EaaS Conformed BPA – Document Overview

Overview: This document contains the Conformed Blanket Purchase Agreement (BPA) document for the Email as a Service (EaaS) BPA, Sections A through D. The Conformed BPA includes text from the original solicitation as well as changes from the four (4) subsequent amendments. A prior version of this document was released for bid to GSA Schedule 70 holders. This incorporates all amendments and modifications to date (November 3, 2014).

Purpose: The purpose of publishing this document is to provide potential EaaS BPA customers a single document for the EaaS BPA solicitation, including the BPA services and prices, statement of work (including requirements), and terms and conditions.

How to Use This Document: This document should be used to provide background on the EaaS BPA (Section A), understand the structure and elements of the services provided and how they are priced (Section B), review the requirements (Section C), and understand the terms and conditions of the EaaS BPA (Section D). This document should be used along with the EaaS BPA Ordering Guide, pricing documents, Industry Partner list, and other EaaS documents and templates.

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BLANKET PURCHASE AGREEMENT

SECTION A – INTRODUCTION

A.1   Background

Cloud computing is a major feature of the President's initiative to modernize Information Technology (IT). Cloud computing has the capability to reduce the cost of IT infrastructure by utilizing commercially available technology that is based on virtualization of servers, databases and applications to allow for capital cost savings. The General Services Administration (GSA) focuses on implementing projects that increase efficiencies by optimizing common services and solutions across the enterprise and utilizing market innovations such as cloud computing services. For the purposes of this solicitation, GSA has adopted the interim definition of Cloud Computing found in National Institute of Standards and Technology (NIST) Definition of Cloud Computing, available at http://csrc.nist.gov/groups/SNS/cloud-computing. Cloud computing is a model for enabling available, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services). The idea is that these resources can be rapidly provisioned and released with minimal management effort or service provider interaction. Additional information can be found at http://csrc.nist.gov/groups/SNS/cloud-computing/index.html.

The Federal Cloud Computing Initiative (FCCI) takes a services oriented approach, whereby common infrastructure, information, and solutions can be shared/reused across the Government. The overall objective is to create a more agile Federal enterprise – where services can be reused and provisioned on demand to meet business needs.

The SmartBuy BPA is intended to support Federal agencies through several scenarios: An agency with an existing Enterprise Contract could extend their agreement with more favorable terms and broaden their access to software products and associated software support services over a longer period of time; A Department/Agency (DA) could issue multiple task orders to multiple Quoters providing access to a complete portfolio of software products and associated software support services to meet their requirements; A DA could encourage Offeror teaming arrangements to procure a single task order with a prime and multiple subcontractors; DAs with similar requirements could more effectively leverage their combined purchasing power by collaborating through Memoranda of Understanding (MOUs) or Interagency Agreements (IAAs) on joint task orders for more favorable terms; Quoters are encouraged to offer additional price reductions under each competed task order; and GSA may, if appropriate, issue task orders on behalf of multiple partner agencies. The SmartBUY model is expected to deliver several benefits to both government users and GSA SmartBUY Agreement Holders: Cost savings for both government and Quoters: pricing discounts against GSA IT Schedule 70 listed prices; Reduction in administration required to market to government agencies (pre-award, award, and post-award activities); Reduction in government and Offeror overhead needed to develop, negotiate, monitor, and recompete task orders; Significant savings realized by managing a single TO versus multiple contracts or task orders; and Streamlined ordering, billing, and distribution processes;   Agency e-mail needs planned from an enterprise view versus multiple offices performing their own analysis allows for: A standard and consistent planning model; Consistent and complete development of requirements, cost sharing approaches, and budget alignment; Stable funding for multiple years; and Consistency of interaction between agencies and GSA SmartBUY Agreement Holders;   Promotes alignment with the Federal Enterprise Architecture by enabling agency access to a common set of software and supporting services; Increases access to services associated with software as a service (SaaS) products such as training and integration; Participating GSA IT Schedule 70 Holders have the flexibility to offer SaaS related value-added services; and Opportunity for beta testing new products with established users (more strategic focus).

A.2   Objective

The FCCI is partnering with GSA SmartBUY and the DoD Enterprise Software Initiative to deliver Email-as-a-Service (EaaS) acquisition capabilities via enterprise wide BPAs. The Quoter shall conduct all necessary work to prepare and provide Email-as-a-Service (EaaS) offerings in accordance with Section C.4.

The objective of this RFQ is to offer five key service offerings via 4 deployment models (sub-lots) through EaaS providers for ordering activities. The requirements have been divided into the following:

The four deployment models (sub-lots) are:
1. Government Community Cloud – a multi-tenant cloud offering specifically for Government and Government entities as defined in Section D.16
2. Private Cloud – a single-tenant cloud offering limited to the Ordering Activity
3. Secret Enclave Private Cloud – a single-tenant cloud offering constructed for use with Classified Materials and limited to the Ordering Activity
4. Public Cloud – a multi-tenant cloud offering with no restrictions as to tenancy

The five lots are:
- Lot 1: Email-as-a-Service (Section C.4.3.1) **(At least one is Mandatory)**
  - o   Sub-Lot 1a: Government Community Cloud
  - o   Sub-Lot 1b: Provider Furnished Equipment Private Cloud
  - o   Sub-Lot 1c: Secret Enclave
  - o   Sub-Lot 1d: Public Cloud
- Lot 2: Office Automation (Section C.4.3.2) **(Optional)**
  - o   Sub-Lot 2a: Government Community Cloud
  - o   Sub-Lot 2b: Provider Furnished Equipment Private Cloud
  - o   Sub-Lot 2c: Secret Enclave
  - o   Sub-Lot 2d: Public Cloud
- Lot 3: Electronic Record Management (Section C.4.3.3) **(Optional)**
  - o   Sub-Lot 3a: Government Community Cloud
  - o   Sub-Lot 3b: Provider Furnished Equipment Private Cloud
  - o   Sub-Lot 3c: Secret Enclave
  - o   Sub-Lot 3d: Public Cloud
- Lot 4: Migration Services (Section C.4.3.4) **(Mandatory with corresponding Lot 1 offering)**
  - o   Sub-Lot 4a: Government Community Cloud
  - o   Sub-Lot 4b: Provider Furnished Equipment Private Cloud
  - o   Sub-Lot 4c: Secret Enclave
  - o   Sub-Lot 4d: Public Cloud
- Lot 5: Integration Services (Section C.4.3.5) **(Mandatory with corresponding Lot 1 offering)**
  - o   Sub-Lot 5a: Government Community Cloud
  - o   Sub-Lot 5b: Provider Furnished Equipment Private Cloud
  - o   Sub-Lot 5c: Secret Enclave
  - o   Sub-Lot 5d: Public Cloud

Each Quote must propose to at least one of the Lot 1 Sub-Lots as well as Lots 4 and 5. Quotes with awards to these requirements will receive consideration for award of Lots 2 and 3. Quotes will be evaluated and, if appropriate, qualified for award for each individual Sub-Lot.   A Quote for more than one Sub-Lot does not increase the likelihood of selection. Quotes for less than all Sub-Lots will not be at a disadvantage.

SECTION B – SERVICES AND PRICES

B.1   Maximum Program Ceiling and Minimum BPA Guarantee

The total maximum quantity of all supplies and services under the Blanket Purchase Agreement (for all awardees combined) shall not exceed $2.5 billion, including the Options.

B.1.1   Acquisition, Contracting, and Technical (ACT) Fee.

The cost of awarding, administering and managing this BPA is included in the prices delineated in Section B of this BPA. The ACT fee for this Email as a Service BPA is 2%. This ACT fee is in addition to the IT Schedule 70 Fee.

Remittance of the ACT fee shall be made by the Contractor on a United States Government fiscal year, quarterly basis (e.g., October – December, January – March, April – June, July – September) or as otherwise requested by the Project Manager (PM) and is due fifteen (15) days following approval of the Report of Sales (Attachment E) for the completed reporting period. ACT fees that have not been paid within thirty (30) days of report approval shall be considered a debt to the United States Government under the terms of FAR 32.6. The Government may exercise all its rights under the BPA, including withholding or setting off payments and interest on the debt (see FAR clause 52.232-17, interest). Failure of the Contractor to pay the ACT Fee in a timely manner may result in termination of the BPA.

The Contractor remits the ACT to GSA in accordance with Section D.4.

B.2   Pricing for EaaS offerings

The Quoter shall provide the Not-To-Exceed Amount (fixed price and fixed hourly rate) for each CLIN. The Quoter may offer pricing where data and data centers are located in the United States and/or pricing where data and the data centers could be located outside of the United States. Quoter should identify all data centers/processing locations within the information system where any ordering activity will have data-at-rest (either primary storage or replicated storage) while within the provider's control inside the provider's security authorization boundary. U.S. Based Prices are prices where the system can be configured so that *all* data-at-rest (either primary storage or replicated storage) required to operate the system are located within the United States. Non-U.S. Based Prices are prices where the system cannot be configured so that *all* data-at-rest (either primary storage or replicated storage) required to operate the system are located in the United States. For services with no cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN. For optional CLINS Services that a Quoter does not bid the Quoter shall specify

No Bid (NB). Not Applicable (N/A) is not acceptable answer in Section B pricing and may cause your quote to be determined non-responsive.

Pricing for the Sub-Lot 1c: Secret Enclave Private Cloud, Sub-lot 2C: Secret Enclave Cloud, Sub-Lot 3C: Secret Enclave, Lot 4 Migration Services, and Lot 5 Integration Services will be U.S. Based only.
To respond to Task Orders requests BPA holders are required to have pricing on the BPA for the requirement.

Based on the anticipated volume of orders to be issued under the BPA, contractors are strongly encouraged to provide additional discount/price reductions from their GSA Schedule contract prices.

In addition, the Government requests that the Quoter provide prices in the worksheet provided. (Attachment A CLIN Pricing Workbook). Quoters shall identify the SIN(s) that the Quote is predicated upon and the schedule price. The Attachment A CLIN Pricing Workbook will automatically compute the discount from IT Schedule 70 Price. For services with no cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN. For optional CLINS Services that a Quoter does not bid the Quoter shall specify No Bid (NB). Not Applicable (N/A) is not acceptable answer in Attachment A.

B.2.1   Lot 1 – Email-as-a-Service Pricing (Base Two (2) Years)

The Quoter shall provide the following pricing tiers for mailbox storage. The Quoter may bid on either the Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud offerings. The Ordering Activity shall be billed only for actual service units used per month. Units shall be priced by # of mailboxes with a minimum 5 GB mailbox size. Additional GB Storage CLINS are optional. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. All other CLINs within the Sub-Lot are mandatory. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s). Archiving and Blackberry Enterprise Server shall be measured for each Mailbox on which the service is provided.

Table B – 1: Mailbox Storage Tiers (Base Two (2) Years)

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
		Sub-lot 1a, Government Community Cloud			
1a	0001AA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	0001AB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	0001AC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1a	0001AD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1a	0001AE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	0001AF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1a	0001AG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	0001AH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	0001AI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1a	0001AJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1a	0001AK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	0001AL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		.
1a	0001AM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	0001AN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	0001AO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
		.Sub-lot 1b, Provider Furnished Equipment Private Cloud			
1b	0001BA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	0001BB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	0001BC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1b	0001BD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1b	0001BE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	0001BF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1b	0001BG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
1b	0001BH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	0001BI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1b	0001BJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1b	0001BK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	0001BL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		
1b	0001BM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	0001BN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	0001BO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
Sub-lot 1c, Secret Enclave Private Cloud					
1c	0001CA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		■
1c	0001CB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		■
1c	0001CC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		■
1c	0001CD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		■
1c	0001CE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		■
1c	0001CF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		■
1c	0001CG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		■
1c	0001CH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		■
1c	0001CI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		■
1c	0001CJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		■
1c	0001CK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		■
1c	0001CL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		■
1c	0001CM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		■
1c	0001CN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		■
1c	0001CO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		■
Sub-lot 1d, Public Cloud					
1d	0001DA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	0001DB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	0001DC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1d	0001DD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1d	0001DE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	0001DF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1d	0001DG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	0001DH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	0001DI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1d	0001DJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1d	0001DK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	0001DL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		
1d	0001DM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	0001DN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	0001DO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		

B.2.2   **Lot 2 – Office Automation Software-as-a-Service Pricing (Base Two (2) Years)**

If the Quoter bids on this optional Lot, the Quoter shall provide pricing of Office Automation Software-as-a-Service in per user per month. The Quoter may bid on either the Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud offerings, so long as it corresponds with the Quoter's Sub-Lot offerings for Lots 1, 4, & 5. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users. If a Quoter chooses to offer a quote for "Office Automation" they must offer a quote for all pricing tiers within the

corresponding Lot 1, 4 & 5 offering. Additional GB Storage CLINs are optional. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B - 2: Office Automation Software-as-a-Service Pricing (Base Two (2) Years)

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
		Sub-lot 2a, Government Community Cloud			
2a	0002AA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2a	0002AB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2a	0002AC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2a	0002AD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2a	0002AE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2a	0002AF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		
		Sub-lot 2b, Provider Furnished Equipment Private Cloud			
2b	0002BA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2b	0002BB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2b	0002BC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2b	0002BD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2b	0002BE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2b	0002BF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		
		Sub-lot 2c, Secret Enclave Private Cloud			
2c	0002CA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		███
2c	0002CB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		███
2c	0002CC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		███
2c	0002CD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		███
2c	0002CE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		███
2c	0002CF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		███
		Sub-lot 2d, Public Cloud			
2d	0002DA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2d	0002DB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2d	0002DC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2d	0002DD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2d	0002DE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2d	0002DF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		

B.2.3   Lot 3 – Records Management Software-as-a-Service Pricing (Base Two (2) Years)

If the Quoter bids on this optional Lot, the Quoter shall provide pricing of Electronic Record Management Software-as-a-Service in per user per month. The Quoter may bid on either the Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud offerings, so long as it corresponds with the Quoter's Sub-Lot

offerings for Lots 1, 4, & 5. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users. If a Quoter chooses to offer a quote for "Records Management" they must offer a quote for all pricing tiers within the corresponding Lot 1, 4 & 5 offering. Additional GB Storage CLINs are optional. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B – 3: Records Management Software-as-a-Service Pricing (Base Two (2) Years)

Lot	CLIN	Description	Unit of Measure	U.S. Based Price	Non-U.S. Based Pricing
		Sub-lot 3a, Government Community Cloud			
3a	0003AA	Records Management Tier 1 (<10K users)	per User per month		
3a	0003AB	Records Management Tier 2 (10K-50K users)	per User per month		
3a	0003AC	Records Management Tier 3 (>50K users)	per User per month		
3a	0003AD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3a	0003AE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3a	0003AF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		
		Sub-lot 3b, Provider Furnished Equipment Private Cloud			
3b	0003BA	Records Management Tier 1 (<10K users)	per User per month		
3b	0003BB	Records Management Tier 2 (10K-50K users)	per User per month		
3b	0003BC	Records Management Tier 3 (>50K users)	per User per month		
3b	0003BD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3b	0003BE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3b	0003BF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		
		Sub-lot 3c, Secret Enclave Private Cloud			
3c	0003CA	Records Management Tier 1 (<10K users)	per User per month		███
3c	0003CB	Records Management Tier 2 (10K-50K users)	per User per month		███
3c	0003CC	Records Management Tier 3 (>50K users)	per User per month		███
3c	0003CD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		███
3c	0003CE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		███
3c	0003CF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		███
		Sub-lot 3d, Public Cloud			
3d	0003DA	Records Management Tier 1 (<10K users)	per User per month		
3d	0003DB	Records Management Tier 2 (10K-50K users)	per User per month		
3d	0003DC	Records Management Tier 3 (>50K users)	per User per month		
3d	0003DD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3d	0003DE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3d	0003DF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		

B.2.4 Lot 4 – Migration Service Pricing (Base Two (2) Years)

The Quoter shall provide pricing for Migration services with a baseline for service per Ordering Activity and per user in service pricing tiers per mailbox as described in Section C.4.3.4. All CLINs within the Lot are mandatory. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B – 4: Migration Service Pricing (Base Two (2) years)

Lot	CLIN	Description	Unit of Measure	Pricing
		Sub-lot 4a, Government Community Cloud		
4a	0004AA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4a	0004AB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4a	0004AC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4a	0004AD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4a	0004AE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4a	0004AF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4b, Provider Furnished Equipment Private Cloud		
4b	0004BA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4b	0004BB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4b	0004BC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4b	0004BD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4b	0004BE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4b	0004BF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4c, Secret Enclave Private Cloud		
4c	0004CA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4c	0004CB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4c	0004CC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4c	0004CD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4c	0004CE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4c	0004CF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4d, Public Cloud		
4d	0004DA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4d	0004DB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4d	0004DC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4d	0004DD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4d	0004DE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4d	0004DF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	

B.2.5 Lot 5 – Integration Service Pricing (Base Two (2) Years)

The Quoter shall provide pricing of Integration Service support in hourly increments. The Quoter shall indicate the burdened hourly rates to be charged for each item in the Table below, B – 5, rounded to the nearest whole dollar. The eleven (11) key labor categories, which have been determined to be desirable, have been provided in Table
. All CLINs within the Lot are mandatory. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Specific instructions for completing the Table below are as follows:

- The Quoter shall enter the contractor labor category proposed for each item.
- The Quoter shall enter the dollar amount per hour in the Column designated rate per hour.

Base Year Labor Hour (LH) CLINs: (Fill in the below Table with proposed rates)

Table B – **5: Integration Service Pricing (Base Two (2) Years)**

Lot	CLIN	Description	Unit of Measure	Price
		Sub-lot 5a, Government Community Cloud		
5a	0005AA	Integration Services Project Manager	per Hour	
5a	0005AB	Integration Services Subject Matter Expert I	per Hour	
5a	0005AC	Integration Services Subject Matter Expert II	per Hour	
5a	0005AD	Integration Services Subject Matter Expert III	per Hour	
5a	0005AE	Integration Services Quality Assurance Analyst	per Hour	
5a	0005AF	Integration Services System Architect	per Hour	
5a	0005AG	Integration Services System Programmer	per Hour	
5a	0005AH	Integration Services Hardware/Software Specialist	per Hour	
5a	0005AI	Integration Services Security Specialist	per Hour	
5a	0005AJ	Integration Services Test Manager	per Hour	
5a	0005AK	Integration Services Change Management Lead	per Hour	
		Sub-lot 5b, Provider Furnished Equipment Private Cloud		
5b	0005BA	Integration Services Project Manager	per Hour	
5b	0005BB	Integration Services Subject Matter Expert I	per Hour	
5b	0005BC	Integration Services Subject Matter Expert II	per Hour	
5b	0005BD	Integration Services Subject Matter Expert III	per Hour	
5b	0005BE	Integration Services Quality Assurance Analyst	per Hour	
5b	0005BF	Integration Services System Architect	per Hour	
5b	0005BG	Integration Services System Programmer	per Hour	
5b	0005BH	Integration Services Hardware/Software Specialist	per Hour	
5b	0005BI	Integration Services Security Specialist	per Hour	
5b	0005BJ	Integration Services Test Manager	per Hour	
5b	0005BK	Integration Services Change Management Lead	per Hour	
		Sub-lot 5c, Secret Enclave Private Cloud		
5c	0005CA	Integration Services Project Manager	per Hour	
5c	0005CB	Integration Services Subject Matter Expert I	per Hour	
5c	0005CC	Integration Services Subject Matter Expert II	per Hour	
5c	0005CD	Integration Services Subject Matter Expert III	per Hour	
5c	0005CE	Integration Services Quality Assurance Analyst	per Hour	
5c	0005CF	Integration Services System Architect	per Hour	
5c	0005CG	Integration Services System Programmer	per Hour	
5c	0005CH	Integration Services Hardware/Software Specialist	per Hour	
5c	0005CI	Integration Services Security Specialist	per Hour	
5c	0005CJ	Integration Services Test Manager	per Hour	
5c	0005CK	Integration Services Change Management Lead	per Hour	
		Sub-lot 5d, Public Cloud		
5d	0005DA	Integration Services Project Manager	per Hour	

Lot	CLIN	Description	Unit of Measure	Price
5d	0005DB	Integration Services Subject Matter Expert I	per Hour	
5d	0005DC	Integration Services Subject Matter Expert II	per Hour	
5d	0005DD	Integration Services Subject Matter Expert III	per Hour	
5d	0005DE	Integration Services Quality Assurance Analyst	per Hour	
5d	0005DF	Integration Services System Architect	per Hour	
5d	0005DG	Integration Services System Programmer	per Hour	
5d	0005DH	Integration Services Hardware/Software Specialist	per Hour	
5d	0005DI	Integration Services Security Specialist	per Hour	
5d	0005DJ	Integration Services Test Manager	per Hour	
5d	0005DK	Integration Services Change Management Lead	per Hour	

CLIN	DESCRIPTION Long Distance Travel/(Cost Reimbursable)	Qty (Cost	Unit	Total Travel Amount
0006	Long Distance Travel	X	Lot	To be determined at task order
TOTAL COST-REIMBURSABLE CLIN (0006)				To be determined at task order

COST REIMBURSABLE TRAVEL (NOT TO EXCEED)

The Government will reimburse the Contractor for all official long distance travel expenses, except local travel costs. When required, all travel will be pre-approved, and billed in accordance with Federal regulations (see Federal Acquisition Regulation 31.205-46 – Travel Costs).

Long Distance Travel is anticipated during the performance of this requirement. Since these costs cannot be accurately forecast at this time, they will be handled on a cost reimbursable basis and will be funded when the need arises. The contractor shall be reimbursed for actual allowable costs that apply over the life of this Agreement.

All requests for long distance travel must be approved by the Ordering Activity Contracting Officer (CO) or their designated representative prior to incurring costs. Long distance travel is defined as all travel outside a fifty (50) mile radius of ordering activity primary facility, or outside a fifty mile radius of the Contractors facility (excluding normal commuting travel). Neither local travel nor local parking will be reimbursed, and shall be the sole responsibility of the Contractor. The Contractor shall submit travel expenses for reimbursement on an incident basis, separate from invoices for services.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible. Airfare shall be reimbursed for actual common carrier fares, which are obtained by the most reasonable and economical means. When required, the most dependable means of ground transportation (i.e., taxi, bus, train, car rental) shall be used. Travel is anticipated to include CONUS travel only.

Request for travel approval shall:

- Be prepared in a legible manner.
- Be summarized by traveler.
- Identify the CLIN associated with the travel.
- The travel cost shall not bear fee or profit.

B.3   Pricing for EaaS offerings Option Year 1 Service

The Quoter shall provide the following pricing tiers for services for Option Year One (1). In order to bid on option years, you must bid on the base period for the corresponding CLIN.

B.3.1   Lot 1 – Email-as-a-Service Pricing (Option One (1) Year)

The Ordering Activity shall be billed only for actual service units used per month. Units shall be priced by # of mailboxes with a minimum 5 GB mailbox size. Additional GB Storage CLINS are optional. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. All other CLINs within the Sub-Lot are mandatory. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s). Archiving and Blackberry Enterprise Server shall be measured for each Mailbox on which the service is provided.

Table B – 6: Mailbox Storage Tiers (Option One (1) Year)

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
		Sub-lot 1a, Government Community Cloud			
1a	1001AA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	1001AB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	1001AC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1a	1001AD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1a	1001AE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	1001AF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1a	1001AG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	1001AH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	1001AI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1a	1001AJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1a	1001AK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	1001AL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		.
1a	1001AM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	1001AN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	1001AO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
		.Sub-lot 1b, Provider Furnished Equipment Private Cloud			
1b	1001BA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	1001BB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	1001BC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1b	1001BD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1b	1001BE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	1001BF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1b	1001BG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	1001BH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	1001BI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1b	1001BJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1b	1001BK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	1001BL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		
1b	1001BM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	1001BN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K	per Mailbox per month		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
		Mbox)			
1b	1001BO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
		Sub-lot 1c, Secret Enclave Private Cloud			
1c	1001CA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1c	1001CB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1c	1001CC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1c	1001CD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1c	1001CE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1c	1001CF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1c	1001CG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1c	1001CH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1c	1001CI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1c	1001CJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1c	1001CK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1c	1001CL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		
1c	1001CM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1c	1001CN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1c	1001CO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
		Sub-lot 1d, Public Cloud			
1d	1001DA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	1001DB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	1001DC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1d	1001DD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1d	1001DE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	1001DF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1d	1001DG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	1001DH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	1001DI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1d	1001DJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1d	1001DK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	1001DL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		
1d	1001DM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	1001DN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	1001DO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		

B.3.2 **Lot 2 – Office Automation Software-as-a-Service Pricing (Option one (1) Year)**

If the Quoter bids on this optional Lot, the Quoter shall provide pricing of Office Automation Software-as-a-Service in per user per month. The Quoter may bid on either the Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud offerings, so long as it corresponds with the Quoter's Sub-Lot offerings for Lots 1, 4, & 5. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users. If a Quoter chooses to offer a quote for "Office Automation" they must offer a quote for all pricing tiers within the corresponding Lot 1, 4 & 5 offering. Additional GB Storage CLINs are optional. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B – 7: Office Automation Software-as-a-Service Pricing (Option One (1) Year)

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
		Sub-lot 2a, Government Community Cloud			
2a	1002AA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2a	1002AB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2a	1002AC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2a	1002AD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2a	1002AE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2a	1002AF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		
		Sub-lot 2b, Provider Furnished Equipment Private Cloud			
2b	1002BA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2b	1002BB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2b	1002BC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2b	1002BD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2b	1002BE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2b	1002BF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		
		Sub-lot 2c, Secret Enclave Private Cloud			
2c	1002CA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		■
2c	1002CB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		■
2c	1002CC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		■
2c	1002CD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		■
2c	1002CE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		■
2c	1002CF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		■
		Sub-lot 2d, Public Cloud			
2d	1002DA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2d	1002DB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2d	1002DC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2d	1002DD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2d	1002DE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2d	1002DF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		

B.3.3 Lot 3 – Records Management Software-as-a-Service Pricing (Option One (1) Year)

If the Quoter bids on this optional Lot, the Quoter shall provide pricing of Electronic Record Management Software-as-a-Service in per user per month. The Quoter may bid on either the Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud offerings, so long as it corresponds with the Quoter's Sub-Lot offerings for Lots 1, 4, & 5. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users. If a Quoter chooses to offer a quote for "Records Management" they must offer a quote for all pricing tiers within the corresponding Lot 1, 4 & 5 offering. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B – 8: Records Management Software-as-a-Service Pricing (Option One (1) Year)

Lot	CLIN	Description	Unit of Measure	U.S. Based Price	Non-U.S. Based Pricing
6 Sub-lot 3a, Government Community Cloud					
3a	1003AA	Records Management Tier 1 (<10K users)	per User per month		
3a	1003AB	Records Management Tier 2 (10K-50K users)	per User per month		
3a	1003AC	Records Management Tier 3 (>50K users)	per User per month		
3a	1003AD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3a	1003AE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3a	1003AF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		
Sub-lot 3b, Provider Furnished Equipment Private Cloud					
3b	1003BA	Records Management Tier 1 (<10K users)	per User per month		
3b	1003BB	Records Management Tier 2 (10K-50K users)	per User per month		
3b	1003BC	Records Management Tier 3 (>50K users)	per User per month		
3b	1003BD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3b	1003BE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3b	1003BF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		
Sub-lot 3c, Secret Enclave Private Cloud					
3c	1003CA	Records Management Tier 1 (<10K users)	per User per month		■
3c	1003CB	Records Management Tier 2 (10K-50K users)	per User per month		■
3c	1003CC	Records Management Tier 3 (>50K users)	per User per month		■
3c	1003CD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		■
3c	1003CE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		■
3c	1003CF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		■
Sub-lot 3d, Public Cloud					
3d	1003DA	Records Management Tier 1 (<10K users)	per User per month		
3d	1003DB	Records Management Tier 2 (10K-50K users)	per User per month		
3d	1003DC	Records Management Tier 3 (>50K users)	per User per month		
3d	1003DD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3d	1003DE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3d	1003DF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		

B.3.4 Lot 4 – Migration Service Pricing (Option One (1) Year)

The Quoter shall provide pricing of Migration services with a baseline for service per Ordering Activity and per user in service pricing tiers per mailbox as described in Section C.4.3.4. All CLINs within the Lot are mandatory. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B-9: Migration Service Pricing (Option Year One (1))

Lot	CLIN	Description	Unit of Measure	Price
		Sub-lot 4a, Government Community Cloud		
4a	1004AA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4a	1004AB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4a	1004AC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4a	1004AD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4a	1004AE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4a	1004AF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4b, Provider Furnished Equipment Private Cloud		
4b	1004BA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4b	1004BB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4b	1004BC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4b	1004BD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4b	1004BE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4b	1004BF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4c, Secret Enclave Private Cloud		
4c	1004CA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4c	1004CB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4c	1004CC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4c	1004CD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4c	1004CE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4c	1004CF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4d, Public Cloud		
4d	1004DA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4d	1004DB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4d	1004DC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4d	1004DD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4d	1004DE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4d	1004DF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	

B.3.5 Lot 5 - Integration Service Pricing (Option One (1) Year)

The Quoter shall provide pricing of Integration Service support in hourly increments. The Quoter shall indicate the burdened hourly rates to be charged for each item in the table below, B- 10, rounded to the nearest whole dollar. The eleven (11) key labor categories, which have been determined to be desirable, have been provided. All CLINs within the Lot are mandatory. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Specific instructions for completing the table below are as follows:

- The Quoter shall enter the contractor labor category proposed for each item.
- The Quoter shall enter the dollar amount per hour in the Column designated rate per hour.

Option Year Labor Hour (LH) CLINs: (Fill in the below table with proposed rates)

Table B – 10: Integration Service Pricing (Option One (1) Year)

Lot	CLIN	Description	Unit of Measure	Price
Sub-lot 5a, Government Community Cloud			
5a	1005AA	Integration Services Project Manager	per Hour	
5a	1005AB	Integration Services Subject Matter Expert I	per Hour	
5a	1005AC	Integration Services Subject Matter Expert II	per Hour	
5a	1005AD	Integration Services Subject Matter Expert III	per Hour	
5a	1005AE	Integration Services Quality Assurance Analyst	per Hour	
5a	1005AF	Integration Services System Architect	per Hour	
5a	1005AG	Integration Services System Programmer	per Hour	
5a	1005AH	Integration Services Hardware/Software Specialist	per Hour	
5a	1005AI	Integration Services Security Specialist	per Hour	
5a	1005AJ	Integration Services Test Manager	per Hour	
5a	1005AK	Integration Services Change Management Lead	per Hour	
Sub-lot 5b, Provider Furnished Equipment Private Cloud			
5b	1005BA	Integration Services Project Manager	per Hour	
5b	1005BB	Integration Services Subject Matter Expert I	per Hour	
5b	1005BC	Integration Services Subject Matter Expert II	per Hour	
5b	1005BD	Integration Services Subject Matter Expert III	per Hour	
5b	1005BE	Integration Services Quality Assurance Analyst	per Hour	
5b	1005BF	Integration Services System Architect	per Hour	
5b	1005BG	Integration Services System Programmer	per Hour	
5b	1005BH	Integration Services Hardware/Software Specialist	per Hour	
5b	1005BI	Integration Services Security Specialist	per Hour	
5b	1005BJ	Integration Services Test Manager	per Hour	
5b	1005BK	Integration Services Change Management Lead	per Hour	
Sub-lot 5c, Secret Enclave Private Cloud			
5c	1005CA	Integration Services Project Manager	per Hour	
5c	1005CB	Integration Services Subject Matter Expert I	per Hour	
5c	1005CC	Integration Services Subject Matter Expert II	per Hour	
5c	1005CD	Integration Services Subject Matter Expert III	per Hour	
5c	1005CE	Integration Services Quality Assurance Analyst	per Hour	
5c	1005CF	Integration Services System Architect	per Hour	
5c	1005CG	Integration Services System Programmer	per Hour	
5c	1005CH	Integration Services Hardware/Software Specialist	per Hour	
5c	1005CI	Integration Services Security Specialist	per Hour	
5c	1005CJ	Integration Services Test Manager	per Hour	
5c	1005CK	Integration Services Change Management Lead	per Hour	
Sub-lot 5d, Public Cloud			
5d	1005DA	Integration Services Project Manager	per Hour	
5d	1005DB	Integration Services Subject Matter Expert I	per Hour	
5d	1005DC	Integration Services Subject Matter Expert II	per Hour	
5d	1005DD	Integration Services Subject Matter Expert III	per Hour	
5d	1005DE	Integration Services Quality Assurance Analyst	per Hour	
5d	1005DF	Integration Services System Architect	per Hour	
5d	1005DG	Integration Services System Programmer	per Hour	
5d	1005DH	Integration Services Hardware/Software Specialist	per Hour	
5d	1005DI	Integration Services Security Specialist	per Hour	
5d	1005DJ	Integration Services Test Manager	per Hour	
5d	1005DK	Integration Services Change Management Lead	per Hour	

CLIN	DESCRIPTION Long Distance Travel/(Cost Reimbursable)	Qty (Cost	Unit	Total Travel Amount
1006	Long Distance Travel	X	Lot	To be determined at task order
TOTAL COST-REIMBURSABLE CLIN (0006)				To be determined at task order

COST REIMBURSABLE TRAVEL (NOT TO EXCEED)
The Government will reimburse the Contractor for all official long distance travel expenses, except local travel costs. When required, all travel will be pre-approved, and billed in accordance with Federal regulations (see Federal Acquisition Regulation 31.205-46 – Travel Costs).

Long Distance Travel is anticipated during the performance of this requirement. Since these costs cannot be accurately forecast at this time, they will be handled on a cost reimbursable basis and will be funded when the need arises. The contractor shall be reimbursed for actual allowable costs that apply over the life of this Agreement.

All requests for long distance travel must be approved by the Ordering Activity Contracting Officer (CO) or their designated representative prior to incurring costs. Long distance travel is defined as all travel outside a fifty (50) mile radius of ordering activity primary facility, or outside a fifty mile radius of the Contractors facility (excluding normal commuting travel). Neither local travel nor local parking will be reimbursed, and shall be the sole responsibility of the Contractor. The Contractor shall submit travel expenses for reimbursement on an incident basis, separate from invoices for services.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible. Airfare shall be reimbursed for actual common carrier fares, which are obtained by the most reasonable and economical means. When required, the most dependable means of ground transportation (i.e., taxi, bus, train, car rental) shall be used. Travel is anticipated to include CONUS travel only.

Request for travel approval shall:

- Be prepared in a legible manner.
- Be summarized by traveler.
- Identify the CLIN associated with the travel.
- The travel cost shall not bear fee or pro

B.4   Pricing for EaaS offerings Option Year 2 Service

The Quoter shall provide the following pricing tiers for services for Option year two (2). In Order to bid on option years, you must bid on the base period for the corresponding CLIN.

B.4.1   Lot 1 – Email-as-a-Service Pricing (Option Two (2) Year)

The Ordering Activity shall be billed only for actual service units used per month. Units shall be priced by # of mailboxes with a minimum 5 GB mailbox size. Additional GB Storage CLINS are optional. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. All other CLINs within the Sub-Lot are mandatory. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s). Archiving and Blackberry Enterprise Server shall be measured for each Mailbox on which the service is provided.

Table B – 11: Mailbox Storage Tiers (Option Two (2) Year)

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
Sub-lot 1a, Government Community Cloud					
1a	2001AA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	2001AB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	2001AC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
1a	2001AD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1a	2001AE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	2001AF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1a	2001AG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	2001AH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	2001AI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1a	2001AJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1a	2001AK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	2001AL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		.
1a	2001AM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	2001AN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	2001AO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
.Sub-lot 1b, Provider Furnished Equipment Private Cloud					
1b	2001BA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	2001BB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	2001BC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1b	2001BD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1b	2001BE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	2001BF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1b	2001BG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	2001BH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	2001BI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1b	2001BJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1b	2001BK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	2001BL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		
1b	2001BM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	2001BN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	2001BO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
Sub-lot 1c, Secret Enclave Private Cloud					
1c	2001CA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		■
1c	2001CB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		■
1c	2001CC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		■
1c	2001CD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		■
1c	2001CE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		■
1c	2001CF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		■
1c	2001CG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		■
1c	2001CH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		■
1c	2001CI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		■
1c	2001CJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		■
1c	2001CK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		■
1c	2001CL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		■
1c	2001CM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		■
1c	2001CN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		■
1c	2001CO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		■
Sub-lot 1d, Public Cloud					
1d	2001DA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	2001DB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	2001DC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1d	2001DD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
1d	2001DE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	2001DF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1d	2001DG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	2001DH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	2001DI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1d	2001DJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1d	2001DK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	2001DL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		
1d	2001DM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	2001DN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	2001DO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		

B.4.2 Lot 2 – Office Automation Software-as-a-Service Pricing (Option Two (2) Year)

If the Quoter bids on this optional Lot, the Quoter shall provide pricing of Office Automation Software-as-a-Service in per user per month. The Quoter may bid on either the Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud offerings, so long as it corresponds with the Quoter's Sub-Lot offerings for Lots 1, 4, & 5. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users. If a Quoter chooses to offer a quote for "Office Automation" they must offer a quote for all pricing tiers within the corresponding Lot 1, 4 & 5 offering. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B-12: Office Automation Software-as-a-Service Pricing (Option Two (2) Year)

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
Sub-lot 2a, Government Community Cloud					
2a	2002AA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2a	2002AB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2a	2002AC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2a	2002AD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2a	2002AE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2a	2002AF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		
Sub-lot 2b, Provider Furnished Equipment Private Cloud					
2b	2002BA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2b	2002BB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2b	2002BC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2b	2002BD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2b	2002BE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2b	2002BF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		
Sub-lot 2c, Secret Enclave Private Cloud					
2c	2002CA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		████
2c	2002CB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
2c	2002CC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2c	2002CD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2c	2002CE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2c	2002CF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		
Sub-lot 2d, Public Cloud					
2d	2002DA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2d	2002DB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2d	2002DC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2d	2002DD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2d	2002DE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2d	2002DF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		

B.4.3   **Lot 3 – Records Management Software-as-a-Service Pricing (Option Year Two (2))**

If the Quoter bids on this optional Lot, the Quoter shall provide pricing of Electronic Record Management Software-as-a-Service in per user per month. The Quoter may bid on either the Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud offerings, so long as it corresponds with the Quoter's Sub-Lot offerings for Lots 1, 4, & 5. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users. If a Quoter chooses to offer a quote for "Records Management" they must offer a quote for all pricing tiers within the corresponding Lot 1, 4 & 5 offering. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B – 13: Records Management Software-as-a-Service Pricing (Option Two (2) Year)

Lot	CLIN	Description	Unit of Measure	U.S. Based Price	Non-U.S. Based Pricing
Sub-lot 3a, Government Community Cloud					
3a	2003AA	Records Management Tier 1 (<10K users)	per User per month		
3a	2003AB	Records Management Tier 2 (10K-50K users)	per User per month		
3a	2003AC	Records Management Tier 3 (>50K users)	per User per month		
3a	2003AD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3a	2003AE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3a	2003AF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		
Sub-lot 3b, Provider Furnished Equipment Private Cloud					
3b	2003BA	Records Management Tier 1 (<10K users)	per User per month		
3b	2003BB	Records Management Tier 2 (10K-50K users)	per User per month		
3b	2003BC	Records Management Tier 3 (>50K users)	per User per month		
3b	2003BD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3b	2003BE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3b	2003BF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		
Sub-lot 3c, Secret Enclave Private Cloud					

Lot	CLIN	Description	Unit of Measure	U.S. Based Price	Non-U.S. Based Pricing
3c	2003CA	Records Management Tier 1 (<10K users)	per User per month		
3c	2003CB	Records Management Tier 2 (10K-50K users)	per User per month		
3c	2003CC	Records Management Tier 3 (>50K users)	per User per month		
3c	2003CD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3c	2003CE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3c	2003CF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		
		Sub-lot 3d, Public Cloud			
3d	2003DA	Records Management Tier 1 (<10K users)	per User per month		
3d	2003DB	Records Management Tier 2 (10K-50K users)	per User per month		
3d	2003DC	Records Management Tier 3 (>50K users)	per User per month		
3d	2003DD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3d	2003DE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3d	2003DF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		

B.4.4 **Lot 4 – Migration Service Pricing (Option Two (2) Year)**

The Quoter shall provide pricing of Migration services with a baseline for service per Ordering Activity and per user in service pricing tiers per mailbox as described in Section C.4.3.4. All CLINs within the Lot are mandatory. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B – 14: Migration Service Pricing (Option Year Two (2))

Lot	CLIN	Description	Unit of Measure	Price
		Sub-lot 4a, Government Community Cloud		
4a	2004AA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4a	2004AB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4a	2004AC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4a	2004AD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4a	2004AE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4a	2004AF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4b, Provider Furnished Equipment Private Cloud		
4b	2004BA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4b	2004BB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4b	2004BC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4b	2004BD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4b	2004BE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4b	2004BF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4c, Secret Enclave Private Cloud		
4c	2004CA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4c	2004CB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4c	2004CC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4c	2004CD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	

Lot	CLIN	Description	Unit of Measure	Price
4c	2004CE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4c	2004CF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4d, Public Cloud		
4d	2004DA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4d	2004DB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4d	2004DC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4d	2004DD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4d	2004DE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4d	2004DF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	

B.4.5 Lot 5 – Integration Service Pricing (Option Two (2) Year)

The Quoter shall provide pricing of Integration Service support in hourly increments. The service shall be charged monthly.   The Quoter shall indicate the burdened hourly rates to be charged for each item in the table below rounded to the nearest whole dollar. The eleven (11) key labor categories, which have been determined to be desirable, have been provided. All CLINs within the Lot are mandatory. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Specific instructions for completing the table below are as follows:

- other shall enter the contractor labor category proposed for each item.
- The Quoter shall enter the dollar amount per hour in the Column designated rate per hour.

Option Year Labor Hour (LH) CLINs: (Fill in the below table with proposed rates)

Table B – 15: Integration Service Pricing (Option Two (2) Year)

Lot	CLIN	Description	Unit of Measure	Price
		Sub-lot 5a, Government Community Cloud		
5a	2005AA	Integration Services Project Manager	per Hour	
5a	2005AB	Integration Services Subject Matter Expert I	per Hour	
5a	2005AC	Integration Services Subject Matter Expert II	per Hour	
5a	2005AD	Integration Services Subject Matter Expert III	per Hour	
5a	2005AE	Integration Services Quality Assurance Analyst	per Hour	
5a	2005AF	Integration Services System Architect	per Hour	
5a	2005AG	Integration Services System Programmer	per Hour	
5a	2005AH	Integration Services Hardware/Software Specialist	per Hour	
5a	2005AI	Integration Services Security Specialist	per Hour	
5a	2005AJ	Integration Services Test Manager	per Hour	
5a	2005AK	Integration Services Change Management Lead	per Hour	
		Sub-lot 5b, Provider Furnished Equipment Private Cloud		
5b	2005BA	Integration Services Project Manager	per Hour	
5b	2005BB	Integration Services Subject Matter Expert I	per Hour	
5b	2005BC	Integration Services Subject Matter Expert II	per Hour	
5b	2005BD	Integration Services Subject Matter Expert III	per Hour	
5b	2005BE	Integration Services Quality Assurance Analyst	per Hour	
5b	2005BF	Integration Services System Architect	per Hour	
5b	2005BG	Integration Services System Programmer	per Hour	
5b	2005BH	Integration Services Hardware/Software Specialist	per Hour	
5b	2005BI	Integration Services Security Specialist	per Hour	
5b	2005BJ	Integration Services Test Manager	per Hour	
5b	2005BK	Integration Services Change Management Lead	per Hour	
		Sub-lot 5c, Secret Enclave Private Cloud		

Lot	CLIN	Description	Unit of Measure	Price
5c	2005CA	Integration Services Project Manager	per Hour	
5c	2005CC	Integration Services Subject Matter Expert II	per Hour	
5c	2005CB	Integration Services Subject Matter Expert I	per Hour	
5c	2005CD	Integration Services Subject Matter Expert III	per Hour	
5c	2005CE	Integration Services Quality Assurance Analyst	per Hour	
5c	2005CF	Integration Services System Architect	per Hour	
5c	2005CG	Integration Services System Programmer	per Hour	
5c	2005CH	Integration Services Hardware/Software Specialist	per Hour	
5c	2005CI	Integration Services Security Specialist	per Hour	
5c	2005CJ	Integration Services Test Manager	per Hour	
5c	2005CK	Integration Services Change Management Lead	per Hour	
Sub-lot 5d, Public Cloud				
5b	2005DA	Integration Services Project Manager	per Hour	
5b	2005DB	Integration Services Subject Matter Expert I	per Hour	
5b	2005DC	Integration Services Subject Matter Expert II	per Hour	
5b	2005DD	Integration Services Subject Matter Expert III	per Hour	
5b	2005DE	Integration Services Quality Assurance Analyst	per Hour	
5b	2005DF	Integration Services System Architect	per Hour	
5b	2005DG	Integration Services System Programmer	per Hour	
5b	2005DH	Integration Services Hardware/Software Specialist	per Hour	
5b	2005DI	Integration Services Security Specialist	per Hour	
5b	2005DJ	Integration Services Test Manager	per Hour	
5b	2005DK	Integration Services Change Management Lead	per Hour	

CLIN	DESCRIPTION Long Distance Travel/(Cost Reimbursable)	Qty (Cost	Unit	Total Travel Amount
2006	Long Distance Travel	X	Lot	To be determined at task order
TOTAL COST-REIMBURSABLE CLIN (0006)				To be determined at task order

COST REIMBURSABLE TRAVEL (NOT TO EXCEED)

The Government will reimburse the Contractor for all official long distance travel expenses, except local travel costs. When required, all travel will be pre-approved, and billed in accordance with Federal regulations (see Federal Acquisition Regulation 31.205-46 – Travel Costs).

Long Distance Travel is anticipated during the performance of this requirement. Since these costs cannot be accurately forecast at this time, they will be handled on a cost reimbursable basis and will be funded when the need arises. The contractor shall be reimbursed for actual allowable costs that apply over the life of this Agreement.

All requests for long distance travel must be approved by the Ordering Activity Contracting Officer (CO) or their designated representative prior to incurring costs. Long distance travel is defined as all travel outside a fifty (50) mile radius of ordering activity primary facility, or outside a fifty mile radius of the Contractors facility (excluding normal commuting travel). Neither local travel nor local parking will be reimbursed, and shall be the sole responsibility of the Contractor. The Contractor shall submit travel expenses for reimbursement on an incident basis, separate from invoices for services.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible. Airfare shall be reimbursed for actual common carrier fares, which are obtained by the most reasonable and economical means. When required, the most dependable means of ground transportation (i.e., taxi, bus, train, car rental) shall be used. Travel is anticipated to include CONUS travel only.

Request for travel approval shall:

- Be prepared in a legible manner.
- Be summarized by traveler.
- Identify the CLIN associated with the travel.
- The travel cost shall not bear fee or profit.

B.5   Pricing for EaaS offerings Option Year 3 Service

The Quoter shall provide the following pricing tiers for services for Option year one (3). In Order to bid on option years, you must bid on the base period for the corresponding CLIN.

B.5.1   Lot 1 – Email-as-a-Service Pricing (Option Three (3) Year)

The Ordering Activity shall be billed only for actual service units used per month. Units shall be priced by # of mailboxes with a minimum 5 GB mailbox size. Additional GB Storage CLINS are optional. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. All other CLINs within the Sub-Lot are mandatory. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s). Archiving and Blackberry Enterprise Server shall be measured for each Mailbox on which the service is provided.

Table B – 16: Mailbox Storage Tiers (Option Year Three (3))

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
Sub-lot 1a, Government Community Cloud					
1a	3001AA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	3001AB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	3001AC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1a	3001AD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1a	3001AE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	3001AF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1a	3001AG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	3001AH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	3001AI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1a	3001AJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1a	3001AK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	3001AL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		.
1a	3001AM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	3001AN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	3001AO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
.Sub-lot 1b, Provider Furnished Equipment Private Cloud					
1b	3001BA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	3001BB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	3001BC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1b	3001BD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1b	3001BE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	3001BF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1b	3001BG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	3001BH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	3001BI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1b	3001BJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1b	3001BK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	3001BL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
1b	3001BM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	3001BN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	3001BO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
Sub-lot 1c, Secret Enclave Private Cloud					
1c	3001CA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1c	3001CB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1c	3001CC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1c	3001CD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1c	3001CE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1c	3001CF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1c	3001CG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1c	3001CH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1c	3001CI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1c	3001CJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1c	3001CK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1c	3001CL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		
1c	3001CM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1c	3001CN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1c	3001CO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
Sub-lot 1d, Public Cloud					
1d	3001DA	Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	3001DB	Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	3001DC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1d	3001DD	Additional GB of Mailbox Storage Tier 1 (<10K Mbox)	per GB per month		
1d	3001DE	Additional GB of Mailbox Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	3001DF	Additional GB of Mailbox Storage Tier 3 (>50K Mbox)	per GB per month		
1d	3001DG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	3001DH	Archiving per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	3001DI	Archiving per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1d	3001DJ	Additional GB of Archiving Storage Tier 1 (<10K Mbox)	per GB per month		
1d	3001DK	Additional GB of Archiving Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	3001DL	Additional GB of Archiving Storage Tier 3 (>50K Mbox)	per GB per month		
1d	3001DM	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	3001DN	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	3001DO	Blackberry Enterprise Server per Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		

B.5.2 **Lot 2 – Office Automation Software-as-a-Service Pricing (Option Three (3) Year)**

If the Quoter bids on this optional Lot, the Quoter shall provide pricing of Office Automation Software-as-a-Service in per user per month. The Quoter may bid on either the Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud offerings, so long as it corresponds with the Quoter's Sub-Lot offerings for Lots 1, 4, & 5. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users. If a Quoter chooses to offer a quote for "Office Automation" they must offer a quote for all pricing tiers within the corresponding Lot 1, 4 & 5 offering. Additional GB Storage CLINs are optional. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B – 17: Office Automation Software-as-a-Service Pricing (Option Three (3) Year)

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
Sub-lot 2a, Government Community Cloud					
2a	3002AA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2a	3002AB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2a	3002AC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2a	3002AD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2a	3002AE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2a	3002AF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		
Sub-lot 2b, Provider Furnished Equipment Private Cloud					
2b	3002BA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2b	3002BB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2b	3002BC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2b	3002BD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2b	3002BE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2b	3002BF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		
Sub-lot 2c, Secret Enclave Private Cloud					
2c	3002CA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		■
2c	3002CB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		■
2c	3002CC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		■
2c	3002CD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		■
2c	3002CE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		■
2c	3002CF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		■
Sub-lot 2d, Public Cloud					
2d	3002DA	Office Automation SaaS Tier 1 (<10K Users)	per User per month		
2d	3002DB	Office Automation SaaS Tier 2 (10K-50K Users)	per User per month		
2d	3002DC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		
2d	3002DD	Additional GB of Office Automation Storage Tier 1 (<10K Users)	per GB per month		
2d	3002DE	Additional GB of Office Automation Storage Tier 2 (10K-50K Users)	per GB per month		
2d	3002DF	Additional GB of Office Automation Storage Tier 3 (>50K Users)	per GB per month		

B.5.3 **Lot 3 – Records Management Software-as-a-Service Pricing (Option Three (3) Year)**

If the Quoter bids on this optional Lot, the Quoter shall provide pricing of Electronic Record Management Software-as-a-Service in per user per month. The Quoter may bid on either the Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud offerings, so long as it corresponds with the Quoter's Sub-Lot offerings for Lots 1, 4, & 5. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users. If a Quoter chooses to offer a quote for "Records Management" they must offer a quote for all pricing tiers within the corresponding Lot 1, 4 & 5 offering. If a Quoter Bids the Optional Additional GB Storage CLINS they must bid all three Tiers. Should an ordering activity require additional GB Storage, a Quoter must possess a price at the BPA level to offer these services. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Table B – 18: Records Management Software-as-a-Service Pricing (Option three (3) Year)

Lot	CLIN	Description	Unit of Measure	U.S. Based Price	Non-U.S. Based Pricing
		Sub-lot 3a, Government Community Cloud			
3a	3003AA	Records Management Tier 1 (<10K users)	per User per month		
3a	3003AB	Records Management Tier 2 (10K-50K users)	per User per month		
3a	3003AC	Records Management Tier 3 (>50K users)	per User per month		
3a	3003AD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3a	3003AE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3a	3003AF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		
		Sub-lot 3b, Provider Furnished Equipment Private Cloud			
3b	3003BA	Records Management Tier 1 (<10K users)	per User per month		
3b	3003BB	Records Management Tier 2 (10K-50K users)	per User per month		
3b	3003BC	Records Management Tier 3 (>50K users)	per User per month		
3b	3003BD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3b	3003BE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3b	3003BF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		
		Sub-lot 3c, Secret Enclave Private Cloud			
3c	3003CA	Records Management Tier 1 (<10K users)	per User per month		███
3c	3003CB	Records Management Tier 2 (10K-50K users)	per User per month		███
3c	3003CC	Records Management Tier 3 (>50K users)	per User per month		███
3c	3003CD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		███
3c	3003CE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		███
3c	3003CF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		███
		Sub-lot 3d, Public Cloud			
3d	3003DA	Records Management Tier 1 (<10K users)	per User per month		
3d	3003DB	Records Management Tier 2 (10K-50K users)	per User per month		
3d	3003DC	Records Management Tier 3 (>50K users)	per User per month		
3d	3003DD	Additional GB of Records Management Storage Tier 1 (<10K users)	per GB per month		
3d	3003DE	Additional GB of Records Management Storage Tier 2 (10K-50K users)	per GB per month		
3d	3003DF	Additional GB of Records Management Storage Tier 3 (>50K users)	per GB per month		

B.5.4 Lot 4 – Migration Service Pricing (Option Three (3) Year)

The Quoter shall provide pricing of Migration services with a baseline for service per Ordering Activity and per user in service pricing tiers per mailbox as described in Section C.4.3.4. All CLINs within the Lot are mandatory. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

B – 19: Migration Service Pricing (Option Year Three (3))

Lot	CLIN	Description	Unit of Measure	Price
		Sub-lot 4a, Government Community Cloud		
4a	3004AA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4a	3004AB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4a	3004AC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4a	3004AD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4a	3004AE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4a	3004AF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4b, Provider Furnished Equipment Private Cloud		
4b	3004BA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4b	3004BB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4b	3004BC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4b	3004BD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4b	3004BE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4b	3004BF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4c, Secret Enclave Private Cloud		
4c	3004CA	Executive Migration Service Tier 1 (<10K users)	per Mailbox	
4c	3004CB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4c	3004CC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4c	3004CD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4c	3004CE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4c	3004CF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	
		Sub-lot 4d, Public Cloud		
4d	3004DA	Executive Migration Tier 1 (<10K users)	per Mailbox	
4d	3004DB	Executive Migration Service Tier 2 (10K-50K users)	per Mailbox	
4d	3004DC	Executive Migration Service Tier 3 (>50K users)	per Mailbox	
4d	3004DD	Standard Migration Service Tier 1 (<10K users)	per Mailbox	
4d	3004DE	Standard Migration Service Tier 2 (10K-50K users)	per Mailbox	
4d	3004DF	Standard Migration Service Tier 3 (>50K users)	per Mailbox	

B.5.5 Lot 5 – Integration Service Pricing (Option Three (3) Year)

The Quoter shall provide pricing of Integration Service support in hourly increments. The service shall be charged monthly.   The Quoter shall indicate the burdened hourly rates to be charged for each item in the table, B-20, below rounded to the nearest whole dollar. The eleven (11) key labor categories, which have been determined to be desirable, have been provided.   All CLINs within the Lot are mandatory. For services included at no additional cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN(s).

Specific instructions for completing the table below are as follows:

- The Quoter shall enter the contractor labor category proposed for each item.
- The Quoter shall enter the dollar amount per hour in the Column designated rate per hour.

Option Year Labor Hour (LH) CLINs: (Fill in the below table, B –- 20, with proposed rates)

Table B – 20: Integration Service Pricing (Option Year Three (3))

Lot	CLIN	Description	Unit of Measure	Price
		Sub-lot 5a, Government Community Cloud		
5a	3005AA	Integration Services Project Manager	per Hour	
5a	3005AB	Integration Services Subject Matter Expert I	per Hour	
5a	3005AC	Integration Services Subject Matter Expert II	per Hour	
5a	3005AD	Integration Services Subject Matter Expert III	per Hour	
5a	3005AE	Integration Services Quality Assurance Analyst	per Hour	
5a	3005AF	Integration Services System Architect	per Hour	
5a	3005AG	Integration Services System Programmer	per Hour	
5a	3005AH	Integration Services Hardware/Software Specialist	per Hour	
5a	3005AI	Integration Services Security Specialist	per Hour	
5a	3005AJ	Integration Services Test Manager	per Hour	
5a	3005AK	Integration Services Change Management Lead	per Hour	
		Sub-lot 5b, Provider Furnished Equipment Private Cloud		
5b	3005BA	Integration Services Project Manager	per Hour	
5b	3005BB	Integration Services Subject Matter Expert I	per Hour	
5b	3005BC	Integration Services Subject Matter Expert II	per Hour	
5b	3005BD	Integration Services Subject Matter Expert III	per Hour	
5b	3005BE	Integration Services Quality Assurance Analyst	per Hour	
5b	3005BF	Integration Services System Architect	per Hour	
5b	3005BG	Integration Services System Programmer	per Hour	
5b	3005BH	Integration Services Hardware/Software Specialist	per Hour	
5b	3005BI	Integration Services Security Specialist	per Hour	
5b	3005BJ	Integration Services Test Manager	per Hour	
5b	3005BK	Integration Services Change Management Lead	per Hour	
		Sub-lot 5c, Secret Enclave Private Cloud		
5c	3005CA	Integration Services Project Manager	per Hour	
5c	3005CB	Integration Services Subject Matter Expert I	per Hour	
5c	3005CC	Integration Services Subject Matter Expert II	per Hour	
5c	3005CD	Integration Services Subject Matter Expert III	per Hour	
5c	3005CE	Integration Services Quality Assurance Analyst	per Hour	
5c	3005CF	Integration Services System Architect	per Hour	
5c	3005CG	Integration Services System Programmer	per Hour	
5c	3005CH	Integration Services Hardware/Software Specialist	per Hour	
5c	3005CI	Integration Services Security Specialist	per Hour	
5c	3005CJ	Integration Services Test Manager	per Hour	
5c	3005CK	Integration Services Change Management Lead	per Hour	
		Sub-lot 5d, Public Cloud		
5d	3005DA	Integration Services Project Manager	per Hour	
5d	3005DB	Integration Services Subject Matter Expert I	per Hour	
5d	3005DC	Integration Services Subject Matter Expert II	per Hour	
5d	3005DD	Integration Services Subject Matter Expert III	per Hour	
5d	3005DE	Integration Services Quality Assurance Analyst	per Hour	
5d	3005DF	Integration Services System Architect	per Hour	
5d	3005DG	Integration Services System Programmer	per Hour	
5d	3005DH	Integration Services Hardware/Software Specialist	per Hour	
5d	3005DI	Integration Services Security Specialist	per Hour	
5d	3005DJ	Integration Services Test Manager	per Hour	
5d	3005DK	Integration Services Change Management Lead	per Hour	

CLIN	DESCRIPTION Long Distance Travel/(Cost Reimbursable)	Qty (Cost	Unit	Total Travel Amount
3006	Long Distance Travel	X	Lot	To be determined at task order
TOTAL COST-REIMBURSABLE CLIN (0006)				To be determined at task order

COST REIMBURSABLE TRAVEL (NOT TO EXCEED)

The Government will reimburse the Contractor for all official long distance travel expenses, except local travel costs. When required, all travel will be pre-approved, and billed in accordance with Federal regulations (see Federal Acquisition Regulation 31.205-46 – Travel Costs).

Long Distance Travel is anticipated during the performance of this requirement. Since these costs cannot be accurately forecast at this time, they will be handled on a cost reimbursable basis and will be funded when the need arises. The contractor shall be reimbursed for actual allowable costs that apply over the life of this Agreement.

All requests for long distance travel must be approved by the Ordering Activity Contracting Officer (CO) or their designated representative prior to incurring costs. Long distance travel is defined as all travel outside a fifty (50) mile radius of ordering activity primary facility, or outside a fifty mile radius of the Contractors facility (excluding normal commuting travel). Neither local travel nor local parking will be reimbursed, and shall be the sole responsibility of the Contractor. The Contractor shall submit travel expenses for reimbursement on an incident basis, separate from invoices for services.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible. Airfare shall be reimbursed for actual common carrier fares, which are obtained by the most reasonable and economical means. When required, the most dependable means of ground transportation (i.e., taxi, bus, train, car rental) shall be used. Travel is anticipated to include CONUS travel only.

Request for travel approval shall:

- Be prepared in a legible manner.
- Be summarized by traveler.
- Identify the CLIN associated with the travel.
- The travel cost shall not bear fee or profit.

SECTION C – STATEMENT OF WORK

C.1   Scope

The scope of this RFQ focuses on Software-as-a-Service offerings available within a Government Community Cloud, Provider Furnished Equipment Private Cloud, Secret Enclave Private Cloud, and/or Public Cloud deployment model: Email Software-as-a-Service (EaaS), Office Automation Software-as-a-Service to support additional functionality that interoperates with the EaaS offerings, the Electronic Records Management Software-as-a-Service to support the EaaS offerings, the migration services to transition data to and from the EaaS offerings, and integration services. The implementation for Sub-Lot 1c Secret Enclave Private Cloud is a High Impact System, and all other sub-lots require a Moderate Impact System as defined in National Institute of Science and Technology (NIST) Federal Information Processing Standard (FIPS) Publication 199 (Section D7.2 – GSA Security Compliance Requirements)**.**

C.2   Federal Cloud Computing Framework

The Cloud Computing Framework, illustrated below, provides a high-level overview of the key functional components for cloud computing services for the Government. The Cloud Computing Framework is neither a specific architecture nor an operating model. The Framework is a functional view of the key capabilities required to enable Cloud Computing. As depicted in Figure 1 below, the framework consists of three major categories:
- Cloud Service Delivery Capabilities - Core capabilities required to deliver Cloud Services
- Cloud Services – Services delivered by the Cloud
- Cloud User Tools – Tools or capabilities that enable users to provision, manage, and use the Cloud services

Figure 1: Federal Cloud Computing Framework

The horizontal functional areas represent the core "computing" capabilities that enable different levels of Cloud Computing, while the vertical functional areas illustrate the management and business capabilities needed to wrap-around the core components to enable business processes with Cloud Computing. For example, Reporting and Analytics offer the ability to perform key reporting and business intelligence analytics and therefore are not core Cloud Computing components; however, analytics offer significant business capabilities that can harness the power of the data that will reside within the Cloud Computing environment.
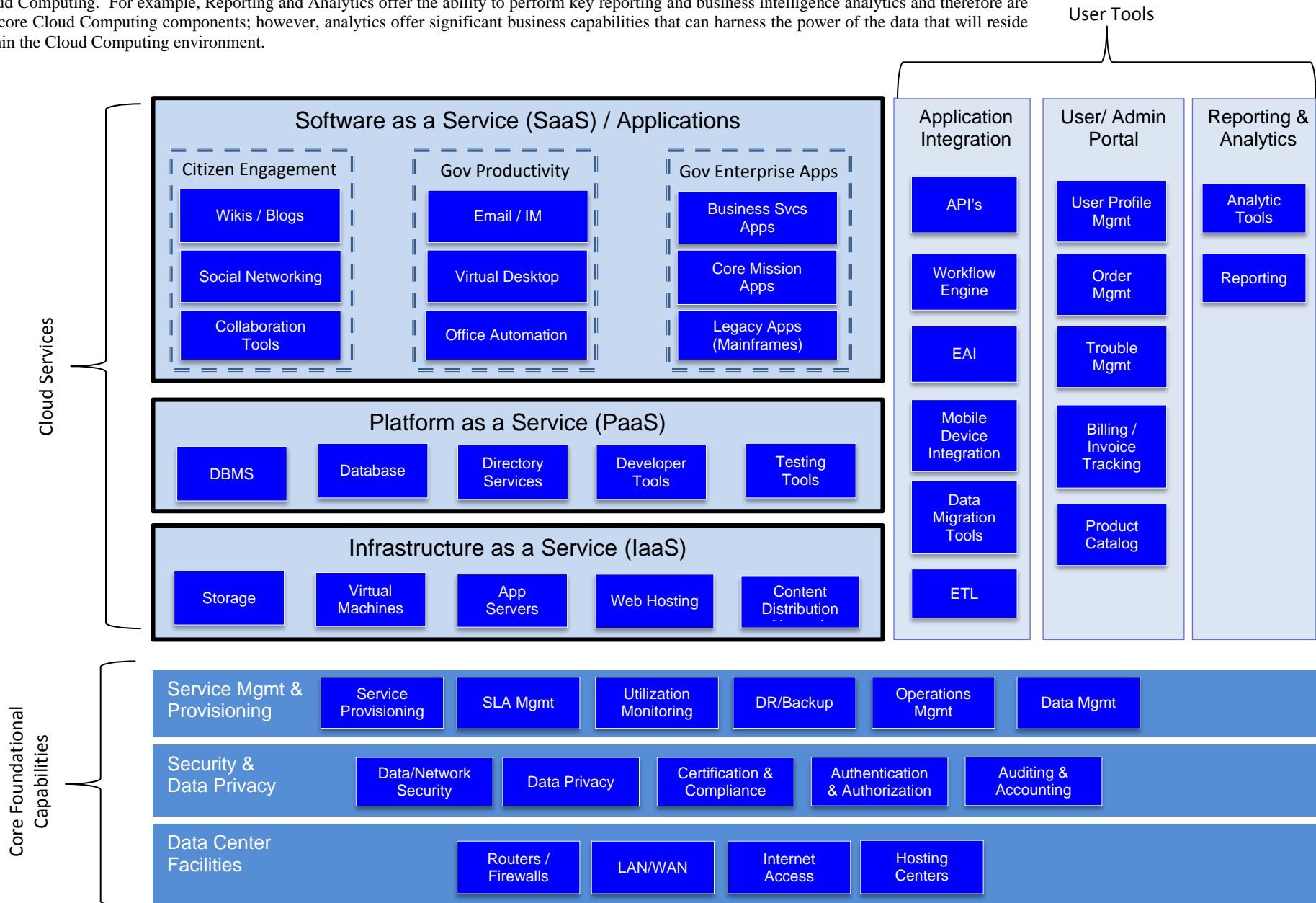
C.3   **GSA Cloud Computing Storefront**

The acquisition of these services may be facilitated by GSA through the GSA Cloud Computing Storefront Site – which will enable Government purchasers to buy (using a credit card or other acceptable payment option) EaaS service offerings as needed through a common Web Portal, such as apps.gov, which will be managed and maintained by GSA.

C.4   **Tasks**

The requirements focus on EaaS service offerings, specifically for Email-as-a-Service, Office Automation, Electronic Records Management, Migration Services, and Integration Services. Requirements have been established for each of the EaaS functional components within the Federal Cloud Framework described above as mandatory requirements. These mandatory technical requirements are identified in the text by the word "shall". Optional technical requirements are identified in the text by the word "should".

The Government shall retain ownership of any user created/loaded data hosted on vendor's infrastructure, and maintains the right to request full electronic copies of the data at any time, in accordance with Section C.4.2.1 Service Management Requirements, Table C – 2 Requirement 8.

The requirements are divided into three categories as follows:

- General Cloud Computing Requirements – specifies general requirements for cloud services.

- Common Technical Requirements – specifies the technical requirements for all of the lots within this solicitation.

- Lot Specific Technical Requirements – specifies technical requirements for all service offerings within specific lots.

C.4.1   **General Cloud Computing Requirements**

The Quoter shall provide a Cloud Computing solution that aligns to the following "Essential Characteristics" as defined in the National Institute of Standards and Technology (NIST) Working Definition and described in Table C - 1 below:

Table C – 1: General Cloud Computing Requirements

Cloud Characteristic	Definition	General Requirement
1. On-demand self-service	An ordering authority can provision computing capabilities, such as server time and network storage, as needed automatically without requiring human interaction with each service's provider.	The Quoter shall provide the capability for the agency to provision and de-provision mailboxes (i.e. without vendor review or approval).

Cloud Characteristic	Definition	General Requirement
2. Broad network access	Capabilities are available over the network and accessed through standard mechanisms that promote use by heterogeneous thin or thick client platforms (e.g., mobile phones, laptops, and PDAs).	2a. The Quoter shall utilize internet bandwidth of at least 1GB/s between the service and external connections. 2b. The Quoter shall operate a minimum of two data center facilities at two different geographic locations for each price offering. . 2c. The Quoter shall disclose the locations by (City, State/Country) where data centers and any ordering activity will have data-at-rest (either primary storage or replicated storage), while within the provider's control inside the provider's security authorization boundary. If the Quoter is bidding on both U.S. Based Pricing and Non-U.S. Based Pricing, the Quoter shall provide separate lists for each Service Offering. This requirement is part of the pass/fail criteria, if the Quoter does not provide data center locations, the Quoter's proposal will fail. If the Quoter bids U.S. Based Pricing in accordance with pricing requirements as specified in section B.2, but utilizes Non-U.S. Based Data Centers, the Quoter's proposal will fail.
3. Location independent resource pooling	The provider's computing resources are pooled to serve all government community cloud consumers using a multi-tenant model or a single-tenant private cloud with different physical and virtual resources dynamically assigned and reassigned according to consumer demand. The customer generally has no control or knowledge over the exact location of the provided resources but may be able to specify location at a higher level of abstraction (e.g., country, state, or datacenter). Examples of resources include storage, processing, memory, network bandwidth, and virtual machines.	Provisioning, de-provisioning and operation of EaaS service shall be load balanced across data centers based on operational considerations to ensure maximum availability and end-user performance.
4. Rapid elasticity	Capabilities can be rapidly and elastically provisioned to quickly scale up and rapidly released to quickly scale down. To the ordering authority, the capabilities available for provisioning often appear to be infinite and can be purchased in any quantity at any time.	The Quoter shall support provisioning of practically unlimited mailboxes, computing capacity, and memory; represented by allowing each individual ordering activity to provision or de-provision a minimum of 2,500 mailboxes per day without degradation of service to any tenants within the cloud.
5. Measured Service	Cloud systems automatically control and optimize resource use by leveraging a metering capability at some level of abstraction appropriate to the type of service (e.g., storage, processing, bandwidth, and active user accounts). Resource usage can be monitored, controlled, and reported providing transparency for both the provider and consumer of the utilized service.	The Quoter shall offer visibility and control into service usage via dashboard or similar electronic means and the ability to scale usage up or down through appropriate management tools.

C.4.2 Common Technical Requirements

This section specifies the requirements that are applicable to cloud-based technology and services provided in Lot 1, Lot 2 and Lot 3 and any cloud-based services as provided in Lot 4 and Lot 5 as referenced in Section C.4.3.   The requirements for this section are divided into the following areas: service-management requirements and data center facilities requirements.

Service Management Requirements address the technical requirements for supporting the Quoter's service management of the EaaS Service Offerings described in Section 4.3 of this document. The requirements identified in Table C - 2 are separated into the following service areas: Operational Management, Disaster Recovery (DR) and Continuity of Operations (COOP), Data Management, Billing & Invoice Tracking and Utilization Monitoring.

C.4.2.1 Service Management Requirements

Service Management Requirements address the technical requirements for supporting the Quoter's service management of the EaaS Service Offerings described in Section 4.3 of this document. The requirements identified in Table C - 2 are separated into the following service areas: Operational Management, Disaster Recovery (DR) and Continuity of Operations (COOP), Data Management, Billing & Invoice Tracking and Utilization Monitoring.

The Quoter shall use a modular, standards-based architecture in the design of their service Application Programming Interface. They shall identify key interfaces and define the system level (system-of-systems, system, subsystem, or component) at and above which these interfaces use various types of standards.

Table C – 2: Service Management Requirements

Service Area	Service Requirements
Operational Management	1. The Quoter shall manage any Quoter-provided service delivery infrastructure, which may include network, storage, server, virtualization, operating system, platform and/middleware, or application software. 2. The Quoter shall support a secure, dual factor method of remote authentication and authorization to identified Government Administrators that will allow Government designated personnel the ability to perform management duties on the system. 3. The Quoter shall perform patch management appropriate to the scope of their control. 4. The Quoter shall provide the artifacts, security policies and procedures demonstrating its compliance with the Security Assessment and Authorization requirements as described in Section D7 – Security Requirements. 5. The Quoter shall provide Tier 3 helpdesk services, including during system maintenance windows, to Government Administrators for telephone and email support. The Quoter shall provide their response time objective and resolution windows based upon the severity of the incident as part of this solicitation.

Service Area	Service Requirements
DR and COOP	6. The Quoter shall perform backup, recovery and refresh operations on a periodic basis. The Quoter shall provide their Recovery Point Objective, RPO (e.g. no more than 45 minutes of lost data) and their Recovery Time Objective, RTO, (e.g. up within 2 hour of outage) as part of this solicitation. **Quoters that do not detail how RPO and RTO will be achieved will fail.** 7. The Quoter shall provide DR (Disaster Recovery) and COOP (Continuity of Operations) capabilities. The Quoter shall detail their COOP & DR methodology with sufficient detail that the provider is able to meet the RPO and RTO. If the Quoter bids on multiple Lot 1 Sub-Lots, the provider's **Quote must address their COOP & DR methodology for each of the Sub-Lots they offer if they are different**.
Data Management	8. The Quoter shall transfer data either on demand or in case of BPA or order termination for any reason. Delivered data shall conform to an industry standard format capable of being transported to other systems such as mbox, pst, xml or other mutually agreed to electronic format. The Quoter shall specify the format(s) data will be provided in. 9. The Quoter shall manage data remnants throughout the data life cycle according to: • NIST Special Publication 800-88: *Guidelines for Media Sanitization,* September 2006. • DoD 5220.22-M: National Industrial Security Program Operating Manual (NISPOM), February 2006 10. As per NIST SP 800-37 rev.1 and SP 800-53 rev.3, the Quoter shall be responsible for protecting data at rest and data in transit according to applicable NIST encryption standards. <u>Quoter shall detail how their service protects data-at-rest and data-in-transit</u>**.**
Billing/Invoice Tracking	11. The Quoter shall provide an on-line billing website that will allow customers to see the status of their bills (updated monthly). 12. The Quoter shall provide the ability for the Ordering Activity to track the status of their invoices. 13. The individual task orders issued will specify an annual ceiling dollar limitation. When 80% of this dollar limit has been reached, the Quoter shall notify the Ordering Activity, by email and by posting that notification to the Quoter's on-line billing website, that the Quoter is approaching the 80% threshold for the order. The Quoter shall not bill beyond the approved annual dollar threshold.
Utilization Monitoring	14. The Quoter shall provide automatic monitoring of resource utilization and other events such as failure of service, degraded service, etc. via service dashboard or other electronic means.

C.4.2.2 Data Center Facilities Requirements

For any Quoter-provided Data Center(s), the Quoter shall comply with the Data Center Facility requirements in Table C - 3.

Table C - 3: Data Center Facilities Requirements

Data Center Area	Data Center Requirements
Internet Access	15. The Quoter shall identify Tier 1 Internet service providers it is peered with, and where this peering occurs. A Tier 1 network is an IP network that participates in the Internet solely via Settlement Free Interconnection, also known as settlement free peering. The Quoter shall provide its Autonomous Number System. 16. The Quoter shall provide an architecture that allows an Ordering Activity to meet the objectives of OMB Memo M-08-16. 17. The Quoter is not expected to provide a Trusted Internet Connection Access Point (TICAP); however, the Quoter shall describe their solutions to provide effective separation of network traffic meeting the following objectives: a. All inbound and outbound data, inclusive of all mail messages, including traffic between the Government and other co-tenants, shall be capable of routing through a dedicated network connection. b. The service shall be capable of excluding co-tenant data, or any other third party data, not intended for the Government from being transmitted through a Government network connection. c. The service shall be capable of excluding data intended solely for Ordering Activities from being routed through an external[1] (non-dedicated) network connection. [1] Utilizing DHS's Trusted Internet Connection (TIC) Reference Architecture, an External Network Connection is defined as "External Connection: A physical or logical connection between information systems, networks, or components of information systems and networks that are, respectively, inside and outside of the Certification and Accreditation boundaries, where the [Ordering Activity] does not have control over the application of required security controls or the assessment of security control effectiveness on the outside information system, network, or components of information systems or networks, or the [Ordering Activity], notwithstanding control over the application of required security controls or the assessment of security control effectiveness, has specific reason to believe that the external system has a substantially reduced set of security controls or an increased threat posture relative to the internal system, or the connection could be used to establish a connection with an external system that is not routed through an approved Trusted Internet Connection."

Data Center Area	Data Center Requirements
	39
LAN/WAN	If the Quoter does not indicate how the Quoter's architecture can support the internet routing requirements described in 17a, 17b, and 17c, the Quoter's proposal will fail. *See Exhibit 1* Examples of architectures that could be employed by an Ordering Activity to comply with requirement 17 include: A dedicated secure tunnel through such as a Virtual Private Network (VPN) between the Provider and Ordering Activity through which all Ordering Activity traffic but only Ordering Activity traffic is routed. The Ordering Activity could purchase separately a specific network circuits to be installed to the Provider's Data Centers through which all Ordering Activity traffic but only Ordering Activity traffic is routed. The Ordering Activity could purchase a Managed Trusted Internet Protocol Services (MTIPS) circuit(s) to be installed to the Provider's Data Centers through which all Ordering Activity traffic but only Ordering Activity traffic is routed. The Quoter shall provide a Wide Area Network (WAN), with a minimum of two data center facilities at two different geographic locations with at least one Internet Exchange Point (IXP) for each price offering. The Quoter shall provide Internet bandwidth at the minimum of 1 GB. The quoter shall identify all data centers that the data at rest or data backup will reside. 18. IP Addressing: 1) The Quoter shall allow mapping IP addresses to domains owned by the Government, allowing mail services to be viewed externally as Government services. 2) The Quoter shall provide an infrastructure that is IPv4 and IPv6 capable. 19. The Quoter's infrastructure shall support DNSSEC for authentication of DNS look ups and any Quoter provided DNS services required for use in the Quoter's Information System in accordance with NIST Special Publication 800-81 rev. 1.
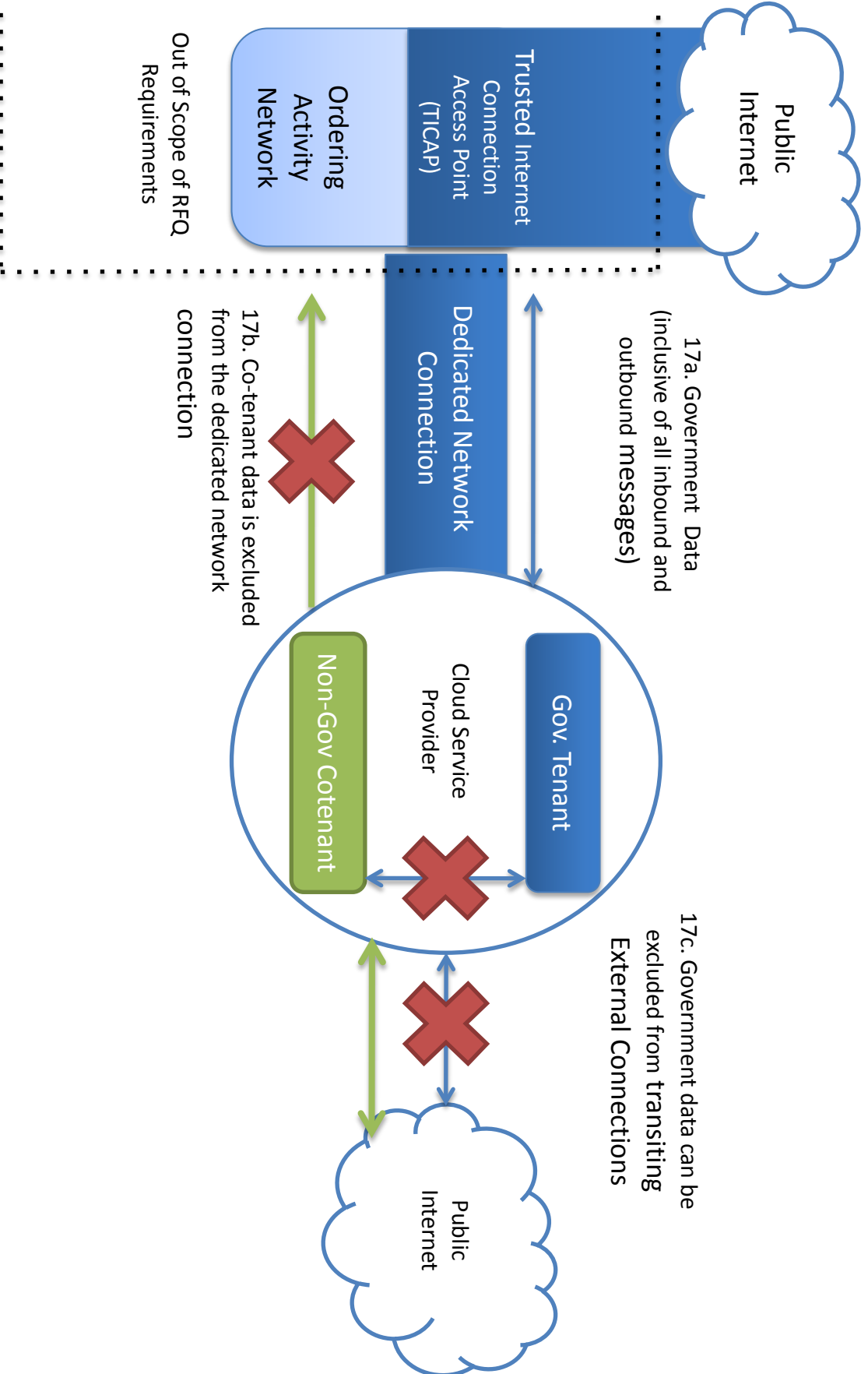
Figure 2

Data Center Area	Data Center Requirements
Data Center Facilities	1. The Quoter shall provide data center facilities including space, power, physical infrastructure (hardware). Upon request from the Government, the hosting Quoter shall provide access to the hosting facility for inspection. 2. The Quoter shall specify the locations where data center facilities will be located and guarantee that all data center facilities will be located where specified in each price offering.

C.4.3   Lot Specific Technical Requirements

The EaaS Service Offering Requirements have been divided into five distinct Lots.

The following sections describe the service, service options, service attributes, and service units for the five Lots.

C.4.3.1 LOT 1: Email-as-a-Service

C.4.3.1.1   Email-as-a-Service Requirements

Email-as-a-Service shall consist of the following REQUIRED Services, Service Options, Service Attributes and Service Units.

The service shall be available online, on-demand, and dynamically scalable up or down per request for service from the provisioning authority via Internet. The service requirements in Table 5 have been categorized into the following sections:
1. General Provider Capabilities,
2. Service Management and Operations,
3. Mailbox Capabilities,
4. Collaboration Capabilities,
5. Mobile Device Capabilities,
6. Archive Capabilities,
7. eDiscovery Capabilities, and
8. User Administration, Authentication & Access

Definitions of common terms utilized in the requirements are provided in Table C - 4.

In addition to the service requirements in Table C - 5, each of the Sub-Lots of Lot 1 includes Sub-Lot specific requirements. The Quoter shall meet the requirements in Table C - 5 and respond to the additional specific requirements for each Sub-Lot. The additional Sub-Lot requirements are grouped as follows:
- Sub-Lot 1a – Government Community Cloud requirements are located in Table C - 1.
- Sub-Lot 1b – Furnished Equipment Private Cloud requirements are located in Table C -2.
- Sub-Lot 1c – Secret Enclave Private Cloud requirements are located in Table C - 3.
- Sub-Lot 1d – Public Cloud requirements are located in Table C - 9.

Table C – 4: Definitions

Term	Definition
Email-as-a-Service	1. The providing of email services by a cloud service provider in either a private, public or government community cloud with the essential characteristics of On-Demand Self Service, Broad Network Access, Resource Pooling, Rapid Elasticity and Measured Service.
Directory Synchronization	The synchronization of a global address list from a primary directory source such as an LDAP source to a SaaS service provider's directory services. Group, User and contact synchronization includes the creation, updating, renaming, enabling, disabling and deleting of like objects at the SaaS service provider based upon changes to the source directory.
Email Archival	A systematic approach to saving and protecting the data contained in email messages in a separate immutable data store, with both messages and metadata indexed based upon keywords and message attributes for a deterministic period of time so that it can be retrieved quickly at a later date by an e-Discovery Service.
e-Discovery Service	The capability for efficient querying, retrieval and exporting of email messages by an authorized group of end-users for an authorized group of messages. This service includes corresponding access logs providing a virtual paper trail for legal compliance or historical significance.
Global Address List	A directory that contains entries for every group, user, and contact within an organization's implementation of email.
Identity Management	The act of registering identities and issuing, maintaining, and revoking globally unambiguous, assured identifiers for human and non-human subjects (e.g., individuals, organizations, work roles, devices, and automated processes).
Instant Messaging	Real time text communication between two users exchanging text messages analogous to a telephone conversation.
Presence	Real time indicator of whether or not a person is online and their status to receive communications sent to them at a specific point in time.
Mobile Device Access	The ability for wireless communication enabled hardware such as smart phones and personal digital assistances to access services such as email and instant messaging via wireless communication networks, independently of a wired trusted network.
Group Mailbox	An account owned by one or more individuals that allows the owners to read email received in the inbox and send outbound mail from the account's email address.
Recovery Point Objective (RPO)	The amount of data loss measured in time.
Recovery Time Objective (RTO)	The amount of time that elapses between the commencement of an outage and recovery.
Distribution List	An email address that redirects inbound mail to a group of email addresses, analogous to a list serv.
UNICODE	A computing industry standard for the consistent encoding, representation and handling of text expressed in most of the world's writing systems.

Table C – 5: Email-as-a-Service Requirements

Requirement ID	Requirement
1. General Provider Capabilities	
1.1.	The Quoter shall provide a service that allows for high availability of 99.9% excluding pre-scheduled maintenance. The Quoter shall document and provide their pre-scheduled maintenance policies and windows of operation as part of this solicitation. The Quoter shall document and provide their maintenance policies that ensure they meet the below RPO/RTO: • Service Availability (Measured as Total Uptime Hours / Total Hours within the Month) displayed as a percentage of availability up to one-tenth of a percent **(e.g. 99.9%).** • Within a month of a major outage occurrence resulting in greater than 1-hour of unscheduled downtime. The Quoter shall describe the outage including description of root-cause and fix. • Service provisioning and de-provisioning times (scale up and down) in near real-time. • A Recovery Point Objective (RPO) of < 45 minutes per event. • A Recovery Time Objective (RTO) of < two (2) hour per event. (Wording deleted)
1.2.	Reserved
1.3.	The Quoter shall provide a soft copy and Uniform Resource Locator (URL) to a webpage for the Ordering Activity that describes the following: • Service Level Agreements (SLAs) • Help Desk and Technical Support • Resources (Documentation, Articles/Tutorials) • Data Rights, Sharing and Disclosure Policy • License Agreement/Terms of Service Note: The quoter's URL Links approved at the task order award shall not be changed except by mutual consent by the BPA holder and the Ordering Activity.
1.4.	The Quoter should follow ITIL best practices and have ISO 20,001, and/or Capability Maturity Model (CMM) certification.
2. Service Management & Operations	
2.1.	The Quoter shall provide a minimum mailbox size of 5 GB.
2.2.	The Quoter shall allow Government Administrators to disable agency IP traffic on ports as desired or required by agency policy and/or require all traffic over SSL/TLS session supporting FIPS 140-2 encryption at a minimum.
2.3.	The Quoter shall support S/MIME v3 and later functions (encryption and digital signature) for both messages and calendar invites/replies.
2.4.	The Quoter shall support Sender Policy Framework (SPF) or Domain Keys Identified Mail (DKIM) lookups.
2.5.	The Quoter shall support message threat filtering including inbound and outbound Spam, Anti-phishing, Virus and email filtering capabilities.

Requirement ID	Requirement
2.6.	The Quoter shall provide a capability to Government Administrators to define and implement filtering, in order to strip unwanted/prohibited types of attachments, types of email, or embedded code in addition to that normally administered by the Quoter.
2.7.	The Quoter shall provide Government Administrators access to a trouble ticketing system available to report, update and check status of service incidents.
2.8.	The Quoter should provide integration to trouble ticket system through web service supported Application Program Interface (API).
2.9.	The Quoter shall provide a 24/7 Helpdesk and Technical support services, including during system maintenance windows, to Government Administrators for telephone and email support.
2.10.	The Quoter shall provide automatic alerting to pre-determined Government Support Staff in the event of service failure or degraded service.
2.11.	The Quoter shall provide Government Administrators with summary reporting and statistics periodically (i.e. monthly or quarterly) and on-demand including: • Dashboard reporting on system performance • Real-time and historical performance against SLA • Account Mailbox and volumes • Reporting on Utilization Statistics • End Users approaching Mailbox Quota Limits
2.12.	The Quoter shall support end-user access to support at least the functionality described in Mailbox capabilities utilizing the following web browsers: • Internet Explorer 7+ • Mozilla Firefox 3+ • Apple Safari 3++ • Google Chrome
2.13.	The Quoter shall provide reasonable system limitations on the end-users messaging capabilities including: • Maximum message size of at least 25 MB, • Allows sending to at least 500 recipients per day.
2.14.	The Quoter shall provide Government Administrators with the ability to send outbound emails to all email accounts in the event email is used for emergency notifications.
2.15.	The Quoter shall support the end-user's ability to indicate email classification markings in accordance with Controlled Unclassified Information (CUI) as identified by NARA CUI office. See http://www.whitehouse.gov/the_press_office/Presidential-Memorandum-Classified-Information-and-Controlled-Unclassified-Information/
2.16.	The Quoter shall provide end-users with account quota limitation notifications when mailbox reaches 90% of storage quota.
2.17.	The Quoter shall support UNICODE.

Requirement ID	Requirement
3. Mailbox Capabilities	45

3.1.	The Quoter shall provide end-users with the ability to conduct email messaging supporting functionality as defined in IETF RFC 5322 and shall provide end-user capabilities for:
	
	    3.1.1. Creating, saving as draft and sending messages including multiple attachments to recipients designated as "TO", "CC", "BCC".
	
	    3.1.2. Receiving messages and delineating between read and unread messages in an inbox.
	
	    3.1.3. Replying to a sender, Replying to All Recipients and Forwarding messages to new recipients.
	
	    3.1.4. End-user indication as to the sender's transmitted importance level (high, normal, low) of a message.
	
	    3.1.5. Allow end-user to indicate the importance level (high, normal or low) of a message before sending the email.
	
	    3.1.6. Allow end-user to perform a spell check before sending the email.

3.2.	The Quoter should support an end-user's ability to request a read receipt upon sending an email message.
3.3.	The Quoter should support the transmitting of a read receipt to the sender upon an end-user's reading of an email message.
3.4.	The Quoter shall allow Government Administrators to designate alias addresses for an end-user mailbox.
3.5.	The Quoter shall allow Government Administrators to create group mailboxes and designate an end-user(s) as the group mailbox owner.
3.6.	The Quoter should allow the end-user(s) designated as the group mailbox owner to manage the end-users with access to the group mailbox.
3.7.	The Quoter shall allow Government Administrators to create distribution lists and designate an end-user(s) as the distribution list owner.
3.8.	The Quoter shall allow the end-user(s) designated as the distribution list owner to manage the email addresses in the distribution lists.
3.9.	The Quoter shall retain messages identified as "SPAM" or "Junk Mail" for a Government Administrator configurable period of at least 14 days, for an end-user to review, and optionally identify as not junk mail to affect filters for future transmission by at least sender email address, and sender domain name.
3.10.	The Quoter shall allow the end-user to enable the system to automatically respond to email senders with an "out of office message" both for indefinite periods and for time-boxed designations.
3.11.	The Quoter shall support end-user controlled email delegation capabilities (supervisor/personal assistant).

Requirement ID	Requirement
3.12.	The Quoter shall provide Government Administrators with the ability to provide access to a dormant user account to another active user account.
3.13.	The Quoter should support time constrained email delegation capabilities. For instance, an end user could appoint a personal assistant delegation privileges for a specific period of time.
3.14.	The Quoter should provide the end user with the option to create and edit email in a pop-up window.
3.15.	The Quoter shall support the end-users ability to specify an email address to forward all incoming mail.
3.16.	The Quoter shall support Application Program Interface (API) integration for email, calendars and contact management.
3.17.	The Quoter shall provide common Application Program Interface (APIs) allowing integration with third party tools such as email archiving solutions, E-Discovery solutions, and Electronic Records Management Software Applications.
4. Collaboration and Calendar Management Capabilities	
4.1.	The Quoter shall provide end users with instant messaging capabilities including presence indicator. An administrator shall have the ability to enable or disable a user's instant messaging service.
4.2.	The Quoter shall provide contact management capabilities allowing the end-user to: • Create, edit and delete personal contacts and information for the contacts. • Group or tag a collection of contacts • Send emails to a collection of contacts
4.3.	The Quoter should allow the end-user to designate contacts as shared with other end users
4.4.	The Quoter shall provide calendar management capabilities allowing the end-user to: • Create, edit and delete personal appointments and meeting requests. • Send calendar requests to other end users. • Create and edit shared calendars for use in resource schedule (i.e. conference rooms). • Designate owners and schedulers for shared calendars.
4.5.	The Quoter shall support end-user controlled calendar delegation capabilities (supervisor/personal assistant).
4.6.	The Quoter should support time constrained calendar delegation capabilities. For instance, an end user could appoint a personal assistant delegation privileges for a specific period of time.
5. Mobile Device Capabilities	
5.1.	The Quoter shall support Email, Instant Messaging, Contact Sync, and Calendar Sync with Active-Sync devices (i.e. Android powered devices, iPhone, Microsoft's Windows Mobile).

Requirement ID	Requirement
5.2.	Only for Sub-lot 1a, 1b, 1d (excluding Sub-lot 1c), Quoter shall provide, manage and support an automated service that provides Email, Contact Sync, Calendar Sync and Administrative Deletion of Device Data utilizing Government Furnished Blackberry mobile devices without utilizing Government Furnished Blackberry Enterprise Server(s).
5.3.	The Quoter should provide additional support for other mobile device integration through dedicated mobile web site.
6. Archival Capabilities	
6.1.	The Quoter shall employ an approach to saving and protecting the data contained in email messages in a separate immutable electronic data store, with both messages and metadata (inclusive of date, user, draft vs. final) so that messages can be retrieved quickly at a later date by an e-Discovery Service.
6.2.	The Quoter shall provide common APIs allowing integration with third party tools such as email archiving solutions, E-Discovery solutions, and Electronic Records Management Software Applications, including those that meet the requirements of 36 C.F.R. 1236.20 & 22, and that also allow for the transfer of permanent records to NARA per 36 C.F.R. Part 1235.
6.3.	The Quoter shall retain records in their archive in accordance with Government Administrator defined role based retention periods.
7. eDiscovery Capabilities	
7.1.	The Quoter shall include an eDiscovery service inclusive of forensic analysis, audit ability, and other similar governance requirements and save these searches for recall and execution at a later date.
7.2.	The Quoter shall allow authorized end users to query the archive on demand and provide audit logs of end user query and access to archive records. End-Users should at a minimum have the following query capabilities: • Keyword search across all content fields • Date/Time search • Sender, Recipient by email address • Boolean
7.3.	The Quoter shall allow the Government authorized end users to export data from the archive on demand in Bates Stamped PDF, mbox, pst, xml or other mutually agreed to format. Please confirm the format(s) available.
7.4.	The Quoter shall include the ability to create a litigation hold or other similar hold capability as a special repository for all data and files without affecting the ability of the individual user to manage their data or files. A litigation hold effectively creates an immutable copy (retains records in their authentic state regardless of disposition date) of the account maintained while the end-user continues to function normally and may be established and used by authorized agency representatives to monitor a user's files and communications for purposes such as evidence in legal proceedings, investigating insider threat suspicions, or investigating cyber security incidents.
7.5.	The Quoter shall include the ability to permanently delete copies of data in accord with existing federal record retention schedules and policies, as well as to delete back-up versions of data maintained as part of the overall SaaS, in accordance with standard industry procedures for recycling backup media.
8. User Administration, Authentication & Access	
8.1.	The Quoter shall allow Government Administrators to provide remote administration of end-user account provisioning, de-provisioning and access privileges through a web browser interface.
8.2.	The Quoter shall provide configurable synchronization tools for integration with a Government LDAP source for provisioning, de-provisioning, account disablement and enablement. Synchronization communication shall be conducted over Secure Sockets Layer (SSL)/Transport Layer Security (TLS) session supporting FIPS 140-2 encryption.

Requirement ID	Requirement
8.3.	The Quoter shall comply with Media Protection standards as described in NIST Special Publication 800-88: *Guidelines for Media Sanitization.*
8.4.	The Quoter shall support integration with agency directory services supporting an integrated authentication and authorization model (single sign on) utilizing the e-Government profile for Security Assertion Markup Language 2.0 (SAML 2.0).
8.5.	The Quoter shall allow Government Administrators to allow end-user access through the use of username and password if an administrator determines that the end user cannot utilize the agency's multi-factor identification.
8.6.	The Quoter shall provide end users the ability reset their own passwords.
8.7.	The Quoter's should provide end users with a local client application allowing offline access to cached email. If a separate local client application is provided by the Quoter, the local client shall only perform all or a subset of all of the solution's functionality available through the web interface. The local client application shall not be necessary to perform any function offered by the solution.
8.8.	The Quoter should provide administrative tools via a web browser for conducting all administrative activities that cannot be conducted through the LDAP synchronization process.
8.9.	The Quoter should provide management of multiple email domains (i.e. abc.dept.gov, xyz.dept.gov, 123.gov, abc.us, 123.mil, xyz.org, etc…) from a single administration and global directory perspective.
8.10.	The Quoter shall support dual factor authentication including support for PKI certificates from a smartcard/CAC.

Sub-Lot Specific Requirements

C.4.3.1.1.1 Government Community Cloud Requirements

Table C – 6: Sub-Lot 1a Government Community Cloud Specific Requirements

Requirement ID	Requirement
Government Community Cloud Requirements	
1	The Quoter shall provide a cloud specifically for Government and Government entities. Definitions for ordering activities that are categorized as such are identified in Section D.16.
2	The Quoter shall manage and provide the Government with sufficient assurance that data isolation shall be maintained with the multi-tenant environment throughout all aspects of the system's functionality and system administration.
3	The Quoter shall administer the firewall, IDS and IPS Security Information and Event Management (SIEM), Data Loss Prevention (DLP) & Continuous Data Protection (CDP) policy in accordance with Government standards, allowing the Government or mutually agreed 3rd party to have read-only access to inspect the firewall, IDS and IPS configuration and logs.
4	The Quoter shall provide support personnel maintaining a NACI clearance in accordance with OMB memorandum M-05-24, Section 1.C, for individuals requiring routine access to Federally Controlled Information Systems (as per Section 1.E, "Information systems used or operated by an agency or by a contractor of an agency or other organization on behalf of an agency.") (http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2005/m05-24.pdf)

C.4.3.1.1.2   Government Community Cloud Requirements

Table C – 7: Sub-Lot 1b Provider Furnished Equipment Private Cloud Specific Requirements

Requirement ID	Requirement
Private Cloud Requirements	
1	The Quoter shall provide a private cloud specifically limited to the ordering activity for a Moderate Impact System.
2	The Quoter shall provide single-tenant servers, platforms, and other infrastructure, and describe the physical and logical isolation of data and services.
3	The Quoter shall implement a firewall, Intrusion Detection System (IDS), Intrusion Prevention System (IPS), Security Information and Event Management (SIEM), Data Loss Prevention (DLP) and Continuous Data Protection (CDP) policy that allows for direct remote Government administration.
4	The Quoter shall have access to SECRET cleared personnel, as may be required by agency-specific task order.
5	The Quoter should provide a private cloud that is compatible with DoD's NIPRNET security requirements.
6	The Quoter should provide a private cloud that accesses NIPRNET via the DoD approved NIPRNET authentication mechanism.
7	The Quoter should provide a plan that outlines the protection of the physical cloud infrastructure.
8	The Quoter should provide an Architecture Diagram, Detailed Design, As Built, and Implementation Plan Documentation, as driven by ordering activity requirements.
9	The Quoter should provide a network management plan.
10	The Quoter should use virus scanning and/or security tools to examine all software and/or files loaded on the system from external sources to ensure malicious software is not deployed.

C.4.3.1.1.3 Secret Enclave Private Cloud Requirements

Table C – 8: Sub-Lot 1c Secret Enclave Specific Requirements

Requirement ID	Requirement
Secret Enclave Private Cloud Requirements	
1	The Quoter shall provide a private cloud specifically limited to the ordering activity for a High Impact System.
2	The Quoter shall provide single-tenant servers and describe the physical and logical isolation of data and services.
3	The Quoter shall implement a firewall, Intrusion Detection System (IDS), Intrusion Prevention System (IPS), Security Information and Event Management (SIEM), Data Loss Prevention (DLP) & Continuous Data Protection (CDP) that allows for direct remote Government administration.
4	The Quoter shall conform with "Hosting Facility Classification - Documents a. NISPOM (5220)– Chapter 8 (Automated Information Systems - AIS systems) b. DCID 6-9, Physical Security c. DCID 6-3, AIS d. DCID 6-4, Personal
5	The Quoter shall meet all the requirements in regulations in a DCID 6-9, Physical Security.

Requirement ID	Requirement
6	The Quoter shall maintain guard services that shall monitor the classified area.
7	The Quoter shall provide perimeter controls to deter and detect unauthorized introduction or removal of classified material from the facility.
8	The Quoter shall conform to Chapter 5 (section 8) of DoD 52220.22-M, February 28, 2006 and sections 2-4 of the "Director of Central Intelligence Directive 6/9 Physical Security Standards for Sensitive Compartmented Information Facilities (SCIF)"
9	The Quoter shall implement at their hosting facilities an Intrusion Detection System consistent with Annex B "Intrusion Detection System" of the "Director of Central Intelligence Directive 6/9 Physical Security Standards for Sensitive compartmented Information Facilities (SCIF)."
10	The Quoter shall implement at their hosting facilities a telecommunication system congruent with Annex G of "Intrusion Detection System" of the "Director of Central Intelligence Directive 6/9 Physical Security Standards for Sensitive Compartmented Information Facilities (SCIF)"
11	The Quoter shall encrypt each end of the network by a NSA approved device, see: DoDI 8500.2 DoDI 8523-01
12	The Quoter shall implement a cross-domain solution from low-to-high (one-way guard).
13	The Quoter shall provide security training for CRO (COMSEC responsible officer).
14	The Quoter shall meet regulations in reference DCID 6-4, Personal.
15	The Quoter shall comply with NSTISSAM TEMPEST 2/95A standards.
16	The Quoter shall virus scan and run through security tools all software/files loaded onto the system from external sources to ensure malicious software is not deployed.
17	The Quoter shall not allow the following in the classified environment: 2 way transmitting equipment, recording equipment (audio, video, or optical) as per Annex D Part I of "Director of Central Intelligence Directive 6/9 Physical security Standards for Sensitive Compartmented Information Facilities (SCIF)."
18	The Quoter shall store, handle, destroy and protect Classified Information as specified in Chapter 4 (Section 1-2), and Chapter 5 (Sections 1-7) of nispom2006-5220.pdf (DoD 5220.22-M, February 28, 2006).
19	The Quoter shall provide Information System Security consistent with Chapter 8 of nispom2006-5220.pdf (DoD 5220.22-M, February 28, 2006).
20	The Quoter shall host Secret SCIF in a fixed building in the United States (not air craft, mobile units, or ships).
21	The Quoter's (Collateral Secret) Sensitive Compartmented Information Facilities (SCIF) at the hosting facility shall conform to Section 2.1 "SCI Facilities", Section 2.2 "Physical Security Preconstruction Review and Approval", Section 2.3 "Accreditation", Section 2.4 "Co-Utilization", Section 2.5 "Personnel Controls", Section 2.6 "Control of Combinations", Section 2.7 "Entry/Exit Inspections", and Section 2.8 "Control of Electronic Devices and Other Items" of the "Director of Central Intelligence Directive 6/9 Physical Security Standards for Sensitive Compartmented Information Facilities" (18 Nov 2002)
22	The Quoter's (Collateral Secret) Sensitive Compartmented Information Facilities (SCIF) at the hosting facility located in the United States shall conform to construction policies outlined in Section 3.1.1.1 "Closed Storage Inside U.S.", Section 3.1.2.1 "Open Storage Inside US", Section 3.1.3.1 "Continuous Operation Inside the US", 3.1.4.1 "Secure Working Areas Inside the US", Section 3.2 "Temporary Secure Working Area", and Section 3.3 "Requirements Common to all SCIFs", Section 4 "Construction Specifications" of the "Director of Central Intelligence Directive 6/9 Physical Security Standards for Sensitive Compartmented Information Facilities" (18 Nov 2002)

Requirement ID	Requirement
23	The Quoter's (Collateral Secret) Sensitive Compartmented Information Facilities (SCIF) at the hosting facility shall implement an Intrusion Detection System as outlined in Annex B of the "Director of Central Intelligence Directive 6/9 Physical Security Standards for Sensitive Compartmented Information Facilities" (18 Nov 2002) with several modifications. For Section 3.2.9.4 "Computer Auditing and Network Intrusion", a collateral secret clearance for the applicable compartment will be needed by the NIDS administrator and IDS system administrator.

C.4.3.1.1.4 Public Cloud Requirements

Table C – 9: Sub-Lot 1d Public Cloud Specific Requirements

Requirement ID	Requirement
Public Cloud Requirements	
1.	The Quoter shall provide a public cloud with an appropriate Government issued domain name for a Moderate Impact System.
2.	The Quoter shall manage and provide the Government with sufficient assurance that logical data isolation shall be maintained within the multi-tenant environment throughout all aspects of the system's functionality and system administration.
3.	The Quoter shall administer the firewall, IDS and IPS Security Information and Event Management (SIEM), Data Loss Prevention (DLP) & Continuous Data Protection (CDP) policy in accordance with Government standards, allowing the Government or mutually agreed 3rd party to have read-only access to inspect the firewall, IDS and IPS configuration and logs.
4.	The Quoter shall provide support personnel maintaining a NACI clearance in accordance with OMB memorandum M-05-24, Section C (http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2005/m05-24.pdf)

C.4.3.2 Lot 2: Email-as-a-Service Office Automation

C.4.3.2.1   Email-as-a-Service Office Automation requirements

The government will evaluate the extent to which the Quoter provides an Email-as-a-Service Office Automation that meets the requirements documented in Table C-10. Those identified as "shall" are mandatory requirements. Those identified with "should" are desirable, optional capabilities to the offering. In addition, the service shall meet all the requirements of section C.4.1 and section C.4.2. The service shall be available online, on-demand, and dynamically scalable up or down per request for service from the provisioning authority via Internet.

Table C – 10: Office Automation Technical Requirements

Requirement ID	Requirement
Office Automation Service Capabilities	
1	The Quoter shall provide the ability to provide collaborative document-authoring capabilities for end-users and authorized external audiences. These capabilities should include document versioning and presence. Authoring capabilities should include: Word Processing Documents Spreadsheets Presentations
2	The Quoter shall provide end-users with the ability to create intranet websites including the ability to: Create user content. Serve as a document repository and track document history. Create wiki pages.

Requirement ID	Requirement
3	The Quoter shall provide common APIs allowing integration with third party tools such as E-Discovery solutions, and Electronic Records Management Software Applications.
4	The Quoter should provide web conference capabilities allowing end-user(s) to collaborate or share content or desktops online with a web audience.
5	The Quoter should provide video chat capabilities allowing end-user(s) to communicate through a web-cam and headset with other system users.
6	The Quoter should include a Unified Communication offering that allows the office automation SaaS offering to integrate with the ordering activity Voice-Over-Internet-Protocol (VOIP) telephone systems.
7	The Quoter should provide the ability for the end-user to transmit SMS (Short Messaging Service).
8	The Quoter should provide the ability for the end-user to transmit or receive faxes from the messaging system.

C.4.3.3 LOT 3: Electronic Records Management

C.4.3.3.1   Email-as-a-Service Records Management Requirements

Electronic Records Management (ERM) supports records collection, organization, categorization, storage, metadata capture, physical record tracking, retrieval, use, and disposition. This definition is consistent with NARA's definition, but elaborates further on the functionality generally offered in ERM systems.

The government will evaluate the extent to which the Quoter provides and Email-as-a-Service Electronic Records Management shall provide all the services documented in C - 17. Those identified as "shall" are mandatory requirements. Those identified with "should" are desirable, optional capabilities to the offering. In addition, the service shall meet all the requirements of section C.4.1 and section C.4.2. The service shall be available online, on-demand, and dynamically scalable up or down per request for service from the provisioning authority via Internet.

Table C-11: 16 Records Management Technical Requirements

Records Management Capabilities	
1	The Quoter shall support an immutable email management solution integrated with the messaging system in accordance with the requirement for Federal agencies to manage their email messages and attachments as electronic records in accordance with 36 CFR § 1236.20 & 1236.22 (ref. a), including capabilities such as those identified in: DoD STD-5015.2 V3 (ref. b), Electronic Records Management Software Applications Design Criteria Standard, NARA Bulletin 2008-05, July 31, 2008, Guidance concerning the use of e-mail archiving applications to store e-mail (ref. c), NARA Bulletin 2010-05 **September 08, 2010,** Guidance on Managing Records in Cloud Computing Environments (ref 8) These provide requirements for maintaining records to retain functionality and integrity throughout the records' full lifecycle including: Maintenance of links between records and metadata, and Categorization of records to manage retention and disposal, either through transfer of permanent records to NARA or deletion of temporary records in accordance with NARA-approved retention schedules.

2	The Quoter shall provide common Application Programming Interfaces (APIs) based upon open standards (ref: OMB Circular A-119) allowing integration with third party tools such as email archiving solutions, E-Discovery solutions, and Electronic Records Management Software Applications, including those that meet the requirements of 36 C.F.R. 1236.20 & 22, and that also allow for the transfer of permanent records to NARA per 36 CFR Part 1235.
3	If certified, the Quoter shall provide DoD 5015.02-STD baseline requirements compliance test configuration ID number demonstrating they have passed DoD 5015.02-STD. Ref: http://jitc.fhu.disa.mil/recmgt/register.html
4	The Quoter should provide a solution compliant with the following standards: • ISO 15489-1 (http://www.iso.org) • Federal Enterprise Architecture Records Management Profile (http://www.archives.gov/records-mgmt/pdf/rm-profile.pdf) • National Archives & Records Administration RM Profile checklists (http://www.archives.gov/records-mgmt/initiatives/erm-guidance.html)

C.4.3.4 LOT 4: Migration Services

C.4.3.4.1   Migration Service Requirements

The Migration Service shall consist of the following Required Services and Service Options.

The service shall be utilized to move mailbox information from agency source email systems to the Cloud Service Provider. Table C-17 describes the requirements for the following:

- **Service** – Provides a high-level description of the functionality of the Migration Service.

- **Service Options** – The service shall support the migration of data from at least one of the source systems listed in service options.

Table C - 12: Service Requirements

Service Description	Service Options

Migration Services-
 	
 • Service shall provide migration services for mailbox data from production source system including message store, calendar items and contacts.
 • Service shall establish synchronization with agency LDAP provider via SAML interface.
 • Excluding sub-lot 1c, service shall provide integration between EaaS System and mobile devices if requested by Ordering Activity.
 • Service shall establish dual-delivery of messages during transition period.
 • Service shall establish proof of concept for message prior to commencing transition of production mailboxes.
 • After migration the service shall provide access to historical data that is subject to records management provisions.
 • After migration the service shall provide access to legacy email server archives.
	Source System – Service shall support the transition from at least one of the following source system options to the Quoter's EaaS offering. Any or all of the systems may be provided or supported; however, only one is required.
	
	 • On-premise Microsoft Exchange
	
	 • On-premise Lotus Notes
	
	 • On-premise GroupWise
	
	 • On-premise Oracle/SUN JES
	
	 • On-premise Zimbra
	
	 • On-premise IMAP compatible server environment
	
	 • Cloud System – Please Identify Source System
	
	 • [Other – Recommend Source System to Contracting Officer]
	
	 Transition Support Level –
	 Service shall support one or more forms of transition support:
	 • Executive Support including:
	   - Dedicated one-on-one Executive Training on target system
	   - Except for sub-lot 1c, dedicated one-on-one mobile device transition
	   - Follow Up Training session
	   - Guaranteed incident response within 30 minutes
	
	 • Standard transition support including:
	   - Training by webinar on target system
	   - Follow up training sessions
	   - Collaboration site for training, FAQs, timelines
	   - Guaranteed incident response within 1 business day

C.4.3.4.2 Migration Services Technical Requirements

The Government retains ownership of all data migrated, government created scripts/applications specific to the migration, and any government provided resources including hardware or virtual machines created with individual task orders. The Government (Ordering Activity) retains ownership of customer-loaded software and any application or product that is developed.

The Quoter shall comply with technical requirements detailed in
Table C-13 for any source system service options listed in Table C-12 for which Quoter provides services.

Table C – 13: Migration Services Technical Requirements

Requirement ID	Requirement
Migration Services Capabilities	
1	The Quoter shall provide the Government a detailed sample migration plan.
2	The Quoter shall provide the Government dedicated project management support.

Requirement ID	Requirement
3	The Quoter shall maintain a Migration Project Plan and maintain schedules providing key milestones, task dependencies, and resource requirements.
4	The Quoter shall provide internal controls, management oversight and office support for the Migration Project Plan.
5	The Quoter shall conduct weekly status meetings; drafting and delivering agendas and meeting minutes, documenting, tracking and following-up on action items from the meetings.
6	The Quoter shall provide a Monthly Status Report (MSR) that briefly summarizes the management and technical progress to date. The government shall instruct the Quoter on the level of MSR detail it wishes based on the Task Order Request (TOR). The Quoter shall provide such reports as the following when applicable, based on the TOR: • Milestones vs. costs by tasks/activities • Items purchased for the Government • Mailboxes purchased and migrated
7	The Quoter shall develop an appropriate change management strategy that at a minimum will: • Identify and fully articulate the major organizational changes that the initiative will bring; • Develop specific transition and communication strategies for the various stakeholder groups; • Develop strategies for mitigating and managing major barriers for implementation; • Work with Federal counterpart(s) and communication support staff.
8	The Quoter shall conduct requirements analysis, document the technical As-Is Architecture, the To-Be Architecture and any incremental architectural steps required to complete the migration.
9	The Quoter shall establish a dual-delivery solution for the Government during the migration period that allows legacy email systems to coexist with the Quoter provided EaaS system.
10	The Quoter shall establish synchronization with Government LDAP system to target EaaS system for provision/de-provisioning. .
11	The Quoter shall provide integration between EaaS System and on-premise Government provided Blackberry Enterprise Server (BES) with EaaS System if requested by the Ordering Activity.
12	The Quoter shall provide set up services for Archival System as described in Table C - 5 Requirements 6.1 through 6.3.
13	The Quoter shall provide set up services for Message Filtering Services as described in Table C-5 Requirements 2.1 through 2.17.
14	The Quoter shall provide training to Government Administrators on administration of messaging system as described in Table C-5 Requirements 2.1 through 2.17.
15	The Quoter shall provide training to Government Administrators on the use of the eDiscovery system as described in Table C-5 Requirements 7.1 through 7.5.
16	The Quoter shall provide government e-authentication SAML 2.0 integration with the Agency's identity provider utilizing agency's multi-factor authentication mechanism or username and password according to agency policy.
17	The Quoter shall provide collaboration tools for use by Government Administrators & Government End-Users during the migration.

Requirement ID	Requirement
User Specific Migration Services Capabilities	
18	The Quoter shall migrate mailbox data from production source system inclusive of: • Message Store • Calendar • Contacts
19	The Quoter shall provide end-user training covering the EaaS mailbox capabilities described in Table C - 5 Requirements 3.1 though 3.17.
20	The Quoter shall provide end-user training covering the EaaS Collaboration capabilities described in Table C - 5 Requirements 4.1 through 4.6.
21	The Quoter shall provide end-user training cover the use of mobile devices with the EaaS System as described in Table C - 5 Requirements 5.1 through 5.3.

C.4.3.5 LOT 5: INTEGRATION SERVICES

C.4.3.5.1   Integration Service requirements

The Integration Service shall consist of the following required Services, Service Options and Service Units.

The Quoter will need to be able to work effectively in an environment that requires coordination of effort and flexibility in approaches. Table C-14 provides a description of the service requirements for Integration Service. This table describes the requirements for the following:

- **Service** – Provides a high-level description of the functionality of the Integration Service.

- **Service Options** – The service shall support the service options described in Table C - 14.

<p style="text-align:center">**Table C - 14: Integration Service Requirements**</p>

Service Description	Service Options
Integration Services – • Quoter shall offer development and technical maintenance services for integration of applications that extend the EaaS provider solution. • At task order award, the Quoter shall be responsible for all work and deliverable products identified in individual task order(s).	**Personnel Clearance** – Personnel provided for each of the tasks shall have achieved the appropriate clearances: • Lot 5a – NACI • Lot 5b – Secret Clearance • Lot 5c – Top Secret Clearance • Lot 5d - NACI **Labor Categories -** Service options shall be provided by labor categories as follows: • Project Manager • Subject Matter Expertise (SME) I,II, III • Quality Assurance Analyst • System Architect • System Programmer • Hardware/Software Specialist • Security Specialist • Test Manager • Change Management Lead

Labor Category Descriptions

Project Manager

(a) Leads team on large projects or significant segment of large complex projects.
(b) Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.
(c) Provides applications systems analysis and programming activities for a Government site, facility or multiple locations.
(d) Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources**.**
(e) Oversees all aspects of projects.

Subject Matter Expert I

(a) Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.
(b) Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
(c) Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
(d) Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.

Subject Matter Expert II

(a) Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.
(b) Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
(c) Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
(d) Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.
(e) Possesses a greater level of experience/education as compared to the Subject Matter Expert I

Subject Matter Expert III

(a) Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.
(b) Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
(c) Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.

(d) Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.

(e) Possesses a greater level of experience/education as compared to the Subject Matter Expert II

Quality Assurance Analyst

(a) Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract.

(b) Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.

(c) May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements.

(d) Conducts audits and reviews/analyzes data and documentation.

(e) Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications.

System Architect

(a) Provides high-level architectural expertise to managers and technical staff.

(b) Develops architectural products and deliverables for the enterprise and operational business lines.

(c) Develops strategy of system and the design infrastructure necessary to support that strategy.

(d) Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.).

(e) Advises of feasibility of potential future projects to management.

System Programmer

(a) Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications.

(b) Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software.

(c) Addresses problems of systems integration, compatibility, and multiple platforms.

(d) Consults with project teams and end users to identify application requirements.

(e) Performs feasibility analysis on potential future projects to management.

(f) Assists in the evaluation and recommendation of application software packages, application integration and testing tools.

(g) Resolves problems with software and responds to suggestions for improvements and enhancements.

(h) Acts as team leader on projects.

(i) Instructs, assigns, directs, and checks the work of other software developers on development team.

(j) Participates in development of software user manuals.

Hardware/Software Specialist

(a) Provides analysis related to the design, development, and implementation of hardware/software for products.
(b) Develops test strategies, devices, and systems.
(c) Performs stress and performance tests on a variety of computer hardware/software for a specified cloud computing systems, software systems, hardware systems, operating systems, and/or application software.

Security Specialist

(a) Determines enterprise information assurance and security standards.
(b) Develops and implements information assurance/security standards and procedures.
(c) Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements.
(d) Identifies, reports, and resolves security violations.
(e) Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands.
(f) Supports customers at the highest levels in the development and implementation of doctrine and policies.
(g) Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.
(h) Performs analysis, design, and development of security features for system architectures.
(i) Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers.
(j) Designs, develops, engineers, and implements solutions that meet security requirements.
(k) Provides integration and implementation of the computer system security solution.
(l) Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
(m) Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.
(n) Ensures that all information systems are functional and secure.

Test Manager

(a) Evaluates, recommends, and implements automated test tools and strategies.
(b) Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met.

Change Management Lead

(a) Provides strategic planning of large projects or a significant segment of a strategic planning portion of a large complex project.
(b) Provides the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future.
(c) Assists in developing mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives.
(d) Assist in preparation of key strategic planning documentation, including OMB Form 300.

C.4.3.5.2 Integration Services Technical Requirements

The Government retains ownership of all data, government created scripts/applications specific to the integration, and any government provided resources including hardware or virtual machines created with individual task orders. The Government (Ordering Activity) retains ownership of user-loaded software and any application or product that is developed.

The Quoter shall comply with technical requirements detailed in Table C- 17 Integration Service Technical Requirements for any integration services provided.

Table C – 17: Integration Service Technical Requirements

Requirement ID	Requirement
Integration Services Capabilities	
1	The Quoter shall provide the Government dedicated project management support.
2	The Quoter shall maintain an Integration Project Plan and maintain schedules providing key milestones, task dependencies, and resource requirements.
3	The Quoter shall provide internal controls, management oversight and office support for the Integration Project Plan.
4	The Quoter shall conduct weekly status meetings; drafting and delivering agendas and meeting minutes, documenting, tracking and following-up on action items from the meetings.
5	The Quoter shall provide a Monthly Status Report (MSR) that briefly summarizes the management and technical progress to date. The government shall instruct the Quoter on the level of MSR detail it wishes based on the Task Order Request (TOR). The Quoter shall provide such reports as the following when applicable, based on the TOR: • Milestones vs. costs by tasks/activities • Items purchased for the Government
6	The Quoter shall provide System Engineering which may include implementation of new application systems, and maintenance and/or enhancement of existing applications to support the core mission.
7	The Quoter shall develop an appropriate change management strategy that at a minimum will: • Identify and fully articulate the major organizational changes that the initiative will bring; • Develop specific transition and communication strategies for the various stakeholder groups; • Develop strategies for mitigating and managing major barriers for implementation; • Work with Federal counterpart(s) and communication support staff.
8	The Quoter shall provide the Government configuration management support.
9	The Quoter shall define requirements management methodology and processes.
10	The Quoter shall capture requirement baselines associated with each project.
11	The Quoter shall introduce, configure and administer an automated tool designed to support requirements management.

Requirement ID	Requirement
12	The Quoter shall develop requirements configuration management baselines and change control procedures.
13	The Quoter shall provide software technical support to include assisting with software research and design, and review and catalog software documentation and software change requests.
14	The Quoter shall maintain existing program documentation to include program-related project plans, briefings, meeting agendas and minutes, analytic white papers, performance outcomes, lessons learned and technical assessments.
15	The Quoter shall provide transitioning support to a long-term supplier, including a task breakdown, estimated coverage needed, optimal and minimal support requirements.
16	The Quoter shall provide as a deliverable a plan for transitioning support
17	The Contractor must provide technical assistance in documenting system transition requirements, assist in the generation of transition plans, and in the actual transition of services. The Contractor must develop white papers, briefings, Concept, coordination, and other documentation as required by the program.
18	The Quoter shall provide security measures and policies necessary to safeguard the system and the documents contained within the system.

C.5 Compliance Requirements

C.5.1 Section 508

The contractor shall provide accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

All electronic and information technology (EIT) procured through this BPA must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. The 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973 as amended. All deliverables will be Section 508 compliant. Complete technical descriptions are provided on the following website: http://www.section508.gov

The Contractor shall indicate whether each product or service is compliant or non-compliant with the accessibility standards at 36 CFR 1194. Further, the proposal must indicate where full details of compliance can be found (e.g., vendor's website or other exact location).

Quoters must describe how their proposed Electronic and Information Technology (EIT) solution meet at least those technical provisions, functional performance criteria, and information, documentation, and support requirements identified in the Government or Voluntary Product-Service Accessibility Template (GPAT/VPAT). Attachments F and G should assist Quoters in complying with this requirement.

C.5.2 Information Technology Systems Security Requirements

The Office of Management and Budget (OMB) Circular A-130, Management of Federal Information Resources, requires Federal agencies to plan for security. The following security requirements apply to services provided in individual task orders.

Quoters shall obtain an adjudicated Authorization-To-Operate at the appropriate level through their BPA customer before fulfillment of any ordering activity.

The cost of meeting all security requirements and maintaining authorization shall be incorporated into the quoted prices.

Quoters shall maintain a security management environment that meets or exceeds the requirements described in section D.7 based upon the latest edition of NIST Special Publication 800-53.

Within 180 days of either the Federal Risk and Authorization Management Program (FedRAMP) achieving Initial Operating Capability or BPA award, whichever comes later, the Quoter shall submit appropriate documentation necessary to commence the FedRAMP security authorization process for offerings at the moderate impact level. The security authorization process for Secret Enclave high impact level service offerings will be conducted by the Ordering Activity.

C.5.3   Privacy Requirements

In accordance with the Federal Acquisitions Regulations (FAR) clause 52.239-1, the BPA holder shall be responsible for the following privacy and security safeguards:

(a) The Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the Contractor under this award or otherwise provided by the Government.

(b) To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of any non-public Government data collected and stored by the Contractor, the Contractor shall afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases.

(c) If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

(d) The Contractor shall safeguard any Personally Identifiable Information (PII), including directory data stored in the information system in accordance with NIST SP 800-122, "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)" and in accordance with M-06-16: Protection of Sensitive Agency Information http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2006/m06-16.pdf and M-07-16: Safeguarding Against and Responding to the Breach of Personally Identifiable Information http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2007/m07-16.pdf. An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy. An Ordering Activity may request that PII be kept within U.S. Data Centers for U.S. Based Pricing CLINS.

(e) The Contractor shall not display streaming advertisements to end users of the Information System.

C.6   Management Reporting Deliverables

After award, the Quoter shall be responsible for the deliverable products on firm-fixed price basis within the schedules contained in the individual task orders.

Deliverables listed below should be accessible via online interface not later than 10 days after the end of the calendar month and available for up to one year after creation. The information shall be available in comma separated values (CSV) file format. The Quoter shall provide non-cumulative monthly reports for the items described in the table below for:
- all Government customers in aggregate total
- all Government customers in aggregate total broken down by organization indicating the Agency and Bureau using the first four digits of the AB (Agency -Bureau) Code as the identifier.

Table C-18: Reporting Deliverables

Report / Deliverable	Description	Delivered To	Frequency
Service Level Agreement (SLA)	• Service Availability (Measured as Total Uptime Hours / Total Hours within the Month) displayed as a percentage of availability up to one-tenth of a percent **(e.g. 99.9%)** • Text description of major outages (including description of root-cause and fix) resulting in greater than 1-hour of unscheduled downtime within a month	Ordering Activity COTR	Monthly
Help Desk / Trouble Tickets	• Number of Help Desk/customer service requests received. • Number of Trouble Tickets Opened • Number of trouble tickets closed • Average mean time to respond to Trouble Tickets (time between trouble ticket opened and the first contact with customer) • Average mean time to resolve trouble ticket	Ordering Activity COTR	Monthly
Attachment E – Report of Sales –	• Quantity and Type of EaaS service orders received • Number of service orders (and percentage of orders out of the total) which resulted in an email or contact with customer within two hours of individual task order(s) issued.	GSA Cloud Computing Initiative PMO and GSA CO	Monthly
Invoicing/Billing	• Standard invoicing/billing	Ordering Activity COTR	Monthly

The Quoter shall provide one (1) hard copy and one (1) electronic version of each deliverable submitted to the ordering activity COTR. The Government will have ten (10) business days, to review, accept or reject all deliverables. Any comments made by the Government shall be addressed and a revised deliverable submitted within five (5) business days after the receipt of the comments/rejection, unless a further time extension for incorporating the comments is approved by the ordering activity COTR.

Failure to adhere to the due dates for the deliverable may cause termination of a specific task order (when issued).

If at any time during performance of any future task orders, the ordering activity COTR determines the quality of service does not fulfill the requirement of the deliverables specified, the ordering activity COTR will inform the ordering activity Contracting Officer (CO) of the poor performance. The ordering activity CO will provide official written notification to the Quoter of the poor performance issue(s).

D.1 Task Orders

The Quoter will furnish all services in accordance with the specific requirements outlined in task order issued.

D.2 BPA Clauses

This BPA will be subject to the terms and conditions of the IT Schedule 70 Solicitation FCIS-JB-980001-B Refresh #26. In the event of a conflict between the provisions of the BPA, Task order, and the IT Schedule 70 contract, the order of precedence will be IT Schedule 70 contract, BPA, and Task order.

D.2.1 Option to Extend the Term of the BPA

(a) The Government may extend the term of this BPA by written notice to the BPA Holder by written notice to the Contractor within 30 days of the expiration of the BPA; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the BPA expires.
(b) The preliminary notice does not commit the Government to an extension. If the Government exercises this option, the extended BPA shall be considered to include this option clause.
(c) The total duration of this BPA, including the exercise of any options under this clause, shall not exceed 66 months.

D.2.2 Option to Extend Services of the BPA

The Government may require continued performance of any services within the limits and at the rates specified in the BPA. The option provisions may be exercised more than once, but the total extension of performance hereunder shall not exceed six (6) months. The Contracting Officer may exercise the option by written notice to the Quoter within 30 calendar days.

D.3 Invoices

Invoicing and payment shall be accomplished in accordance with the applicable GSA Schedule contract clauses and the individual Task Order. Invoicing may commence upon acceptance of the final version(s) of each of the deliverables.

D.4 Fee Distribution

Remit ACT Fee by electronic payment using pay.gov. Payments can be made via Automated Clearing House (ACH) and credit cards.

For technical assistance with pay.gov, please contact pay.gov at 800.624.1373, 216.579.2112, or pay.gov.clev@clev.frb.gov .

To access pay.gov –

1. Visit www.pay.gov.

2. Under the heading "Find Public Forms" – select "by Agency Name".

3. Select "G".

4. Select "General Services Administration".

5. Select "Smart BUY".

6. Complete the forms and submit your payment to pay.gov.

Send an email notification of payment to the BPA COTR.

D.5   Period of Performance

The term of the BPA(s) will be for a Base 2 year period and 3 one year period options. Quoters may be awarded BPAs that extend beyond the current term of their GSA Schedule contract. Per FAR 8.405-3(c), Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule contract that, if exercised, will cover the BPA's period of performance.

D.5.1   Place of Performance

The place of performance will be determined at the task order level.

D.6   Task Order Period of Performance

The term for each Order placed under the BPA shall be specified in the individual Order. Under no circumstances may an Order be placed under the BPA if the BPA has expired, or has been terminated or cancelled by the Government. No Orders may extend more than five (5) years after the expiration of the BPA. Order options, if included at initial issuance of the Order, may be exercised after the expiration date of the BPA. Notwithstanding anything to the contrary above, a multi-year Order placed under the BPA must be consistent with FAR Subpart 17.1 and any applicable funding restrictions.

D.7   Review and Cancellation:

(1)   In accordance with FAR 8.405-3(d), GSA shall review each BPA at least once a year to determine whether –

   a. The Schedule contract, upon which the BPA was established, is still in effect.
   b. The BPA still represents the best value; and
   c. Estimated quantities/amounts have been exceeded and additional price reductions can be obtained

(2)   The ordering activity that established the BPA shall document the results of its review.

(3)   Upon provision of 30 days written notice, either party may cancel this BPA, either in whole or in part. Cancellation is not termination; if the government elects to exercise this right, the contractor is not entitled to costs that might otherwise be allowed under Part 49 of the FAR.

(4)   Failure to obtain an award during the initial base period of the BPA may allow the government to cancel the vendor's BPA in accordance with clause 552.238-73, Cancellation.

D.8   Security Requirements

D.8.1   Overview

This section provides the minimum requirements for a Cloud Computing Email-as-a-Service (EaaS) Offering. In Cloud Computing, security responsibilities are shared between the Quoter and the Consumer, in this case a Federal Government Agency. The Quoter is responsible for provisioning, securing, monitoring, and maintaining the hardware, network(s), and software that support the infrastructure and present the Email SaaS application to the consumer.

The implementation of a new Federal Government IT system requires a formal approval process known as Assessment and Authorization with continuous monitoring. National Institute of Standards and Technology Special Publication 800-37, Revision 1, "Guide for applying the Risk Management Framework to Federal Information System," (hereafter described as NIST 800-37) gives guidelines for performing the Assessment and Authorization (A&A) process.

An independent third party assessment is required of the Quoter's security controls to determine the extent to which security controls are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting security requirements.   Ordering Activity's security staff will be available for consultation during the process, and will review the results before issuing an Assessment and subsequent Authorization decision. The Government reserves the right to verify the infrastructure and security test results before issuing an Authorization decision.

The Quoter is advised to review the NIST documents to determine the level of effort that will be necessary to complete the requirements.

D.8.2   Ordering Activity Security Compliance Requirements

1. Security - The information system being requested is currently rated at High Impact for Sub-Lot 1c/2c/3c and Moderate Impact for all other sub-lots in all three categories (confidentiality, integrity, and availability) as defined in FIPS Pub 199, "Standards for Security Categorization of Federal Information and Information Systems". The three categories are defined as follows:

2. Definitions:
- CONFIDENTIALITY: "Preserving authorized restrictions on information access and disclosure, including means for protecting personal privacy and proprietary information…" [44 U.S.C, Sec 3542] A loss of confidentiality is the unauthorized disclosure of information.
- INTEGRITY: "Guarding against improper information modification or destruction, and includes ensuring information non-repudiation and authenticity…" [44 U.S.C., Sec 3542] A loss of integrity is the unauthorized modification or destruction of information.
- AVAILABILITY: "Ensuring timely and reliable access to and use of information…" [44 U.S.C., Sec 3542] A loss of availability is the disruption of access to or use of information or an information system.

3. NIST Special Publication 800-53 Revision 3[1], "Recommended Security Controls for Federal Information Systems" (hereafter described as NIST SP 800-53) defines requirements for compliance to meet the minimum security requirements for a system designated "Moderate Impact". NIST SP 800-53 requirements are viewed as mandatory requirements for which some risks are acceptable, but generally most requirements pertaining to the impact level must be incorporated into the infrastructure.   The controls requiring organizational defined parameter will be provided by the ordering activity.

4. Quoter shall implement the controls from NIST SP 800-53 for the appropriate impact level (as defined in FIPS 199).

5. The Quoter shall generally and substantially and in good faith follow NIST guidelines and any security guidance provided by the ordering activity. Where there are no procedural guides, use generally accepted industry best practices for IT security.

D.8.2.1 Required Policies and Regulations

Quoters entering into an agreement for services to the General Services Administration (GSA) and/or its government customers shall be subject to all GSA ordering activity and customer governed IT security standards, policies, reporting requirements, and government-wide laws or regulations applicable to the protection of government-wide information security.

Quoters are also required to comply with Federal Information Processing Standards (FIPS), the "Special Publications 800 series" guidelines published by NIST, and the requirements of FISMA.

- Federal Information Security Management Act (FISMA) of 2002.
- Clinger-Cohen Act of 1996 also known as the "Information Technology Management Reform Act of 1996."
- Privacy Act of 1974 (5 U.S.C. § 552a).
- Homeland Security Presidential Directive (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and Quoters", August 27, 2004.
- Office of Management and Budget (OMB) Circular A-130, "Management of Federal Information Resources", and Appendix III, "Security of Federal Automated Information Systems", as amended.
- OMB Memorandum M-04-04, "E-Authentication Guidance for Federal Agencies."
- FIPS PUB 199, "Standards for Security Categorization of Federal Information and Information Systems."
- FIPS PUB 200, "Minimum Security Requirements for Federal Information and Information Systems."
- FIPS PUB 140-2, "Security Requirements for Cryptographic Modules."
- NIST Special Publication 800-18 Rev 1, "Guide for Developing Security Plans for Federal Information Systems."
- NIST Special Publication 800-30, "Risk Management Guide for Information Technology Security Risk Assessment Procedures for Information Technology Systems."
- NIST Special Publication 800-34, "Contingency Planning Guide for Information Technology Systems."
- NIST SP 800-37, Revision 1, "Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach"

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[1] http://csrc.nist.gov/publications/nistpubs/800-53-Rev3/sp800-53-rev3-final-errata.pdf

- NIST Special Publication 800-47, "Security Guide for Interconnecting Information Technology Systems."
- NIST Special Publication 800-53 Revision 3, "Recommended Security Controls for Federal Information Systems."
- NIST Special Publication 800-53A, "Guide for Assessing the Security Controls in Federal Information Systems."

D.8.3 Assessment and Authorization (A&A) Activities

The implementation of a new Federal Government IT system requires a formal approval process known as Assessment and Authorization (A&A) process. NIST Special Publication 800-37 gives guidelines for performing the A&A process. For Federal orders of Lots 1a, 1b, and 1d, an appropriate moderate impact Assessment & Authorization (A&A) as defined by FIPS 199 and FIPS 200 must be completed before any order can be fulfilled. For Federal orders of Lot 1c, a high impact Assessment & Authorization (A&A) by the ordering activity must be completed before any order can be fulfilled. The failure to obtain and maintain a valid authorization will be grounds for cancellation of the award and termination of any outstanding orders. All selected NIST 800-53 controls must be tested/assessed continuously.

As outlined in the OMB December 8, 2011 Memorandum to Chief Information Officers: Security Authorization of Information Systems in Cloud Computing Environments, executive departments and agencies are required to use the Federal Risk Assessment Federal Risk and Authorization Management Program (FedRAMP) PMO process and the JAB-approved FedRAMP security authorization requirements as a baseline when initiating, reviewing, granting and evoking security authorizations for cloud services.

D.8.3.1 Assessment of System

1. The Quoter shall comply with NIST Special Publication 800-37 requirements as mandated by Federal laws and policies, including making available any documentation, physical access, and logical access needed to support this requirement. The Level of Effort for the A&A is based on the System's NIST Federal Information Processing Standard (FIPS) Publication 199 categorization. The Quoter shall create, maintain and update the following A&A documentation:

   - System Security Plan (SSP) completed in agreement with NIST Special Publication 800-18, Revision 1. The SSP shall include as appendices required policies and procedures across 18 control families mandated per FIPS 200, Rules of Behavior, and Interconnection Agreements (in agreement with NIST Special Publication 800-47).
   - Contingency Plan (including Disaster Recovery Plan) completed in agreement with NIST Special Publication 800-34.
   - Contingency Plan Test Report completed in agreement with GSA IT Security Procedural Guide 06-29, "Contingency Plan Testing."
   - Plan of Actions & Milestones completed in agreement with GSA IT Security Procedural Guide 09-44, "Plan of Action and Milestones (POA&M)."
   - Independent Penetration Test Report documenting the results of vulnerability analysis and exploitability of identified vulnerabilities.

2. Information systems must be assessed whenever there is a significant change to the system's security posture in accordance with NIST Special Publication 800-37 Revision 1, "Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach".

3. At the Moderate impact level, the Quoter will be responsible for providing an independent Security Assessment/Risk Assessment in accordance with NIST Special Publication 800-37 Revision 1,

"Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach"

4. The Government reserves the right to perform Penetration Test. If the Government exercises this right, the Quoter shall allow Government employees (or designated third party auditors) to conduct Assessment and Authorization (A&A) activities to include control reviews in accordance with NIST 800-53/NIST 800-53A. Review activities include but are not limited to operating system vulnerability scanning, web application scanning, and database scanning of applicable systems that support the processing, transportation, storage, or security of Government information. This includes the general support system infrastructure.

5. Identified gaps between required 800-53 controls and the quote's implementation as documented in the Security Assessment/Risk Assessment report shall be tracked for mitigation in a Plan of Action and Milestones (POA&M) document. Depending on the severity of the gaps, the Government may require them to be remediated before an Authorization to Operate is issued.

6. The Quoter is responsible for mitigating all security risks found during A&A and continuous monitoring activities. All high-risk vulnerabilities must be mitigated within 30 days and all moderate risk vulnerabilities must be mitigated within 90 days from the date vulnerabilities are formally identified. The Government will determine the risk rating of vulnerabilities.

D.8.3.2 Authorization of System

1. Upon receipt of the documentation described in the NIST Special Publication 800-37 and as documented above, the ordering activity's Authorizing Officials (AOs) for the system (in coordination with the ordering activity Senior Agency Information Security Officer (SAISO), system Program Manager, Information System Security Manager (ISSM), and Information System Security Officer (ISSO)) will render an Authorization decision to:

   - Authorize system operation w/out any restrictions or limitations on it operation;
   - Authorize system operation w/ restriction or limitation on its operation, or;
   - Not authorize for operation.

2. The Quoter shall provide access to the Federal Government, or their designee acting as their agent, when requested, in order to verify compliance with the requirements for an Information Technology security program. The Government reserves the right to conduct on site inspections. The Quoter shall make appropriate personnel available for interviews and documentation during this review. If documentation is considered proprietary or sensitive, these documents may be reviewed on-site under the hosting Quoter's supervision.

D.8.4   Reporting and Continuous Monitoring

Maintenance of the security Authorization to Operate will be through continuous monitoring and periodic audit of the operational controls within a Quoter's system, environment, and processes to determine if the security controls are meeting government regulatory and compliance requirements. Through continuous monitoring, security controls and supporting deliverables will be maintained and submitted to an ordering activity in accordance with customer IT security standards, policies, and reporting requirements.

NIST published SP800-86 Guide to Integrating Forensic Techniques into Incident Response. SP800-86 defines in a much more precise and specific way the procedures, issues and technologies required to move an incident from the point of discovery all the way through to resolution.

D.8.5   Additional Stipulations (as applicable)

1. The deliverables identified in section C.6 shall be labeled "CONTROLLED UNCLASSIFIED INFORMATION" (CUI) or Quoter selected designation per document sensitivity. External transmission/dissemination of FOUO and CUI to or from a Government computer must be encrypted. Certified encryption modules must be used in accordance with FIPS PUB 140-2, "Security requirements for Cryptographic Modules."

2. Federal Desktop Core Configuration & US Government Configuration Baseline
    The Quoter shall certify applications are fully functional and operate correctly as intended on systems using the Federal Desktop Core Configuration (FDCC) and US Government Configuration Baseline (USGCB). The standard installation, operation, maintenance, updates, and/or patching of software shall not alter the configuration settings from the approved FDCC/USGCB configuration. For offerings that require installation, the information technology should follow OMB memorandum 07-18. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges. The Quoter shall use Security Content Automation Protocol (SCAP) validated tools with FDCC/USGCB Scanner capability to certify their products operate correctly with FDCC/USGCB configurations and do not alter FDCC/USGCB settings.

3. As prescribed in the Federal Acquisition Regulation (FAR) 24.104, if the system involves the design, development, or operation of a system of records on individuals, the Quoter shall implement requirements in FAR clause 52.224-1, "Privacy Act Notification" and FAR clause 52.224-2, "Privacy Act."

4. The Quoter shall cooperate in good faith in defining non-disclosure agreements that other third parties must sign when acting as the Federal government's agent.

5. The Government has the right to perform manual or automated audits, scans, reviews, or other inspections of the vendor's IT environment being used to provide or facilitate services for the Government. In accordance with the Federal Acquisitions Regulations (FAR) clause 52.239-1, the Quoter shall be responsible for the following privacy and security safeguards:

    i.   The Quoter shall not publish or disclose in any manner, without the Task Ordering Officer's written consent, the details of any safeguards either designed or developed by the Quoter under this Task Order or otherwise provided by the Government. *Exception - Disclosure to a Consumer Agency for purposes of A&A verification.*

    ii. To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of any non-public Government data collected and stored by the Quoter, the Quoter shall afford the Government logical and physical access to the Quoter's facilities, installations, technical capabilities, operations, documentation, records, and databases within 72 hours of the request. Automated audits shall include, but are not limited to, the following methods:
         *   Authenticated and unauthenticated operating system/network vulnerability scans
         *   Authenticated and unauthenticated web application vulnerability scans
         *   Authenticated and unauthenticated database application vulnerability scans

         Automated scans can be performed by Government personnel, or agents acting on behalf of the Government, using Government operated equipment, and Government specified tools. If the vendor chooses to run its own automated scans or audits, results from these scans may, at the Government's discretion, be accepted in lieu of Government performed vulnerability scans. In these cases, scanning tools and their configuration shall be approved by the Government. In addition, the results of vendor-conducted scans shall be provided, in full, to the Government.

iii. If new or unanticipated threats or hazards are discovered by either the Government or the Quoter, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

D.8.6   References

The Federal Information Security Management Act of 2002

*NIST SP 800-37, Revision 1*Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach

NIST SP 800-41, Revision 1, Guidelines and best practices for DMZ/Firewall.

NIST SP 800-53, Recommended Security Controls for Federal Information Systems and Organizations, Revision 3,

NIST SP 800-53A, Guide for Assessing the Security Control for Federal Information Systems.

NIST SP 800-61, Computer Security. Incident Handling Guide,

DHS TIC Reference Architecture,
http://csrc.nist.gov/groups/SMA/ispab/documents/minutes/2009-07/ispab_july09-donelan_tic-external-connections.pdf

OMB Memorandum for Chief Information Officers: Security Authorizations of Information Systems in Cloud Computing Environments, December 8, 2011.
https://cio.gov/wp-content/uploads/2012/09/fedrampmemo.pdf

Guide to Understanding FedRAMP, Version 2.0 June 6, 2012.
http://cloud.cio.gov/document/guide-understanding-fedramp

D.9   Confidentiality and Nondisclosure

1. The preliminary and final deliverables and all associated working papers and other material deemed relevant by GSA that have been generated by the Quoter in the performance of this task order are the property of the U.S. Government and must be submitted to the PM at the conclusion of the task order.
2. All documents produced for this project are the property of the U.S. Government and cannot be reproduced, or retained by the Quoter. All appropriate project documentation will be given to GSA during and at the end of this BPA. The Quoter shall not release any information without the written consent of the Contracting Officer. Any request for information relating to the Task Order presented to the Quoter must be submitted to the Contracting Officer for approval by the customer agency for a response.
3. Personnel working on any of the described tasks, at the Government's request, will be required to sign formal non-disclosure and/or conflict of interest agreements to guarantee the protection and integrity of Government information and documents.

D.10   Organizational Conflict of Interest

1. Whenever performance of this BPA requires access to another Quoter's proprietary information, the Quoter shall (i) enter into a written agreement with the other entities involved, as appropriate, in order to protect such proprietary information from unauthorized use or disclosure for as long as it remains

proprietary; and (ii) refrain from using such proprietary information other than as agreed to, for example to provide assistance during technical evaluation of other Quoters' quotes. An executed copy of all proprietary information agreements by individual personnel or on a corporate basis shall be furnished to the Contracting Officer within fifteen (15) calendar days of execution.

2. In addition, the Quoter shall obtain from each of its employees, whose anticipated responsibility in connection with the work may be reasonably expected to involve access to such proprietary information, a written agreement, which, in substance, shall provide that such employee will not, during its employment by the Quoter, or thereafter, improperly disclose such data or information.

3. For breach of any of the above restrictions or for nondisclosure or misrepresentation of any relevant facts required to be disclosed concerning this agreement, the Government reserves the right to pursue all remedies as may be available under law.

4. If in compliance with this clause, the Quoter discovers and promptly reports an organization conflict of interest incident subsequent to BPA award, the Contracting Officer may choose to undertake cancellation.

D.11   Travel

Official travel expenses incurred for transportation and per diem (lodging, meals, and incidental expenses) shall be billed in accordance with FAR 31.205-46, Travel Costs. These expenses will be directly reimbursable by the ordering activity, subject to the limits stated above and those contained in the underlying GSA Schedule and individual task orders.

D.12   Ordering Procedures

Ordering activities shall place Orders in accordance with FAR 8.405-2.

D.13   Funding

There are no funds obligated or guaranteed as a result of this BPA. The Government is liable only to the amount of the funds obligated by each ordering activity's task order.

D.14   Unauthorized Commitment

Ordering activity employees (apart from contracting officers) are not authorized to change any of the terms and conditions. Changes, if any, shall be made by the Contracting Officer.

D.15   Evaluation of Quoter Performance at the Task Order Level

Interim and final evaluations of Quoter performance will be prepared in accordance with FAR Subpart 42.1500. Final performance evaluations may be prepared by Contracting Officer's Technical Representatives (COTRs), at the time of completion of work. In addition to the final evaluation, interim evaluations may be prepared, by COTRs, annually to coincide with the date of the requirements.

D.16   Authorized Ordering Activities

This BPA may be used by any entity within the Federal Government, state, local and tribal governments and entities authorized by GSA to purchase from Multiple Award Schedules as per the definition in FAR 8.401, as follows: "Ordering activity" means an activity that is authorized to place orders, or establish blanket purchase agreements (BPA), against the General Service Administration's (GSA) Multiple Award Schedule contracts. A list of eligible ordering activities is available at http://www.gsa.gov/schedules (click "For Customers Ordering from Schedules" and then "Eligibility to Use GSA Sources").

Tenants of Government Community Cloud services are limited to "Government" or "entity of the Government" meaning any entity of the legislative or judicial branch, any executive agency, military department, Government corporation, or independent establishment, the U.S. Postal Service, any non-appropriated -fund instrumentality of the Armed Forces, or Federally Funded Research and Development Government entities include state, local and tribal governments. Ordering Activities of Government Community Cloud services must have an authorizing authority (AA) and Acceptable Use Policy (AUP). It is the responsibility of the Ordering Activity to ensure they meet these requirements when utilizing the Government Community Cloud solution in this BPA not the Cloud Service Provider's.

D.17   Contracting Officer

The GSA Contracting Officer (CO) is the only person authorized to make or approve any changes to any of the requirements of this BPA and notwithstanding any clauses contained elsewhere in this BPA, this authority remains solely with the Contracting Officer. In the event the Quoter makes any changes at the direction of any other person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the BPA price to cover any increase in cost incurred as a result thereof. All questions concerning the BPA will be directed to the GSA Contracting Officer. The Quoter shall contact the Contracting Officer with any questions regarding performance issues.

The Contracting Officer for the Task Orders will be in accordance with the individual Task Orders.

D.18   Contracting Officer's Technical Representative (COTR)

The Contracting Officer's Technical Representative (COTR) for this BPA will be designated at the BPA award.

COTRs may be appointed at a Task Order level by the ordering agency Contracting Officer (CO). The COTR is the individual within a program management function who has overall technical responsibility for efforts. The COTR supports the COs during administration of the BPA or Task Order by:

1.   Making final decisions regarding the acceptance/rejection of deliverables
2.   Providing technical clarification relative to overall workload matters
3.   Providing advice and guidance to the vendor in the preparation of deliverables and services
4. Providing acceptance of deliverable products to assure compliance with requirements

The COTR also provides technical direction to the vendor, i.e., shifting work emphasis between areas of work, fills in details, or otherwise serves to accomplish tasks. Technical direction shall be guidelines of the Statement(s) of Work. COTRs do NOT have the authority to and may NOT issue any technical direction which:

1.   Constitutes an assignment of work outside the general scope of work
2.   Constitutes a change as defined in the "Changes" clause
3.   In any way causes an increase or decrease in cost or the time required for performance
4.   Changes any of the terms, conditions, or other requirements
5.   Suspends or terminates any portion of efforts

In addition to providing technical direction, the COTR will:

1.   Monitor Quoter's technical progress, including surveillance and assessment of performance, and recommend to the CO, any changes in requirements
2.   Assist Quoters in the resolution of technical problems encountered during performance

3. Perform inspections and acceptance or recommendations for rejection of deliverables and identify deficiencies, if any. This does not replace any other quality assurance inspection requirements.

If in the opinion of the Quoter, any instruction or direction issued by a COTR is outside of their specific authority, the Quoter shall not proceed but shall notify the CO.

D.19   Government Furnished Equipment/Information (GFE/GFI)

The ordering activity may provide the Quoter with some of the necessary information, and/or office space required to perform the services outlined. The Quoter shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. The Quoter shall be responsible for properly protecting all information used, gathered, or developed as a result of work under the task order.

In addition, the Quoter shall protect all Government data, etc., by treating the information as sensitive. Sensitive but unclassified information, data, and/or equipment will only be disclosed to authorized-personnel as described in the Task Order. The Quoter shall keep the information confidential, use appropriate safeguards to maintain its security in accordance with minimum Federal standards.

Any type of marketing, up-selling, after marketing, or soliciting of any individuals is prohibited. When no longer required, this information, data, and/or equipment shall be returned to Government control, destroyed, or held until otherwise directed by the Contracting Officer. The Quoter shall destroy unneeded items by burning, shredding, or any other method that precludes the reconstruction of the material.

Anticipated work may require that Quoter personnel to have access to Privacy Information. Quoter personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

D.20   Requirements For Commercial Computer Software or Web Services

If the quoter proposes to provide any commercial computer software ("Commercial Software") or web-based services ("Web Service") as part of its proposed solution in response to this [Solicitation], the quoter shall ensure that any software license agreement ("License Agreement") or terms of service associated with such Commercial Software or web service that is intended to bind the Government comply with the guidelines set forth in the table below.

These guidelines are based upon Federal law and are designed to ensure compliance with FAR 12.212(a), which provides that commercial software and documentation shall be acquired under licenses customarily provided to the public "to the extent such licenses are consistent with Federal law and otherwise satisfy the Government's needs."

They shall apply regardless of whether the original rights holder to the Commercial Software ("Licensor") is the quoter, its subcontractor, or a third party, in the case of third-party software embedded or provided with the Commercial Software. Further, these guidelines shall apply regardless of the format or title of the License Agreement, i.e., whether entitled "Software License Agreement," "End User License Agreement," "Terms of Service," or otherwise, and whether presented in hard copy or in a clickwrap or similar format. For the avoidance of doubt, this may require the quoter to negotiate with its Licensors and to obtain a revised version of the

License Agreement. License Agreements incorporated into a company's IT Schedule 70 or other Government contract are not exempt from this requirement.

If proposing Commercial Software, the quoter shall submit compliant License Agreements together with its proposal. Failure to submit compliant License Agreements at the time of proposal submission may render the proposal ineligible for award.

* The following standard commercial terms are deemed non-compliant within the meaning of this clause

** The License Agreement will be deemed compliant when the action specified in this column is successfully implemented

Commercial Terms*	Legal Restriction	Action**
Contract formation and modification	Under FAR 1.601(a), in an acquisition involving the use of appropriated funds, an agreement binding on the Government may only be entered into by a duly warranted contracting officer in writing. Under FAR 43.102, the same requirement applies to contract modifications affecting the rights of the parties.	Any provisions purporting to form a contract binding on the US Government by any other means (e.g., use, download, click through terms, etc.) must be deleted. The same applies to provisions allowing for License Agreement terms to be changed unilaterally by the Licensor.
Patent or other type of intellectual property Indemnity – sellers of products or services often provide that in the event of claim or litigation alleging infringement of patent rights asserted by some third party that the seller will indemnify the buyer, provided that the buyer provide notice of the claim or litigation, and that the seller assume control of the litigation and any proposed settlement.	Under the authority of 28 USC § 516, only the Attorney General, acting by and through the attorneys of the US Department of Justice, may represent the US Government in litigation.	The Patent or other type of intellectual property Indemnity clause remains in effect, but any undertaking to "defend" the Government or any requirement that the seller control litigation and any proposed settlement is to be deleted.
General Indemnity – sellers of products or services provide that in the event of any litigation arising from the buyers use of the product or service that buyer will indemnify seller's litigation costs and damages (if any).	Agreements to pay the attorney fees of a private party require a statutory waiver of sovereign immunity. Agreements to pay some undetermined amount of money in the future violate the restrictions of the Anti-Deficiency Act, 31 U.S.C. § 1341(a) (1) (B).	General Indemnity clauses must be removed from the License Agreement.

D.21   Service Improvements

a.   After BPA award, the Government may solicit improvements to the skills, services, features, or other requirements of the BPA. These improvements shall be made exclusively at the request of the Government, and may be proposed to save money, to improve performance, or for any other purpose which presents a service advantage to the Government. As part of the proposed changes, the Contractor shall submit a price proposal and revisions to the technical proposal to the PCO for evaluation. Those proposed service improvements that are acceptable to the Government will be processed as modifications to the BPA.

b. As a minimum, the following information shall be submitted by the Contractor with each Government requested proposal:

   (1) A description of the difference between the existing BPA requirement and the proposed change, and the comparative advantages and disadvantages of each. This description shall include, in the case of addition or changes to skill categories, a brief description of the new or changed skill, clear and concise explanation of pricing methodology. Supporting documentation may include data such as recognized national or regional surveys as well as studies of professional, public, and private organizations, used in establishing the proposed rate and compensation structure. The government may supplement the information provided in the proposal through Dun and Bradstreet reports, DCAA audits, available industry market rates, or other available means.;

   (2) Itemized requirements of the BPA, which must be changed if the proposal is adopted, and the proposed revision to the BPA for each such change;

   (3) An estimate of the changes in performance and cost, if any, that will result from adoption of the proposal;

   (4) An evaluation of the effects that the proposed changes would have on collateral costs to the Government, such as Government-furnished property costs, costs of related items, and costs of maintenance, operation, and conversion (including Government-premise equipment);

   (5) A statement of the time by which the BPA modification adopting the proposal must be issued so as to obtain the maximum benefits of the changes during the remainder of this BPA including supporting rationale; and

   (6) Any effect on the BPA or completion time or delivery schedule shall be identified.

c. The Government will not be liable for proposal preparation costs or any delay in acting upon any proposal submitted pursuant to this clause. The Contractor has the right to withdraw, in whole or in part, any proposal not accepted by the Government within the period specified in the proposal. The decision of the CO as to the acceptance of any such proposal under this BPA is final and not subject to the disputes clause.

d. The CO may accept any proposal submitted by giving the Contractor written notice thereof. This written notice will be given by issuance of a modification to the BPA. Unless and until a modification is executed to incorporate a proposal under the BPA, the Contractor shall remain obligated to perform in accordance with the requirements, terms, and conditions of the existing BPA.

e. If a proposal submitted pursuant to this clause is accepted and applied to this BPA issued hereunder, the equitable adjustment increasing or decreasing the BPA price shall be in accordance with the procedures of the "Changes" clause. The resulting BPA modification will state that it is made pursuant to this clause.