due from you. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one dollar (\$1 USD). Service Credits may not be transferred or applied to any other account. Unless otherwise provided in the AWS Agreement, your sole and exclusive remedy for any unavailability or non-performance of Amazon S3 or other failure by us to provide Amazon S3 is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA or termination of your use of Amazon S3.

#### **Credit Request and Payment Procedures**

To receive a Service Credit, you must submit a request by sending an e-mail message to [aws-sla-request@amazon.com](mailto:aws-sla-request@amazon.com). To be eligible, the credit request must (i) include your account number in the subject of the e-mail message (the account number can be found at the top of the AWS Account Activity page); (ii) include, in the body of the e-mail, the dates and times of each incident of non-zero Error Rates that you claim to have experienced; (iii) include your server request logs that document the errors and corroborate your claimed outage (any confidential or sensitive information in these logs should be removed or replaced with asterisks); and (iv) be received by us within ten (10) business days after the end of the billing cycle in which the errors occurred. If the Monthly Uptime Percentage applicable to the month of such request is confirmed by us and is less than 99.9%, then we will issue the Service Credit to you within one billing cycle following the month in which the error occurred. Your failure to provide the request and other information as required above will disqualify you from receiving a Service Credit.

#### **Amazon S3 SLA Exclusions**

The Service Commitment does not apply to any unavailability, suspension or termination of Amazon S3, or any other Amazon S3 performance issues: (i) that result from a suspension described in Section 6.1 of the AWS Agreement; (ii) caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of Amazon S3; (iii) that result from any actions or inactions of you or any third party; (iv) that result from your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within our direct control); or (v) arising from our suspension and termination of your right to use Amazon S3 in accordance with the AWS Agreement (collectively, the “Amazon S3 SLA Exclusions”). If availability is impacted by factors other than those used in our calculation of the Error Rate, we may issue a Service Credit considering such factors in our sole discretion.

#### **Amazon CloudFront Service Level Agreement**

This Amazon CloudFront Service Level Agreement (“SLA”) is a policy governing the use of the Amazon CloudFront under the terms of the Amazon Web Services Customer Agreement (the “AWS Agreement”) between Amazon Web Services, LLC (“AWS”, “us” or “we”) and users of AWS’ services (“you”). This SLA applies separately to each account using Amazon CloudFront. Unless otherwise provided herein, this SLA is subject to the terms of the AWS Agreement and capitalized terms will have the meaning specified in the AWS Agreement.

#### **Service Commitment**

AWS will use commercially reasonable efforts to make Amazon CloudFront available with a Monthly Uptime Percentage (defined below) of at least 99.9% during any monthly billing cycle (the “Service Commitment”). In the event Amazon CloudFront does not meet the Service Commitment, you will be eligible to receive a Service Credit as described below.

#### **Definitions**

- “Error Rate” means: (i) the total number of internal server errors returned by Amazon CloudFront divided by (ii) the total number of requests during that five minute period. We will calculate the Error Rate for each Amazon CloudFront account as a percentage for each five minute period in the monthly billing cycle. The calculation of the number of internal server errors will not include errors that arise directly or indirectly as a result of any of the Amazon CloudFront SLA Exclusions (as defined below)
- “Monthly Uptime Percentage” is calculated by subtracting from 100% the average of the Error Rates from each five minute period in the monthly billing cycle
- A “Service Credit” is a dollar credit, calculated as set forth below, that we may credit back to an eligible Amazon CloudFront account

#### **Service Credits**

Service Credits are calculated as a percentage of the total charges paid by you for Amazon CloudFront for the billing cycle in which the error occurred in accordance with the schedule below.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99% but less than 99.9%	10%
less than 99%	25%

We will apply any Service Credits only against future Amazon CloudFront payments otherwise due from you. Service Credits shall not entitle you to any refund or other payment from AWS. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one dollar (\$1 USD). Service Credits may not be transferred or applied to any other account. Unless otherwise provided in the AWS Agreement, your sole and exclusive remedy for any unavailability or non-performance of Amazon CloudFront or other failure by us to provide Amazon CloudFront is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA or termination of your use of Amazon CloudFront.

#### **Credit Request and Payment Procedures**

To receive a Service Credit, you must submit a request by sending an e-mail message to [aws-sla-request@amazon.com](mailto:aws-sla-request@amazon.com). To be eligible, the credit request must (i) include your account number in the subject of the e-mail message (the account number can be found at the top of the AWS Account Activity page); (ii) include, in the body of the e-mail, the dates and times of each incident of non-zero Error Rates that you claim to have experienced; (iii) include your server request logs that document the errors and corroborate your claimed outage (any confidential or sensitive information in these logs should be removed or replaced with asterisks); and (iv) be received by us within ten (10) business days after the end of the billing cycle in which the errors occurred. If the Monthly Uptime Percentage applicable to the month of such request is confirmed by us and is less than 99.9%, then we will issue the Service Credit to you within one billing cycle following the month in which the error occurred. Your failure to provide the request and other information as required above will disqualify you from receiving a Service Credit.

#### **Amazon CloudFront SLA Exclusions**

The Service Commitment does not apply to any unavailability, suspension or termination of Amazon CloudFront, or any other Amazon CloudFront performance issues: (i) that result from a suspension described in Section 6.1 of the AWS Agreement; (ii) caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of Amazon CloudFront; (iii) that result from any actions or inactions of you or any third party; (iv) that result from your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within our direct control); (v) arising from our suspension and termination of your right to use Amazon CloudFront in accordance with the AWS Agreement; (vi) that result from exceeding usage limits stated in the Amazon CloudFront documentation; or (vii) that result from use of an origin server other than Amazon S3 (collectively, the “Amazon CloudFront SLA Exclusions”). If availability is impacted by factors other than those used in our calculation of the Error Rate, we may issue a Service Credit considering such factors in our sole discretion.

## **AWS Service Terms**

### **1. Universal Service Terms (Applicable to All Services)**

1.1. You may only use the Services to store, retrieve, query, serve, and execute Your Content that is owned, licensed or lawfully obtained by you. As used in these Service Terms, “Your Content” includes any “Company Content”. As part of the Services, you may be allowed to use certain software (including related documentation) provided by us or third party licensors. This software is neither sold nor distributed to you and you may use it solely as part of the Services. You may not transfer it outside the Services without specific authorization to do so.

1.2. You must comply with the current technical documentation applicable to the Services (including the applicable developer guides) as posted by us and updated by us from time to time on the AWS Site. In addition, if you create technology that works with a Service, you must comply with the current technical documentation applicable to that Service (including the applicable developer guides) as posted by us and updated by us from time to time on the AWS Site.

1.3. You will provide information or other materials related to Your Content (including copies of any client-side applications) as reasonably requested by us to verify your compliance with the Agreement. We may monitor the external interfaces (e.g., ports) of Your Content to verify your compliance with the Agreement. You will not block or interfere with our monitoring, but you may use encryption technology or firewalls to help keep Your Content confidential. You will reasonably cooperate with us to identify the source of any problem with the Services that we reasonably believe may be attributable to Your Content or any end user materials that you control.

1.4. If we reasonably believe any of Your Content violates the law, infringes or misappropriates the rights of any third party or otherwise violates a material term of the Agreement, we will notify you of the Prohibited Content and may request that such content be removed from the Services or access to it be disabled. FAR 52.233-1 will apply in such case.

1.5 Reserved.

1.6 You will ensure that all information you provide to us via the AWS Site (for instance, information provided in connection with your registration for the Services, requests for increased usage limits, etc.) is accurate, complete and not misleading.

### **2. Amazon CloudFront**

2.1. You must own or be licensed to use any domain name that you use in conjunction with Amazon CloudFront.

2.2. Amazon CloudFront requires you to store the original version of Your Content in an origin server (such as Amazon S3). If you use other Services to store the original version of Your Content, you are responsible for the separate fees you accrue for the other Services and for Amazon CloudFront.

2.3 Reserved

2.4 Reserved

### **3. Amazon Simple Queue Service (Amazon SQS)**

3.1. You may not knowingly create and maintain inactive queues.

### **4. Amazon Elastic Compute Cloud (Amazon EC2)**

You are responsible for maintaining licenses and adhering to the license terms of any software you run.

### **5. Alexa® Web Services**

5.1. You may use Alexa® Web Services to create or enhance applications or websites, to create search websites or search services, to retrieve information about websites, and to research or analyze data about the traffic and structure of the web.

5.2. You may not display data you receive via the Alexa® Services that has been cached for more than 24 hours.

5.3. You may not resell or redistribute the Alexa® Web Services or data you access via the Alexa® Web Services.

5.4. You may use data you receive from the Alexa® Web Services, such as web site traffic data, to enhance your application or website, but may not use it in any application whose primary purpose is to display the same or related data or whose primary purpose is to compete with [www.alexacom](http://www.alexacom).

**6. Reserved.**

**7. Reserved.**

**8. Reserved.**

**9. Amazon Fulfillment Web Service (Amazon FWS)**

9.1. You may only access and use Amazon FWS to query, access, transmit and receive product and shipping information related to your use of the Fulfillment by Amazon service (“FBA Service”) sold and provided by Amazon Services LLC (“Amazon Services”) in accordance with any applicable FBA Specifications (as defined below).

9.2. To use Amazon FWS, you must have an Amazon seller account (your “Seller Account”) that is in good standing and be registered to use the FBA Service. Your use of the FBA Service and your Seller Account is solely subject to Amazon Services’ policies, procedures, the Amazon Business Services Agreement or other applicable user agreements. Amazon FWS is only a technical interface that enables you to access and process certain information related to your Seller Account. AWS will have no liability to you or any third party related to your Seller Account.

9.3. You may use Amazon FWS only to administer product and shipping information associated with your Seller Account. When registering for Amazon FWS, you must use the same username and password which is associated with your Seller Account. You may not develop or use an application to access Amazon FWS that collects, processes or stores the account identifiers or other security credentials (including usernames and passwords) of any third party associated with AWS or any of its affiliates.

9.4. You and Your Content will comply with any technical and operational specifications, security protocols and other documentation or policies provided or made available by us with respect to Amazon FWS (the “FBA Specifications”). We reserve the right to update or modify the FBA Specifications at any time. Prior to making Your Content available for commercial use, you will thoroughly test Your Content to ensure that it operates properly with Amazon FWS, including, without limitation, that it complies with the FBA Specifications.

**10. Amazon Elastic MapReduce**

10.1. We may collect certain information about computing jobs you run using Amazon Elastic MapReduce, including CPU utilization, memory usage, IO performance, and error and information messages.

10.2 Reserved

10.3. You are solely responsible for monitoring the status of your computing jobs. We are not responsible for any data loss or data corruption that occurs as part of your computing jobs.

## **11. Amazon CloudWatch and Auto Scaling**

11.1. You may only use Amazon CloudWatch to perform monitoring and auto-scaling functions in connection with Amazon EC2. Amazon CloudWatch enables Auto Scaling in connection with Amazon EC2. Auto Scaling requires use of both Amazon CloudWatch and Amazon EC2.

11.2. In connection with Auto Scaling, we may launch additional Amazon EC2 instances or terminate Amazon EC2 instances based on conditions you set. You are responsible for all fees incurred from your use of Amazon CloudWatch and Auto Scaling regardless of the results obtained or the quality or timeliness of the results. Charges for Amazon CloudWatch will accrue as soon as you use begin using Amazon CloudWatch or Auto Scaling functionality.

11.3. Amazon CloudWatch collects and stores certain information for the Amazon EC2 instances you are monitoring, including CPU utilization, data transfer, and disk usage and activity.

## **12. Elastic Load Balancing**

12.1. You may only use Elastic Load Balancing to provide load balancing functionality in connection with Amazon EC2. You must have instances running in all Availability Zones across which you want to balance loads with Elastic Load Balancing.

12.2. Use of Elastic Load Balancing requires use of Amazon EC2.

## **13. AWS Import/Export**

13.1. You may send physical storage media (the “Media”) to us that we will use to either (a) transfer data contained on the Media into Amazon EBS snapshots as Your Content or into Amazon S3 as Your Content or (b) transfer certain of Your Content to the Media (such data contained on Media either before or after transfer, “Data”) and provide the Media to you.

13.2. You will comply with all specifications and documentation for AWS Import/Export (including the [AWS Import/Export Pack and Ship Check List](#)) as posted by us and updated by us from time to time on the AWS Site, including Media requirements and shipping requirements. You will be solely responsible for all shipping and handling costs (including costs of freight and transit insurance) for shipping Media to or from us. We may pay some reasonable return shipping charges as described on the AWS Import/Export section of the AWS Site. You are responsible for payment of all customs, duties, taxes and other charges in connection with Media being shipped to or from us.

13.3. You will not deliver to us, and we may refuse to accept any, damaged or defective Media or any Media not shipped in accordance with the Agreement (collectively, “Unsuitable Media”). We may return or dispose of any Unsuitable Media in accordance with Section 13.12 below (and you will be deemed to have consented to such action) if you fail to direct us to return or dispose of any Unsuitable Media within thirty (30) days after we notify you that we are in possession of it. In addition, you will reimburse us for any expenses we incur in connection with any Unsuitable Media.

13.4. We have no liability or responsibility with respect to any delay, damage or loss incurred during shipment, including loss of Data.

13.5. You will retain title to any Media we receive from you and store as part of AWS Import/Export. You supply us with Media and Data entirely at your own risk. We are not responsible for and will not be held liable for any damage to Media or any loss of Data. Our confirmed receipt of delivery does not: (a) indicate or imply that any Media or Data has been delivered free of loss or damage, or that any loss or damage to any Media or Data later discovered occurred after confirmed receipt of delivery; (b) indicate or imply that we actually received the number of units of Media specified by you for such shipment; or (c) waive, limit or reduce any of our rights under the Agreement. We reserve the right to impose, and change, from time to time, volume limitations on the delivery of your Media, and you will comply with any of these restrictions or limitations.

13.6. You should back-up Data prior to delivery to us. Your Data should not include live or production data or any other data that you are not prepared to lose. For avoidance of doubt, Your Content includes Data.

13.7. You represent that you have all necessary rights to (a) provide the Media and Data to us for upload into Amazon S3 or Amazon EBS and (b) authorize our transfer of any Data specified by you to the Media. You represent that import or export of the Media or Data to or from us does not require a license under the laws or regulations of any country.

13.8. We may reproduce Data as necessary to transfer it between Media and Amazon S3 or Amazon EBS.

13.9. Use of AWS Import/Export requires use of Amazon S3 or Amazon EBS.

13.10. IN ADDITION TO THE DISCLAIMERS IN THE AGREEMENT, WE HEREBY DISCLAIM ANY DUTIES OF A BAILEE OR WAREHOUSEMAN, AND YOU HEREBY WAIVE ALL RIGHTS AND REMEDIES OF A BAILOR (WHETHER ARISING UNDER COMMON LAW OR STATUTE), RELATED TO OR ARISING OUT OF ANY POSSESSION, STORAGE OR SHIPMENT OF MEDIA OR DATA BY US OR OUR AFFILIATES OR ANY OF OUR OR THEIR CONTRACTORS OR AGENTS. YOU ARE SOLELY RESPONSIBLE FOR APPLYING APPROPRIATE SECURITY MEASURES TO YOUR DATA, INCLUDING ENCRYPTING SENSITIVE DATA.

13.11. Reserved

13.12. Once AWS Import/Export services are complete, we will return the Media to you. We may return Media to you for any reason, including upon termination of the Agreement or the AWS Import/Export service. Returned Media will be sent to your designated shipping address. Media shipped to us for import into or export from Amazon S3 in the EU (Ireland) Region must originate from and be returned to an address within the European Union. If we have an outdated, incorrect or prohibited address for you, we will notify you and you will have thirty (30) calendar days from the date we notify you to supply a substitute address. If you do not supply a substitute address within thirty (30) calendar days of notification, the Media will be deemed Unsuitable Media subject to disposal. We may dispose of Media in any manner and we have no obligation to reimburse or compensate you for any loss of Media or Data due to our disposal.

13.13. Notwithstanding anything to the contrary in the Agreement, you may give agents and subcontractors of your choosing access to the private key associated with your account solely for the purpose of (a) preparing Data for import or export using AWS Import/Export or (b) confirming the integrity of Data imported or exported using AWS Import/Export.

13.14. We will not act as the importer of record for your shipments of Media or Data. If we are importing or exporting your shipments of Media or Data into the Asia Pacific (Singapore) Region, you will not act as the importer of record and you represent and warrant that: (a) You are not a resident of Singapore; (b) You have a business establishment or fixed establishment outside of Singapore and not in Singapore; (c) You are domiciled outside Singapore if you have no business or fixed establishment in any country; (d) You are not registered or required to be registered for GST in Singapore. You will notify us if, at any time, you are using the AWS Import/Export service to ship Media or Data into the Asia Pacific (Singapore) Region and you are not acting as the importer of record, and you become unable to make any of the above representations and warranties.

If you are not acting as the importer of record on your shipment of Media or Data to the Asia Pacific (Singapore) Region, then the Media or Data must (i) be returned to a location outside of Singapore, (ii) be exported on an FCA basis; and (iii) you must be importer of record in the country that the Media or Data is returned to.

#### **14. Amazon Virtual Private Cloud (Amazon VPC)**

14.1. You may only use Amazon VPC to connect your computing resources to certain AWS computing resources via a Virtual Private Network (VPN) connection.

14.2. Use of Amazon VPC requires the use of other Services. When you transfer data between AWS computing resources running inside Amazon VPC and AWS computing resources running outside Amazon VPC, you will be charged VPN data transfer rates in addition to any applicable Internet data transfer charges. VPN connection charges accrue during any time your VPN connection is in the “available” state.

14.3. You are solely responsible for the configuration, operation, performance and security of all equipment and computing resources you use with Amazon VPC, including any gateways or other devices you use to connect to Amazon VPC.

#### **15. AWS Multi-Factor Authentication (AWS MFA)**

15.1. You may only use AWS MFA in connection with accessing your AWS account.

15.2. Your use of AWS MFA requires the use of other Services.

15.3. You are solely responsible for the procurement and for the configuration, operation, performance and security of any hardware or non-AWS software that you use in connection with AWS MFA, including any compatible authentication devices.

#### **16. Amazon Relational Database Service (Amazon RDS)**

16.1. You may only use Amazon RDS to store, query, retrieve and serve data and other content owned, licensed or lawfully obtained by you. You acknowledge that neither we nor our licensors are responsible in any manner, and you are solely responsible, for the proper configuration of database security groups and other security settings associated with Amazon RDS.

16.2. You may store snapshots of Your Amazon RDS Content for later use in Amazon RDS but snapshots cannot be downloaded outside the Services.

16.3. Reserved

16.4. Reserved DB Instance Pricing. You may designate Amazon RDS database instances as subject to the reserved pricing and payment terms (“Reserved DB Instance Pricing”) set forth on the Amazon RDS detail page on the AWS Site (each designated instance, a “Reserved DB Instance”). You may designate instances as Reserved DB Instances solely by calling to the Purchasing API (the “API Call”). In the API Call you must designate a region, instance type and quantity for the applicable Reserved DB Instances. The Reserved DB Instances may only be used in the designated region. We may change Reserved DB Instance Pricing at any time but price changes will not apply to previously designated Reserved DB Instances. Reserved DB Instances are nontransferable and all amounts paid in connection with the Reserved DB Instances are nonrefundable, except that if we terminate the Agreement other than for cause, terminate an individual Reserved DB Instance type, or terminate the Reserved DB Instance Pricing program, we will refund you a pro rata portion of any up-front fee paid in connection with any previously designated Reserved DB Instances. In addition to being subject to Reserved DB Instance Pricing, Reserved DB Instances are subject to all data transfer and other fees applicable under the Agreement.

#### **17. Amazon Simple Notification Service (Amazon SNS)**

17.1. You may only use Amazon SNS to send notifications to parties who have agreed to receive notifications from you.

17.2. Reserved

17.3. Your notifications sent through Amazon SNS may be blocked, delayed or prevented from being delivered by destination servers and other reasons outside of our control and there is no warranty that the

service or content will be uninterrupted, secure or error free or that notifications will reach their intended destination during any stated time-frame. In addition, you acknowledge that we may not be able to provide the service if a wireless carrier delivering Amazon SNS notifications by short messaging service (SMS) terminates or suspends their service. Your payment obligations may continue regardless of whether delivery of your notifications are prevented, delayed or blocked.

17.4. You may not use Amazon SNS to send SMS messages that include Premium Content (as defined in the Mobile Marketing Association Guidelines). You may not charge recipients for receiving Amazon SNS notifications by SMS unless you have obtained the recipient's express consent. You must advise recipients receiving Amazon SNS notification by SMS that wireless carriers may charge the recipient to receive Amazon SNS notifications by SMS. You must obtain our prior written consent before using Amazon SNS to send SMS messages for:

- financial transactions or payment services (e.g., mobile banking, bill presentment, bill payment, money transfer, peer-to-peer payment or lending credit, debit or stored value payment services);
- charitable programs (e.g., soliciting donations for a non-profit organization);
- sweepstakes or contests;
- advertisements or promotions for commercial products, goods or services; or
- location-based services (e.g., where a recipient receives messages based on the geographical location of the recipient's wireless device).

## **18. Reserved**

### **19. AWS Identity and Access Management (IAM)**

19.1. You may use IAM to create additional sets of security credentials (the "User Credentials") under your AWS account, the format of which may include a username and password, access keys, and/or a security token. The User Credentials are subject to change: (a) by you through the IAM APIs, or (b) if we determine in our reasonable discretion that a change is necessary. We will promptly notify you of any change we make to the User Credentials.

19.2. You will ensure that all use of the Services under the User Credentials complies with the terms and conditions of the customer agreement between you and us that governs your use of the Services.

19.3. You are responsible for maintaining the secrecy and security of the User Credentials (other than any key that we expressly permit you to use publicly). You are responsible for all activities that occur under the User Credentials, regardless of whether such activities are undertaken by you, your employees, agents or subcontractors, or any other third party. You are responsible for the creation, distribution, and security (including enabling of access) of all User Credentials created under your AWS account.

19.4. Except as otherwise provided by AWS, you may only use User Credentials for your internal use and may not expose your User Credentials publicly. You may not sell, transfer or sublicense User Credentials (other than public use of any key that we expressly permit you to use publicly) to any other party; provided that, you may disclose User Credentials to your agents or subcontractors that are performing services for you, solely to allow the agents or subcontractors to use the Services on your behalf in accordance with the agreement between you and us that governs your use of the Services.

### **20. Amazon Route 53**

20.1. You may use Amazon Route 53 to answer Domain Name System (DNS) queries for your applications.

20.2. You will not create a hosted zone for a domain that you do not own or have authority over.

20.3. All DNS records used in connection with Amazon Route 53 will be publicly available and AWS will have no liability for disclosure of those DNS records.

### **21. AWS Elastic Beanstalk**

21.1. The URL used in connection with an AWS Elastic Beanstalk environment will have the formulation [myapp].elasticbeanstalk.com. You will select the “myapp” portion of the URL and will not:

- include any trademark of Amazon or its affiliates, or a variant or misspelling of a trademark of Amazon or its affiliates – for example, <endlessboots>, <amaozn>, <smallpartsstore>, <amazonauctions>, <kindlemagazines>, or <kindlewirelessreader> would be unsuitable; or
- otherwise violate the intellectual property rights of any third party or the AWS Acceptable Use Policy (including, without limitation, containing any offensive, harmful or illegal content).

21.2. The [myapp] portion of the URL is reserved for you only during the time your application environment is running. If you stop running your application environment at any time, for any reason, the [myapp] portion of the URL you were using to run the application environment will no longer be available to you, and will be returned to a pool from which it may be used by another AWS customer.

21.3. AWS may make available reference or sample applications for you to use in connection with AWS Elastic Beanstalk (“Elastic Beanstalk Sample Apps”). Elastic Beanstalk Sample Apps are provided “as is” and you will be charged the same fees for running Elastic Beanstalk Sample Apps as you would be charged for running your own application.

21.4. AWS Elastic Beanstalk is offered at no additional charge, but requires the use of other AWS services.

## **22. Amazon Simple Email Service (SES)**

22.1. We take steps to increase the security and reliability of email you send or attempt to send using SES (“SES Email”). Like many email service providers, when you send or attempt to send an email, we (or our third-party providers) may scan your SES Email and Your Content included in SES Email. This helps us protect you and SES by preventing and blocking “spam” e-mails, viruses and spyware, and other harmful or unwanted items from being sent over SES.

22.2. Reserved

22.3. Your SES Emails may be blocked, delayed or prevented from being delivered by destination email servers and other reasons outside of our control. Your payment obligations continue regardless of whether delivery of your emails is prevented, delayed or blocked.

22.4. You are solely responsible for ensuring any emails you send using SES comply with the Federal CAN-SPAM Act. AWS is not the “sender” as defined in the Federal CAN-SPAM Act. You will not use SES in connection with an open mail relay, including, without limitation, an open mail relay in the form of an SMTP server, unrestricted web form, or otherwise.

## **23. AWS CloudFormation**

23.1. You may use AWS CloudFormation to create a collection of AWS resources and provision them.

23.2. AWS may make sample templates available for you to use in connection with AWS CloudFormation. All sample templates are offered “as is” and you are solely responsible for your use of the sample templates.

23.3. Any templates you use in connection with AWS CloudFormation must comply with the Agreement and the AWS Acceptable Use Policy and you are solely responsible for your use of any templates.

23.4. AWS CloudFormation is offered at no additional charge, but requires the use of other AWS services. You are responsible for all fees incurred for AWS services used in connection with AWS CloudFormation.

## **24. AWS Direct Connect**

24.1. You may use AWS Direct Connect to establish a dedicated network connection between your network and your AWS resources by using connection types and locations supported by AWS. When you

establish a dedicated connection, your network traffic that would have otherwise been routed over the Internet may be routed through your dedicated network connection, including your network traffic sent to or from (i) services offered by other affiliates of Amazon.com, Inc. or (ii) the AWS resources of other AWS customers.

24.2. The hardware and equipment you use with AWS Direct Connect must comply with the Documentation provided by AWS. You are responsible for protecting your AWS Direct Connect connections, including using physical security, firewalls and other network security tools as appropriate.

24.3. AWS will permit data center operator or other service provider to connect your hardware to AWS's hardware at the AWS Direct Connect location(s) that you select. AWS will provide the necessary information to enable the data center operator or other service provider to establish and monitor this connection, including your name, email address, network configuration, activity information, and AWS account number.

24.4. You are responsible for your separate relationship with the data center operator or other service provider, including compliance with your agreement with, and the policies and procedures of, the data center operator or other service provider. You are responsible for providing or procuring (and AWS will not own) any equipment or cabling necessary to establish this dedicated connection. Neither AWS nor any of its affiliates are responsible for the actions, errors or omissions of any employees or contractors of data center operators or service providers, including if the employees or contractors fail to follow instructions from you or AWS.

24.5. We may disconnect your AWS Direct Connect connection at any time for any reason. If the connection you establish as part of AWS Direct Connect is temporarily unavailable or terminated, AWS will route traffic bound for your AWS resources over the public Internet and AWS's standard data transfer charges will apply. However, if you are using Amazon Virtual Private Cloud (VPC), traffic bound for your Amazon VPC resources will be routed through an IPsec VPN connection. If an IPsec VPN connection is unavailable, traffic bound for your Amazon VPC resources will not be delivered.

## **25. Amazon ElastiCache**

25.1. You may only use Amazon ElastiCache to store, query, retrieve and serve Your Content. You are solely responsible, for the proper configuration of all security settings associated with Amazon ElastiCache.

25.2. You may not access or tamper with any software we install on the cache nodes as part of Amazon ElastiCache.

25.3. Amazon ElastiCache is designed for the ephemeral storage of Your Content. You are responsible for maintaining a persistent data storage for Your Content, and routinely archiving Your Content to prevent the loss of Your Content.

25.4. Replacement cache nodes automatically generated by Amazon ElastiCache may have different IP address, and you are responsible for reviewing your application configuration to ensure that your cache nodes are associated with the appropriate IP addresses.

25.5. We may apply software updates on your behalf if we determine there is a security vulnerability in

## **26. Amazon Web Services Premium Support (AWS Premium Support)**

Aquilent's premium support package for Amazon AWS leverages Aquilent's cloud strategy, cloud architecture, and cloud implementation experience in combination with Amazon's AWS Business Level support to provide a comprehensive support package to our Government clients. This holistic approach to support is tailored to meet the needs of our Cloud customers. Aquilent's Cloud Support Group (CSG) provides resources to assist our customers in utilizing cloud-based resources, including access to a secure, client-only community FAQ and discussion forum focused on facilitating discussion around cloud related material, providing a platform for our federal customers to exchange information and ideas

regarding their cloud resources, and providing a private forum for communicating with the Aquilent CSG for ongoing design guidance.

The Aquilent CSG provides proactive support for our customers for meeting the strict budget requirements of our federal customers, as these budgets historically haven't aligned with cloud based billing models. With our focus on the Federal Government, the Aquilent CSG is uniquely qualified to assist our customers with cloud-based billing models and will provide recommendations based on predictive analysis of utilization and ongoing architecture and design guidance in order to more efficiently use cloud resources and to save money. For issues directly relating to the underlying Amazon AWS platform, our support package also provides access to Amazon's Business Level support resources. This access allows customers to submit service requests directly to Amazon support resources via website, email, or telephone. Access to these support resources includes a one hour response time for all submitted requests.

Premium support is a mandatory line item for all Amazon AWS orders.

## **27. AWS GovCloud (US) Service Terms**

27.1 You are responsible for satisfying any applicable eligibility requirements for using the AWS GovCloud (US) Region including providing accurate and current registration information. We may require you to provide additional registration information before we permit you to access the AWS GovCloud (US) Region. Such information may include your U.S. person status, as defined by 22 CFR part 120.15 ("US Person"), and whether you are subject to export restrictions under U.S. export control laws and regulations. We may make, directly or through third parties, any inquiries we consider necessary to validate information that you provide to us, including without limitation checking commercial and/or governmental databases. While we may take steps to verify the identity of our Customers, we cannot and do not guarantee any Customer's identity.

27.2 AWS is responsible for maintaining access controls to the AWS GovCloud (US) Region that limit AWS personnel's physical and logical access to the "AWS Network" to US Persons only. The AWS Network consists of AWS's internal data center facilities, servers, networking equipment, and host software systems that are within AWS's reasonable control and are used to provide the AWS Services. You are responsible for all physical and logical access controls beyond the AWS Network including, but not limited to, Customer or End User account access, data transmission, encryption, and appropriate storage and processing of your Content within the AWS GovCloud (US) region. AWS makes no representation or warranty related to the US Persons status of any Customer or End Users that may be granted access to the AWS GovCloud (US) Region by other Customers and their End Users.

27.3 You are responsible for verifying the adequacy of the AWS GovCloud (US) Region for the processing and storage of your Content and that your use of AWS Services will comply with the laws and regulations that may govern your Content. You are also solely responsible for verifying that End Users are eligible to access your Content in the AWS GovCloud (US) region.

27.4 You may only use Amazon VPC to connect your computing resources to the AWS GovCloud (US) region.

27.5 AWS Services may not be used to process or store classified data. If you or your end users introduce classified data into the AWS Network, you will be responsible for all sanitization costs incurred by AWS.

## **28. Amazon DynamoDB**

28.1 Reserved

28.2 The actual reads and writes performance of your Amazon DynamoDB tables may vary and may be less than the throughput capacity that you provision.



**29. AWS Storage Gateway**

29.1 You may only use the AWS Storage Gateway on computer equipment owned or controlled by you for your internal business purposes, solely to access Your Content used in connection with the Services. Your use of the AWS Storage Gateway is governed by the AWS Storage Gateway License.



**USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS**

**PREAMBLE**

Aquilent 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 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:

Aquilent, Inc.  
David Fout  
1100 West Street  
Laurel, MD 20707  
301-939-1000, fax 301-953-2368  
E-Mail: david.fout@aquilent.com





BPA NUMBER \_\_\_\_\_

**(CUSTOMER NAME)**  
**BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor 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 an 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 of 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 customer’s 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



**AUTHORIZED GSA PRICING**  
**Epic Collaboration Portal**

<b>Epic® Collaboration Portal</b>			
<b>Term License Pricing</b>			
<b>Tier</b>	<b># Users/Units</b>	<b>Total Price</b>	<b>Effective Price per User*</b>
ECP-1	Up to 250	\$289,819	\$1,159
ECP-2	251 - 500	\$318,800	\$638
ECP-3	501 - 750	\$408,064	\$544
ECP-4	751 - 1,500	\$573,841	\$383
ECP-5	1,501 - 5,000	\$869,456	\$174
ECP-6	5,000 - 7,500	\$1,043,347	\$139
ECP-7	7,501 – 15,000	\$1,738,911	\$116

\* Pricing is based on the above tiers – the per user amount is provided for comparison purposes only and is not to be construed as “per User” pricing. Includes Right to Use Epic® Collaboration software in non-Aquilent environment, Help Desk and Maintenance.



**Epic Procurement (Perpetual License/Maintenance)**

<b>Epic® Procurement Perpetual License/Maintenance Pricing</b>		
<b>Tier</b>	<b>Units*</b>	<b>Price</b>
Epic Procurement Perpetual License - Level 1 (EPPL-1)	1	\$1,159,274
Epic Procurement Perpetual License - Level 2 (EPPL-2)	2-3	\$1,043,347
Epic Procurement Perpetual License - Level 3 (EPPL-3)	4-6	\$869,455
Epic Procurement Perpetual License - Level 4 (EPPL-4)	7-9	\$753,528
Epic Procurement Perpetual License - Level 5 (EPPL-5)	10-20	\$695,564
Epic Procurement Perpetual License - Level 6 (EPPL-6)	20-200	\$637,601
Epic Procurement Perpetual License - Level 7 (EPPL-7)	200+	Call for price
Maintenance and Help Desk (EPPL-M)	Per Unit	\$281,377

\* A unit is \$500M of estimated annual procurement obligated volume; per unit caps: 30 Maximum Contracts; 200 Maximum Daily Awards/Orders

**Epic Procurement (Term/SAAS)**

<b>Epic ® Procurement Term License/SaaS/Right to Use</b>			
<b>Description</b>	<b>Tier / Unit</b>	<b>Price</b>	<b>Frequency</b>
Right to Use License (EPTL-0)	Pilot	\$869,456	12-month Pilot
Maintenance Level 1 (EPTL-M-1)	\$0 to \$500M	\$1,101,310	Annual
Maintenance Level 2 (EPTL-M-2)	\$501M to \$1.5B	\$1,738,911	Annual
Maintenance Level 3 (EPTL-M-3)	\$1.6B to \$3B	\$2,898,185	Annual
Maintenance Level 4 (EPTL-M-4)	\$3.1B to \$4.5B	\$4,057,459	Annual
Maintenance Level 5 (EPTL-M-5)	Above \$4.5B	Call For Price	Annual

Includes Right to Use Epic® Procurement software in Aquilent environment, Hosting, 100-User Help Desk, and Maintenance



**Information Technology  
Professional Services**

Category Number	Labor Category	GSA Rate
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**Business Assessment**

B1	Business Analyst 1	\$137.77
B2	Business Analyst 2	\$162.02
B3	Business Analyst 3	\$179.27
B4	Business Analyst 4	\$217.64

**Clerical / Administrative**

ADM	Clerical/Administrative Assistant*	\$80.09
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**Cloud**

CADM1	Cloud Administrator 1	\$127.50
CADM2	Cloud Administrator 2	\$146.62
CADM3	Cloud Administrator 3	\$168.62
CARC1	Cloud Architect 1	\$161.15
CARC2	Cloud Architect 2	\$185.32
CARC3	Cloud Architect 3	\$213.12
CARC4	Cloud Architect 4	\$245.09
CSCR1	Cloud Security Specialist 1	\$164.85
CSCR2	Cloud Security Specialist 2	\$197.82
CSCR3	Cloud Security Specialist 3	\$237.39

**Creative Design**

CD1	Graphics Designer	\$107.72
C1	Creative 1	\$123.19
C2	Creative 2	\$134.50
C3	Creative 3	\$163.84
C3 – SR	Creative 3 – Senior	\$183.69
C4	Creative 4	\$213.99
C5	Executive Creative Director	\$238.44

Category Number	Labor Category	GSA Rate
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**Domain Expert**

D1	Domain Expert	\$256.78
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**Human Factors Engineer**

F2	Senior Human Factors Engineer	\$134.50
F2 – UE	Usability Engineer	\$153.07
F3	Principal Human Factors Engineer	\$165.07

**Network / Security Engineering Support**

N – SA	Security Analyst	\$141.74
N1	Network/Security Engineer	\$147.96
NSSA	Senior Security Analyst	\$164.41
N2	Senior Network/Security Engineer	\$189.52

**Project Management Support**

M1	Project Manager	\$151.63
M2	Senior Project Manager	\$173.64
M3-PRIN	Technical Director/Principal Project Manager	\$187.09
M3-Prog	Program Manager	\$209.77
M3	Senior Program Manager	\$250.67

**Systems Engineering Support**

H1	Systems Engineer	\$146.73
H2	Senior Systems Engineer	\$160.79

Category Number	Labor Category	GSA Rate
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**Software Engineering Support**

S1	Programmer/Analyst	\$87.42
S2	Associate Software Engineer	\$96.82
S3	Software Engineer	\$126.57
S4	Senior Software Engineer	\$141.54
S4 – SR	Principal Software Engineer	\$160.73
S5	Systems Architect	\$174.85
S6	Senior Systems Architect	\$185.87
S6-PRIN	Principal Systems Architect	\$196.17
S7	Chief Engineer	\$207.87

**Subject Matter Expert**

SME	Subject Matter Expert	\$256.78
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**Systems Administration**

E1	System Administrator 1	\$86.82
E2	System Administrator 2	\$95.99
E3	System Administrator 3	\$111.28
E4	Senior Systems Administrator	\$127.16
E5	Systems Programmer	\$142.87

**Test / QA Engineering Support**

T1	Test Engineer	\$74.59
T2	QA Engineer	\$89.26
T3	Senior QA Engineer	\$111.57
T4	Lead QA Engineer	\$132.66
T5	Chief QA Engineer	\$146.27

\* May not be purchased separately

Aquilent's contract award is fully executed as a "Non-personal Services Contract" (FAR 37.101). Labor categories that are classified as support type positions will be utilized only in support of this Professional Information Technology services contract.



SCA Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Clerical/Administrative Assistant	1020 Administrative Assistant	052103

"The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (\*\*) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

Aquilent's contract award is fully executed as a "Non-personal Services Contract" (FAR 37.101). Labor categories that are classified as support type positions will be utilized only in support of this Professional Information Technology services contract.



### **Aquilent Premium Support Package for Amazon AWS**

Aquilent's premium support package for Amazon AWS leverages Aquilent's cloud strategy, cloud architecture, and cloud implementation experience in combination with Amazon's AWS Support (Business) to provide a comprehensive support package to our Government clients. This holistic approach to support is tailored to meet the needs of our Cloud customers.

Aquilent's Cloud Support Group (CSG) provides resources to assist our customers in utilizing cloud-based resources, including access to a secure, client-only community FAQ and discussion forum focused on facilitating discussion around cloud related material, providing a platform for our federal customers to exchange information and ideas regarding their cloud resources, and providing a private forum for communicating with the Aquilent CSG for ongoing design guidance.

The Aquilent CSG provides proactive support for our customers for meeting the strict budget requirements of our federal customers, as these budgets historically haven't aligned with cloud-based billing models. With our focus on the Federal Government, the Aquilent CSG is uniquely qualified to assist our customers with cloud-based billing models and will provide recommendations based on predictive analysis of utilization and ongoing architecture and design guidance in order to more efficiently use cloud resources and to save money.

For issues directly relating to the underlying Amazon AWS platform, our support package also provides access to Amazon's AWS Support (Business) level resources. This access allows customers to submit service requests directly to Amazon support resources via website, email, or telephone. Access to these support resources includes a one hour response time for all submitted requests.

All orders are required to include the Aquilent Premium Support Package, part number APSPACK. Once an order is placed with Aquilent for AWS GovCloud services, access will be provided to the Ordering Activity for the AWS GovCloud offerings and they are then authorized to add/delete/turn on/turn off services as desired. The Ordering Activity will be billed for actual usage, based on the then current Aquilent GSA Schedule unit prices, for the services activated for the billing period. Premium Support pricing will be applied to the pre-discounted order total.

<b>New Product #</b>	<b>Description</b>	<b>GSA Price</b>
APS-PACK	Aquilent Premium Support Package - Must be purchased with all Amazon AWS GovCloud orders	15% of total GSA order*

\* Premium Support pricing will be applied to the pre-discounted order total.



### Olympus Powered by Aquilent®

*Olympus Powered by Aquilent®* The easy-to-use cloud resource portal designed specifically for federal agencies

- *Olympus Powered by Aquilent®* is the easy-to-use, pioneering cloud resource management portal developed solely for federal agencies to help meet the increasingly complex requirements of the Federal Cloud First Policy. *Olympus* helps bridge the gap between native cloud tools and individualized cloud infrastructure.
- Benefits:
  - Designed specifically for the Federal government, *Olympus* enables agencies to easily:
    - Manage all cloud resources in consistent, unified logical categories
    - Reduce system administration costs with the intuitive, full featured interface
    - Easily view all billing and utilization activity down to the resource level
    - Ensure the branded agency's cloud portal is 508 compliant
    - Deploy the portal securely within an agency's cloud environment
    - Easily manage access and fully audit all activities with a single sign-on
    - Manage and reduce environmental costs through scheduled tasks
    - Integrate business systems and processes through the flexible portal platform

Federal agencies typically develop and manage their resources based on applications and environments, and in many instances the available cloud tools do not directly match this standardized model. *Olympus* works within any FISMA or DIACAP compliant environment, integrating with the Cloud Service Provider (CSP) security model and within an agency's environment. It enables full control of all cloud assets in one easy-to-use portal.

New Product #	Description	GSA Price
OLYMPUS	<i>Olympus Powered by Aquilent®</i>	10% of total GSA order* w/ a minimum of \$500 per month

\* *Olympus* pricing will be applied to the pre-discounted order total.

#### License and Warranty Information

The *Olympus Powered by Aquilent®* License Agreement is available upon request, which includes warranty information for the software product.



### Aquilent Cloud Strategy Service Bundles

Aquilent’s Cloud Strategy Services “bundles” provide Cloud Strategy Services to our Customers. Having expertise to assist in the creation of new Cloud websites, or migrating existing systems into the Cloud is a valuable tool to reduce risk and ensure a successful Cloud implementation. Getting a head start with a new technology can also reduce implementation time frames.

#### Aquilent’s Bronze Cloud Strategy bundle

The Bronze level Cloud Strategy bundle is an entry level offering for customers and provides general Subject Matter Expert (SME) expertise for a project at a very affordable price.

Over a 30 day (1 month) timeframe, our Aquilent Cloud Architect SME’s will:

- Assist the customer team in architecting a small sized website for the Cloud
- Assist in choosing an appropriate Cloud provider
- Provide valuable knowledge of specific services available in the chosen Cloud Provider and help to see where those services can benefit the project
- Provide high-level architecture reviews
- Attend design/architecture meetings as needed
- Work one-on-one with the technical team as needed

#### Aquilent’s Silver Cloud Strategy bundle

Aquilent’s Silver Cloud Strategy bundle includes everything in the Bronze bundle, and adds resources for dealing with bigger projects. With the Silver bundle customers will not only get more extensive SME support, but also additional hands-on support with creating Cloud resources in the chosen Cloud provider.

In addition to the Bronze bundle, our Aquilent Cloud Architect SME’s will:

- A 60 day (2 month) timeline for tackling bigger projects.
- Architect a medium sized website for the Cloud.
- Provide hand-on assistance with creating basic Cloud services, such as Virtual Machines, Virtual Networking, Backups, Monitoring, and Identity Management.

#### Aquilent’s Gold Cloud Strategy bundle

Aquilent’s Gold Cloud Integration Services package includes everything from the Bronze and Silver packages and adds resources for tackling the biggest projects. Over a 90 day (3 month) time frame, our SMEs will provide full architecture support.

In addition to the Bronze and Silver bundles, our Aquilent Cloud Architect SME’s will:

- Architect a large sized website for the Cloud, providing documentation of the architecture and a review
- Provide hands-on assistance with advanced cloud services, such as Queuing, Notifications, Content Delivery Network, and hosted Java Application deployment

New Product #	Description	GSA Price
ACSB-BRONZE	Bronze Cloud Strategy Service Bundle - <i>based on a part time, 1 month time frame</i>	\$27,319.11
ACSB-SILVER	Silver Cloud Strategy Service Bundle - <i>over 60 days (2 months) payable in 2 equal increments</i>	\$81,967.34
ACSB-GOLD	Gold Cloud Strategy Service Bundle - <i>over 90 days (3 months) payable in 3 equal increments</i>	\$163,922.28



### Aquilent Cloud Support Bundles

Aquilent’s Cloud Support “bundles” allow streamline access to Cloud Support Services to our Customers. Having expertise to assist in the administration of new Cloud websites, or migrating existing systems into the Cloud is a valuable tool to reduce risk and ensure a successful Cloud implementation. Getting a head start with a new technology can also reduce implementation time frames.

#### Quick Start for Cloud

Provide up to 40 hours of an onsite Cloud solution architect over a period of a week to work alongside you to design, build, and deploy a Cloud solution within your chosen Cloud Service Provider (CSP) environment. This one week engagement at a mutually acceptable time is designed to accelerate your project so you can quickly, and with low-risk, recognize the benefits the Cloud has to offer. Some of the types of activities that can be performed are:

- Designing and building of the system architecture
- Setting up networking and firewall configurations
- Setting up user roles, groups, and security policies
- Provisioning virtual machines and applying operating systems. This bundle is designed to give you expert and personalized assistance to accelerate your implementation time at a CSP. For more in-depth help with your cloud activities, we also offer three levels of Cloud Strategy Bundles, and more extensive Cloud Architecture and System Administration support

\*Onsite is defined as within a 50 mile radius of the Washington DC Metropolitan area. This service bundle is only offered within the Washington DC Metropolitan area.

#### Cloud Administration

This six (6) month support bundle of Cloud Administration Support offers up to 80 hours monthly of Cloud Administration support. The Cloud Administrator will:

- Provide valuable knowledge of specific services available in the chosen Cloud Provider and help to see where those services can benefit the project
- Provide Cloud Consultation regarding features and functions of Cloud Offerings
- Provide administrative support during EST normal working hours regarding account administration

#### Cloud Architecture

This six (6) month support bundle of Cloud Architecture Support offers up to 80 hours monthly of Cloud Architecture support. The Cloud Architect will:

- Assist the customer team in architecting a small sized website for the Cloud.
- Provide high-level architecture reviews.
- Provide Cloud Architect support during EST normal working hours regarding account creation.

#### Cloud Security

This six (6) month support bundle of Cloud Security Support offers up to 80 hours monthly of Cloud Security support. The Cloud Security Support will:

- Assist the customer team in all security aspects of the Cloud.
- Provide high-level security reviews and audits.
- Review and discuss Cloud architecture against customer security requirements.

New Product #	Description	GSA Price
CLD – QUICK	Quick Start for Cloud – 1 week 40 hour bundle	\$10,609.00
CLD – ADM6	Cloud Administration – 6 month 80 hour bundle	\$97,022.95
CLD – ARC6	Cloud Architecture – 6 month 80 hour bundle	\$120,732.80
CLD – SEC6	Cloud Security – 6 month 80 hour bundle	\$118,385.24

## Aquilent's Managed Cloud Services

Aquilent's Managed Cloud Services allow streamline access to Cloud Support Services to our Customers. Having expertise to assist in the ongoing support Cloud websites is a valuable tool to reduce risk and ensure a successful Cloud administration.

### SETUP-Fixed Price and One Time Fee of \$1,900

This mandatory Initial Account Setup includes the establishment of the Cloud environment and configuration required to deliver each of cloud managed services packages. This includes setup and configuration of monitoring with AWS CloudWatch Nagios (if applicable for the package), setup of CloudTrail, configuration of the Virtual Private Cloud networking components, setup and configuration of backup and storage (if applicable). Please note that this is not the setup of the actual customer application and cloud environment that is to be managed, only the tools and instrumentation required to manage the customer environment and does not include the AWS costs for hosting these toolsets or configurations.

### SERVICE LEVEL 1

Service Level 1 provides for Cloud Support and Incident Management, Anti-Malware Management, Security Group Management, Comprehensive AWS Cloud environment management and administration including EC2 Management, Storage Performance monitoring (CloudWatch, Nagios), S3 setup S3 security, Glacier setup, Glacier lifecycle management, S3-Glacier archival policy, Elastic Block Storage management, CloudFront setup, CloudFront management, systems and OS monitoring, virtual machine backup management and OS and virtual machine patch and vulnerability management.

Service Level 1 Response time SLA's:

- Severity 1 - Critical - The entire service is down. All users affected. Within 30 minutes of incident occurring 24x7x365.
- Severity 2 - High - Operation of the service is severely degraded, or major components of the service are not available. Significant user impact Within 60 minutes of incident occurring 24x7x365.
- Severity 3 - Medium - Some non-essential features of the service are impaired or subject to interruptions while most vital components of the service remain functional. Minimal user impact. Within 4 hours of incident occurring 24x7x365
- Severity 4 - Low - Errors that are cosmetic and clearly have little to or no impact on the normal operation of the service. No or minimal user impact. Within 4 hours of incident occurring during business hours. (8am-6pm EST M-F).

### SERVICE LEVEL 2

Service Level 2 provides for Cloud Support and Incident Management, Anti-Malware Management, Security Group Management, Comprehensive AWS Cloud environment management and administration including EC2 Management, Storage Performance monitoring (CloudWatch, Nagios), S3 setup S3 security, Glacier setup, Glacier lifecycle management, S3-Glacier archival policy, Elastic Block Storage management, CloudFront setup, CloudFront management, systems and OS monitoring, virtual machine backup management and OS and virtual machine patch and vulnerability management.

Service Level 2 Response time SLA's:

- Severity 1 - Critical - The entire service is down. All users affected. Within 30 minutes of incident occurring during business hours, 8am-6pm M-F EST
- Severity 2 - High - Operation of the service is severely degraded, or major components of the service are not available. Significant user impact Within 60 minutes of incident occurring 8am-6pm M-F EST
- Severity 3 - Medium - Some non-essential features of the service are impaired or subject to interruptions while most vital components of the service remain functional. Minimal user impact. Within 4 hours of incident occurring 8am-6pm M-F EST
- Severity 4 - Low - Errors that are cosmetic and clearly have little to or no impact on the normal operation of the service. No or minimal user impact. Within 4 hours of incident occurring during business hours. 8am-6pm M-F EST



### SERVICE LEVEL 3

Service Level 2 provides for Cloud Support and Incident Management, Anti-Malware Management, Security Group Management, Comprehensive AWS Cloud environment management and administration including EC2 Management, Storage Performance monitoring (CloudWatch, Nagios), S3 setup S3 security, Glacier setup, Glacier lifecycle management, S3-Glacier archival policy, Elastic Block Storage management, CloudFront setup, CloudFront management, systems and OS monitoring. **Backup and patch/vulnerability management are not included.**

Service Level 3 Response time SLA's:

- Severity 1 - Critical - The entire service is down. All users affected. Within 30 minutes of incident occurring during business hours, 8am-6pm M-F EST
- Severity 2 - High - Operation of the service is severely degraded, or major components of the service are not available. Significant user impact Within 60 minutes of incident occurring 8am-6pm M-F EST
- Severity 3 - Medium - Some non-essential features of the service are impaired or subject to interruptions while most vital components of the service remain functional. Minimal user impact. Within 4 hours of incident occurring 8am-6pm M-F EST
- Severity 4 - Low - Errors that are cosmetic and clearly have little to or no impact on the normal operation of the service. No or minimal user impact. Within 4 hours of incident occurring during business hours. 8am-6pm M-F EST

### SERVICE LEVEL 4

Service Level 3 comprehensive Amazon Web Services environment monitoring and support including - Setup and monitoring of AWS Cloudwatch alerts for performance and availability monitoring, support of critical AWS services and antivirus services using ClamAV.

Service Level 3 Response time SLA's:

- Severity 1 - Critical - The entire service is down. All users affected. Within 60 minutes of incident occurring during business hours, 8am-6pm M-F EST
- Severity 2 -High - Operation of the service is severely degraded, or major components of the service are not available. Significant user impact Within 2 hours of incident occurring 8am-6pm M-F EST
- Severity 3 -Medium - Some non-essential features of the service are impaired or subject to interruptions while most vital components of the service remain functional. Minimal user impact. Within 4 hours of incident occurring 8am-6pm M-F EST
- Severity 4 -Low - Errors that are cosmetic and clearly have little to or no impact on the normal operation of the service. No or minimal user impact. Within 8 hours of incident occurring during business hours. 8am-6pm M-F EST

### PRICING

Pricing is per Managed Virtual Server (Managed Instance).

New Product #	Description	Unit	GSA Price
MCS – SETUP	Managed Cloud Service Setup	Initial Account Setup	\$ 1,900
MCS – SLA1	Managed Cloud Service Level 1	Managed Instance	\$ 500
MCS – SLA2	Managed Cloud Service Level 2	Managed Instance	\$ 400
MCS – SLA3	Managed Cloud Service Level 3	Managed Instance	\$ 300
MCS – SLA4	Managed Cloud Service Level 4	Managed Instance	\$ 95

## **CLOUDFLARE Cloud Security Products**

### **Cloud Computing Services Adherence to Essential Cloud Characteristics**

CloudFlare is a cloud service that complies with the National Institute of Standards and Technology (NIST) Special Publication 800-145. CloudFlare does so through each of the five areas.

#### On-Demand self-service

An end user can unilaterally provision our website security and CDN service without requiring human interaction with us. This is done through logging into our interface at [www.cloudflare.com](http://www.cloudflare.com) and making changes, if needed, to our default settings for each website that needs to be protected and enhanced from a speed perspective.

#### Broad network access

CloudFlare capabilities are available over the Internet and accessed through standard mechanisms that promote use by standard web browsers that reside on mobile phones, tablets, laptops, and workstations. We are a worldwide service with over 60 data centers around the world that both speed up website's response time and protect them from attack.

#### Resource Pooling

Cloudflare's computing resources are pooled to serve multiple end users using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to end user demand. CloudFlare is location independent in that the end user has no control or knowledge over the exact location of the provided resources.

#### Rapid Elasticity

CloudFlare capabilities can be elastically provisioned and released to scale rapidly outward and inward commensurate with demand. To the end user, CloudFlare can be consumed in various quantities.

#### Measured Service:

CloudFlare provides analytics on usage to the end user, detailing total requests, bandwidth saved, and security threats stopped. The end user has options for different levels of resources that they can consume and pay for.

### **Cloud Computing Services Deployment Model**

CloudFlare is a Public Cloud. CloudFlare is a service that is provided for general public use and can be accessed by any entity or organization willing to contract for it.

### CLLOUDFLARE Pricing

SIN	Manufacturer	New Product #	Description	GSA Price
132-40	CloudFlare	CloudFlare-LVL1	CDN & website security - Customer (2 GB/month, 1 domain) Annual Cost	\$53,196.00
132-40	CloudFlare	CloudFlare-LVL2	CDN & website security - Customer (41 GB/month, 5 domains) Annual Cost	\$61,175.40
132-40	CloudFlare	CloudFlare-LVL3	CDN & website security - Customer (5 TB/month traffic, 2 domains) Annual Cost	\$63,835.20
132-40	CloudFlare	CloudFlare-LVL4	CDN & website security - Customer (880 GB/month, 1 domains, under attack) Annual Cost	\$63,835.20
132-40	CloudFlare	CloudFlare-LVL5	CDN & website security - Customer (7 TB/month, 4 domains) Annual Cost	\$69,154.80
132-40	CloudFlare	CloudFlare-LVL6	CDN & website security - Customer (5 TB/month traffic, 4 domains, higher propensity for attack traffic) Annual Cost	\$106,392.00
132-40	CloudFlare	CloudFlare-LVL7	CDN & website security - Customer (10 TB/month, 40 domains) Annual Cost	\$106,392.00
132-40	CloudFlare	CloudFlare-LVL8	CDN & website security - Customer (11 TB/month, 18 domains) Annual Cost	\$106,392.00
132-40	CloudFlare	CloudFlare-LVL9	CDN & website security - Customer (50 TB/month, 50 domains) Annual Cost	\$132,990.00
132-40	CloudFlare	CloudFlare-LVL10	CDN & website security - Customer (300 TB/month, 500 domains) Annual Cost	\$207,464.40