GSA

Software as a Service (SaaS)

EIS Software as a Service (SaaS) gives an agency access to software that is hosted by the service provider. SaaS applications run on the provider's servers, and the service provider manages software security, availability, and performance. Using SaaS allows an agency to reduce the time, expense, and risk associated with the installation and maintenance of software on agency computers. SaaS allows agency personnel to access the hosted software via a secure connection, for example, the agency intranet. SaaS software applications are sometimes called web-based software, on-demand software, or hosted software.

SaaS meets all federally required security standards for Cloud services supporting the FedRAMP and TIC overlay, a technology designed to provide fast and secure computing for mobile federal personnel.

Category: Cloud Services

Complementary Services Needed: In order to use SaaS, the agency would need EIS Access Arrangements or equivalent.

Definitions: Please see EIS contract Section J.12 Glossary of Terms for clarification of technical terms and acronyms.

Figure 1—Software as a Service
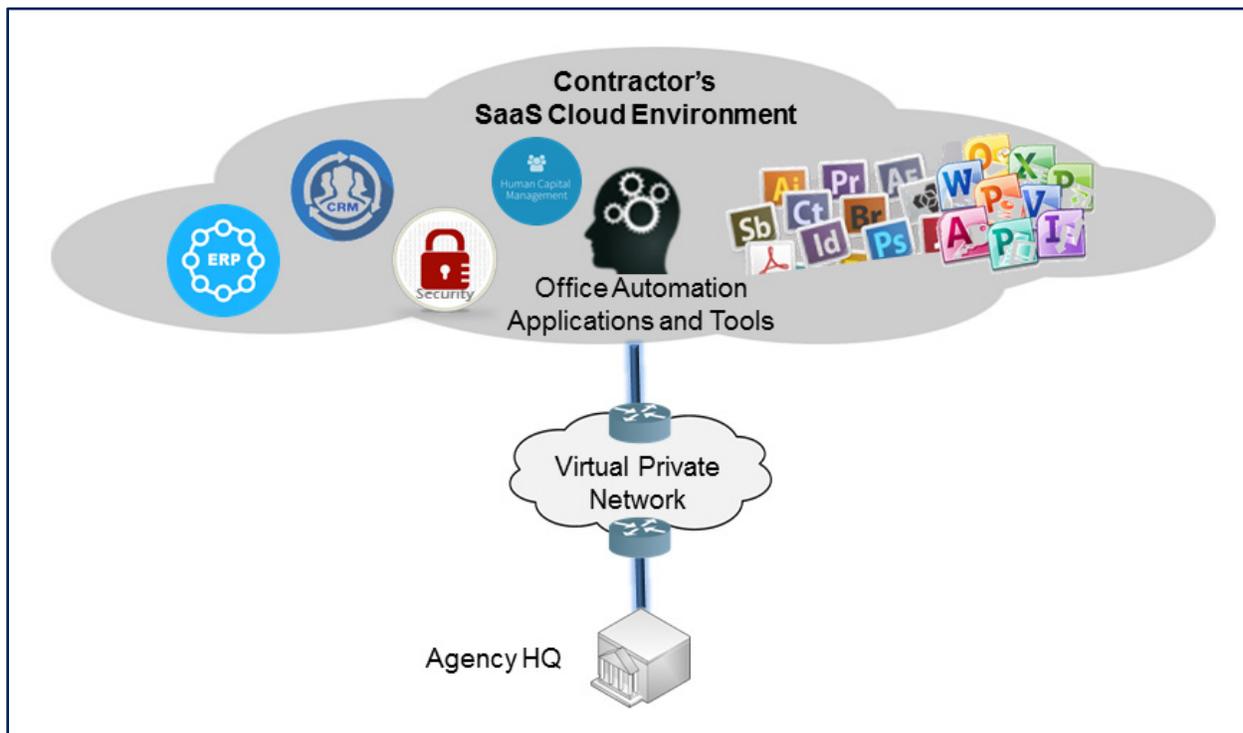
NOTE: Any EIS data service or equivalent could be used to satisfy Access Arrangements from the agency to the Contractor's SaaS Cloud Environment.

1. Why an Agency Might Select this Service

- SaaS provides access to the most current, leading edge software and applications without the risk and expense of an enterprise infrastructure investment.

- SaaS helps an agency lower operational expenses by enabling the agency to optimize its purchase of capacity (of bandwidth, CPU speed, number of licenses, etc.) to match its actual use.

- SaaS applications can be accessed from various agency client devices through either a thin client interface, such as a web browser (e.g., web-based email), or a program interface.

- SaaS may allow an agency quicker access to software solutions or applications when faced with resource constraints.

NOTE: Agencies considering this service may also want to compare this service with two other cloud services; Infrastructure as a Service (IaaS) and Platform as a Service (PaaS).

2. Examples of How SaaS Could be Used

Many locally installed software products could be replaced by cloud-based versions. Examples include:

- **Cloud Email:** An agency could replace an email server with a secure, reliable cloud email service that is faster and increases email storage capacity.

- **Office Suite:** An agency could move to a cloud service to replace its installations of Microsoft Office software on individual machines.

- **Data Modeling:** Agencies could use a SaaS service to provide personnel access to data modeling software for aviation, healthcare, housing programs, transportation, social serivces, etc.

- **Asset Management:** SaaS solutions could be used to monitor and track agency assets such as vehicles, desktop computers, buildings, etc.

3. Key Technical Specifications

NOTE: (1) This portion of the service guide has been abridged due to space considerations. For full technical details on SaaS, please refer to EIS contract Section C.2.5.3 Software as a Service. (2) The EIS contracting vehicle does not define any features for this service.

Table 1—SaaS Technical Capabilities

Capability	Description
Access to Agency Data in Data Centers	To comply with National Policy as defined in C.1.8.8 including agency sites and remote locations
Customer Relationship Management (CRM) Tools	(See vendor contract for details.)
Enterprise Resource Planning (ERP) Tools	(See vendor contract for details.)
Human Capital Management (HCM) Tools	(See vendor contract for details.)
Desktop Applications	(See vendor contract for details.)
Office Automation Tools	(See vendor contract for details.)
Security tools	(See vendor contract for details.)
Others as defined in the Task Order (TO)	(See vendor contract for details.)

4. Pricing Basics for SaaS

NOTE: SaaS is priced via a catalog. Please visit the EIS Resources Listing and locate the Basic EIS Pricing Concepts Guide to gain an understanding of EIS pricing fundamentals.

4.1 Access Arrangements

Appropriate access arrangements must be selected for each endpoint. Please visit the EIS Resources Listing and locate the Access Arrangements Guide for more detailed information.

4.2 Service Related Equipment (SRE)

- SRE must be chosen based on equipment required at each location. NOTE: SRE uses catalog-based pricing.

- Request that contractor provide pricing for any SRE that would be required, in addition to the agency's existing infrastructure, to deliver the service.

- Please visit the EIS Resources Listing and locate the Service Related Equipment Service Guide for more detailed information.

4.3 SaaS Price Components

The price structure for SaaS consists of the components shown in *Table 2* below.

Table 2—SaaS Pricing Components

Component	Charging Unit
SaaS Cloud Service Catalog Item: Non Recurring Charge (NRC)	Individual Case Basis (ICB)
SaaS Cloud Service Catalog Item: Monthly Recurring Charge (MRC)	ICB
SaaS Cloud Service Catalog Item: Usage	ICB

Figure 2—This figure shows how the various pricing components in Table 2 would be combined to calculate the total SaaS charges. NOTE: One or more of these components may not be needed to price a particular service package.
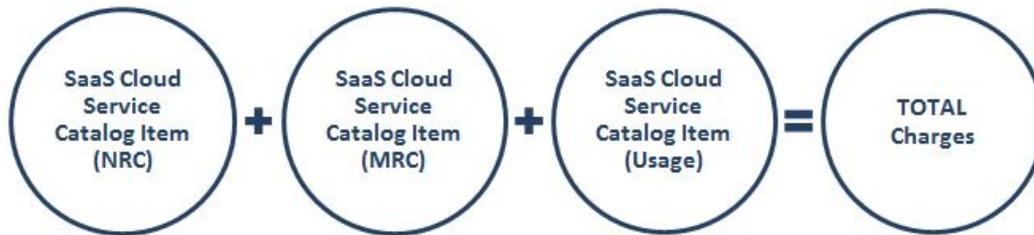
NOTE: A contractor may offer a custom variation of the service to meet an agency's unique requirements. Such a customization would be identified with a Task Order Unique CLIN (TUC), and would include charges that would have to be added to the components in *Figure 2* to determine the total cost of the service.

4.4 SaaS Pricing Examples

NOTE: SaaS is a catalog-based service.

No pricing examples are provided, as the specific services available vary based on each contractor's cloud service catalog.

For a general example of pricing a catalog-based service, please visit the EIS Resources Listing and locate the Basic EIS Pricing Concepts Guide, and, in particular, the Guide's Section 6 that covers catalog-based pricing.

5. References and Other Sources of Information

- For more technical details and information on SaaS, please refer to EIS contract Section C.2.5.3; for pricing details, Section B.2.5.

- For more information on service-related items, please see:

    o EIS contract Section B.2.10 Service Related Equipment

    o EIS contract Section B.2.11 Service Related Labor

- Please refer to a contractor's individual EIS contract for specifics on the contractor's SaaS offerings.

- For additional EIS information and tools, visit the EIS Resources Listing.

- For guidance on transitioning to EIS, please visit EIS Transition Training where you'll find several brief video training modules.