SOLICITATION/CONTRACT/ORDER FOR COMMERICAL ITEMS

OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24 & 30

1. REQUISITION NUMBER	PAGE 1 OF **96**	

2. CONTRACT NO.	3. AWARD/EFFECTIVE DATE	4. ORDER NUMBER	5. RFQ NUMBER **QTA011GNB0010**	6. RFQ ISSUE DATE **May 9, 2011**

7. FOR RFQ INFORMATION CALL:	a. NAME **Greg A. Norman**	b. TELEPHONE NUMBER **817-850-8210**	8. OFFER DUE DATE/ LOCAL TIME **June 19, 2011/11:00 ET**

9. ISSUED BY   CODE

**U.S. GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
STRATEGIC SOLUTIONS CONTRACT OPERATIONS DIVISION
10304 EATON PLACE
FAIRFAX, VIRGINIA 22030-2213**

POC: **Greg A. Norman/Contracting Officer**
PHONE: **817-850-8210**
EMAIL: **Greg.Norman@gsa.gov**

10. THIS ACQUISITION IS

☒ UNRESTRCTED
☐ SET ASIDE: % FOR
    ☐ SMALL BUSINESS
    ☐ EMERGING SMALL BUSINESS
    ☐ HUBZONE SMALL BUSINESS
    ☐ SERVICE-DISABLED VERTERAN-OWNED SMALL BUSINESS
    ☐ 8(A)

NAICS:
SIZE STANDARD:

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED ☐ SEE SCHEDULE	12. DISCOUNT TERMS	☐ 13a. THIS CONTACT IS A RATED ORDER UNDER DPAS (15 CFR 700)	13b. RATING

14. METHOD OF SOLICITATION
☒ RFQ   ☐ IFB   ☐ RFP

15. DELIVER TO   CODE

SPECIFIED ON ORDERS ISSUED HEREUNDER

16. ADMINISTERED BY   CODE

BASIC AGREEMENT - SAME AS BLOCK 9

17a. CONTRACTOR/   CODE   FACILITY

OFFEROR

POC:
PHONE:
EMAIL:

☐ 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADRESS IN OFFER

18a. PAYMENT WILL BE MADE BY   CODE

SPECIFIED ON ORDERS ISSUED HEREUNDER

18b. SUMMIT INVOICES TO ADDRESS SHOWN IN BLCOK 18a UNLESS BLOCK CHECKED.   ☐ SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT

25. ACCOUNTING AND APPROPRIATION DATA **NA**	26. TOTAL AWARD AMOUNT (For Govt. Use Only)

☐ 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED ☐ ARE ☐ ARE NOT ATTACHED.
☒ 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA ☐ ARE ☒ ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 3 COPIES ☐ TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.	29. AWARD OF CONTRACT: REFERENCE OFFER ☐ DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDES ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:
30a. SIGNATURE OF OFFEROR/CONTRACTOR	31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)
30b. NAME AND TITLE OF SIGNER *(Type or Print)*	30c. DATE SIGNED	31b. NAME OF CONTRACTING OFFICER *(Type or print)*	31c. DATE SIGNED

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PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV 3/2005)
Prescribed by GSA – FAR (48CFR) 53.212

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 through EaaS providers for ordering activities. The requirements have been divided into five distinct Lots:

- Lot 1: Email-as-a-Service (Section C.4.3.1) (At least one is Mandatory)
  - Sub-Lot 1a: Government Community Cloud
  - Sub-Lot 1b: Provider Furnished Equipment Private Cloud
  - Sub-Lot 1c: Secret Enclave
  - Sub-Lot 1d: Public Cloud
- Lot 2: Office Automation (Section C.4.3.2) (Optional)
  - Sub-Lot 2a: Government Community Cloud
  - Sub-Lot 2b: Provider Furnished Equipment Private Cloud
  - Sub-Lot 2c: Secret Enclave
  - Sub-Lot 2d: Public Cloud
- Lot 3: Electronic Record Management (Section C.4.3.3) (Optional)
  - Sub-Lot 3a: Government Community Cloud
  - Sub-Lot 3b: Provider Furnished Equipment Private Cloud
  - Sub-Lot 3c: Secret Enclave
  - Sub-Lot 3d: Public Cloud
- Lot 4: Migration Services (Section C.4.3.4) (Mandatory)
  - Sub-Lot 4a: Government Community Cloud
  - Sub-Lot 4b: Provider Furnished Equipment Private Cloud
  - Sub-Lot 4c: Secret Enclave
  - Sub-Lot 4d: Public Cloud
- Lot 5: Integration Services (Section C.4.3.5) (Mandatory)
  - Sub-Lot 5a: Government Community Cloud
  - Sub-Lot 5b: Provider Furnished Equipment Private Cloud
  - Sub-Lot 5c: Secret Enclave
  - 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. U.S. Based Prices are prices where all data and data centers are located within U.S. Non-U.S. Based Prices are prices where any data or data centers for an individual system are located in designated countries defined by Federal Acquisition Regulation (FAR) 25.003. For quoters offering both U.S. and Non-U.S. Based Pricing, the quoter shall identify data and data center location corresponding to each price list. For services with no cost, the Quoter shall specify No Cost (NC) for the appropriate CLIN.

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.

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 Storage shall be provided in additional GB for the aggregate of the Ordering Activity. Archiving and Blackberry Enterprise Server shall be measured for each Mailbox on which the service is provided.

Table 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 Storage Tier 1 (<10K Mbox)	per GB per month		
1a	0001AE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	0001AF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	0001AK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	0001AL	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 Storage Tier 1 (<10K Mbox)	per GB per month		
1b	0001BE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	0001BF	Additional GB of Storage Tier 3 (>50K Mbox)	per GB per month		
1b	0001BG	Archiving per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	0001BK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	0001BL	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 Storage Tier 1 (<10K Mbox)	per GB per month		
1c	0001CE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
1c	0001CF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1c	0001CK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1c	0001CL	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 Storage Tier 1 (<10K Mbox)	per GB per month		
1d	0001DE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	0001DF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	0001DK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	0001DL	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)

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. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users.

Table 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		
		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		
		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		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
		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		

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

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 and/or Secret Enclave Private Cloud offerings. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users.

Table 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		
		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		
		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		████
		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		

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.

Table 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	

Lot	CLIN	Description	Unit of Measure	Pricing
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-50K 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-50K 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-50K 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	

Lot	CLIN	Description	Unit of Measure	Price
4d	0004DD	Standard Migration Service Tier 1 (10K-50K 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 rounded to the nearest whole dollar. The eleven (11) key labor categories, which have been determined to be desirable, have been provided in Table 5.

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 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	
Lot	CLIN	Description	Unit of Measure	Price
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	
5d	0005DB	Integration Services Subject Matter Expert I	per Hour	

Lot	CLIN	Description	Unit of Measure	Price
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 Reimbursable)	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 Storage shall be provided in additional GB for the aggregate of the Ordering Activity. Archiving and Blackberry Enterprise Server shall be measured for each Mailbox on which the service is provided.

Table 1.1 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 Storage Tier 1 (<10K Mbox)	per GB per month		
1a	1001AE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	1001AF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	1001AK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	1001AL	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 Storage Tier 1 (<10K Mbox)	per GB per month		
1b	1001BE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	1001BF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	1001BK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	1001BL	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		■

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
1c	1001CD	Additional GB of Storage Tier 1 (<10K Mbox)	per GB per month		■
1c	1001CE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		■
1c	1001CF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		■
1c	1001CK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		■
1c	1001CL	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 Storage Tier 1 (<10K Mbox)	per GB per month		
1d	1001DE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	1001DF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	1001DK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	1001DL	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)

The Quoter shall provide pricing of Office Automation Software-as-a-Service in per user per month. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users.

Table 2.1 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		
		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		
		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		■

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
		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		

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

The Quoter shall provide pricing of Electronic Records Management Software-as-a-Service in per user per month. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users.

Table 3.1 Records Management 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 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		
		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		
		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		████
		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		

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.

Table 4.1 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-50K 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-50K 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-50K 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-50K 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 rounded to the nearest whole dollar. The eleven (11) key labor categories, which have been determined to be desirable, have been provided.

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 5.1 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	

Lot	CLIN	Description	Unit of Measure	Price
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 Reimbursable)	Unit	Total Travel Amount
1006	Long Distance Travel	X	Lot	To be determined at task order
TOTAL COST-REIMBURSABLE CLIN (1006)				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.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 Storage shall be provided in additional GB for the aggregate of the Ordering Activity. Archiving and Blackberry Enterprise Server shall be measured for each Mailbox on which the service is provided.

Table 1.2 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		
1a	2001AD	Additional GB of Storage Tier 1 (<10K Mbox)	per GB per month		
1a	2001AE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	2001AF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	2001AK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	2001AL	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 Storage Tier 1 (<10K Mbox)	per GB per month		
1b	2001BE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	2001BF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	2001BK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	2001BL	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		■

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
1c	2001CC	Mailbox Tier 3 (>50K Mbox)	per Mailbox per month		
1c	2001CD	Additional GB of Storage Tier 1 (<10K Mbox)	per GB per month		
1c	2001CE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1c	2001CF	Additional GB of 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	1001CJ	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1c	2001CK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1c	2001CL	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 Storage Tier 1 (<10K Mbox)	per GB per month		
1d	2001DE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	2001DF	Additional GB of 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	1001DJ	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	2001DK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	2001DL	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)

The Quoter shall provide pricing of Office Automation Software-as-a-Service in per User per month. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users.

Table 2.2 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		
		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		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
		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		██
2c	2002CC	Office Automation SaaS Tier 3 (>50K Users)	per User per month		██
		Sub-lot 1d, 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		

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

The Quoter shall provide pricing of Electronic Records Management Software-as-a-Service in per user per month. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users.

Table 3.2 Records Management 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 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		
		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		
		Sub-lot 3c, Secret Enclave Private Cloud			
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		██
		Sub-lot 1d, 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		

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.

Table 4.2 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-50K 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-50K users)	per Mailbox	
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-50K 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-50K 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.

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 5.2 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		
5c	2005CA	Integration Services Project Manager	per Hour	
5c	2005CB	Integration Services Subject Matter Expert I	per Hour	

Lot	CLIN	Description	Unit of Measure	Price
5c	2005CC	Integration Services Subject Matter Expert II	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 Reimbursable)	Unit	Total Travel Amount
2006	Long Distance Travel	X	Lot	To be determined at task order
TOTAL COST-REIMBURSABLE CLIN (2006)				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 Storage shall be provided in additional GB for the aggregate of the Ordering Activity. Archiving and Blackberry Enterprise Server shall be measured for each Mailbox on which the service is provided.

Table 1.3 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 Storage Tier 1 (<10K Mbox)	per GB per month		
1a	3001AE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1a	3001AF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1a	3001AK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1a	3001AL	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 Storage Tier 1 (<10K Mbox)	per GB per month		
1b	3001BE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1b	3001BF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1b	3001BK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1b	3001BL	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		

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
1c	3001CD	Additional GB of Storage Tier 1 (<10K Mbox)	per GB per month		■
1c	3001CE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		■
1c	3001CF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		■
1c	3001CK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		■
1c	3001CL	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 Storage Tier 1 (<10K Mbox)	per GB per month		
1d	3001DE	Additional GB of Storage Tier 2 (10K-50K Mbox)	per GB per month		
1d	3001DF	Additional GB of 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	Blackberry Enterprise Server per Mailbox Tier 1 (<10K Mbox)	per Mailbox per month		
1d	3001DK	Blackberry Enterprise Server per Mailbox Tier 2 (10K-50K Mbox)	per Mailbox per month		
1d	3001DL	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)

The Quoter shall provide pricing of Office Automation Software-as-a-Service in per User per month. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users.

Table 2.3 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		
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		
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		■

Lot	CLIN	Description	Unit of Measure	U.S. Based Pricing	Non-U.S. Based Pricing
		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		

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

The Quoter shall provide pricing of Electronic Records Management Software-as-a-Service in per user per month. The ordering activity shall be billed only for actual service units used per month. Units shall be priced by # of users.

Table 3.3 Records Management 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 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		
		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		
		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		███
		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		

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.

Table 4.3 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-50K 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-50K 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 Service Tier 1 (10K-50K 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-50K 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 below rounded to the nearest whole dollar. The eleven (11) key labor categories, which have been determined to be desirable, have been provided.

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 5.3 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	

Lot	CLIN	Description	Unit of Measure	Price
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 Reimbursable)	Unit	Total Travel Amount
3006	Long Distance Travel	X	Lot	To be determined at task order
TOTAL COST-REIMBURSABLE CLIN (3006)				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
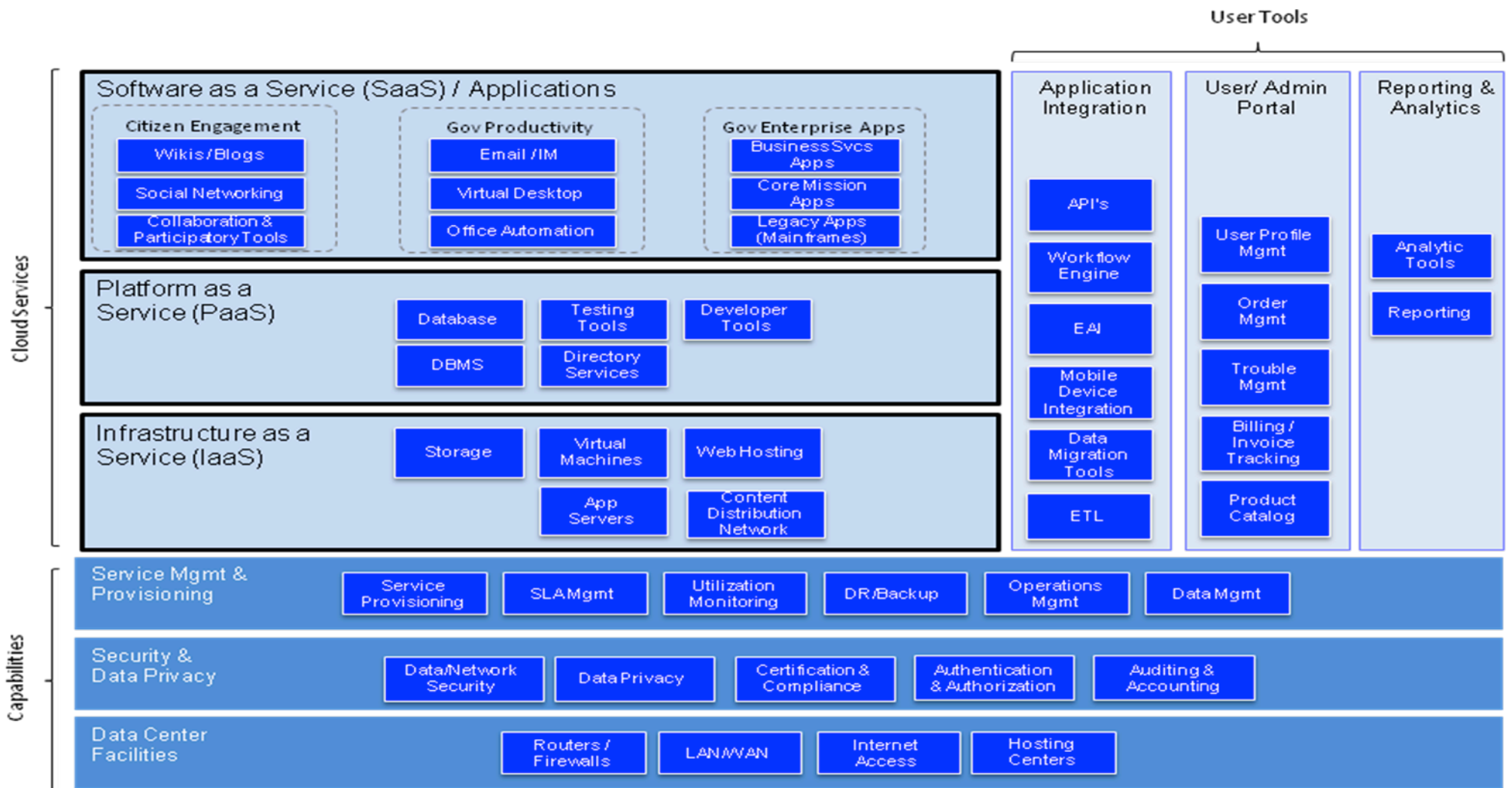
Figure 1: Federal Cloud Computing Framework
The horizontal functional areas represent the core "computing" capabilities that enable different levels of Cloud Computing, while the vertical functional areas illustrate the management and business capabilities needed to wrap-around the core components to 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 7 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 6 below:

Table 6 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 are located. For quoters offering data centers outside of the United States, locations shall adhere to FAR 25.003 and quoters shall provide pricing for these data centers in accordance with section B.
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.

Cloud Characteristic	Definition	General Requirement
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.

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 7 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 7 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.
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 15 minutes of lost data and their Recovery Time Objective, RTO, (e.g. up within 1 hour of outage) as part of this solicitation. 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**.

Service Area	Service Requirements
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. The Quoter shall provide security mechanisms for handling data at rest and in transit in accordance with FIPS 140-2 encryption standards.
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 8.

Table 8 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 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 between the Government and other co-tenants, can be routed through a dedicated network connection. b. The service must exclude 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 must exclude data intended solely within the Government from being routed through an external (non-government) network connections.
LAN/WAN	18. 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. All data centers will be guaranteed to reside within the U.S. for U.S. Based Pricing and/or the designated country defined by FAR 25.003 for Non-U.S Based Price. 19. IP Addressing: 1) The Quoter shall provide IP address and IP port assignment on external network interfaces. 2) The Quoter shall allow mapping IP addresses to domains owned by the Government, allowing mail services to be viewed externally as Government URLs and services. 3) The Quoter shall provide an infrastructure that is IPv4 and IPv6 capable. 20. The Quoter's infrastructure shall support DNSSEC in accordance with NIST Special Publication 800-81 rev. 1.

Data Center Area	Data Center Requirements
Data Center Facilities	21. 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. 22. 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 10 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 9.   In addition to the service requirements in Table 10, each of the Sub-Lots of Lot 1 includes Sub-Lot specific requirements. The Quoter shall meet the requirements in Table 10 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 11.
- Sub-Lot 1b – Provider Furnished Equipment Private Cloud requirements are located in Table 12.
- Sub-Lot 1c – Secret Enclave Private Cloud requirements are located in Table 13.
- Sub-Lot 1d – Public Cloud requirements are located in Table 14.

Table 9 Definitions

Term	Definition
Email-as-a-Service	The providing of email services by a cloud service provider in either a private 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.

Term	Definition
UNICODE	A computing industry standard for the consistent encoding, representation and handling of text expressed in most of the world's writing systems.

Table 10 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 adhere to their SLAs to include: • 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 < 15 minutes per event. • A Recovery Time Objective (RTO) of < one (1) hour per event. • The Quoter shall document and provide their maintenance policies that ensure the above RPO/RTO. The Quoter's Service Level Agreements (SLAs) shall not be changed except by mutual consent by the Quoter and the Ordering Activity.
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.

Requirement ID	Requirement
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.
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

Requirement ID	Requirement
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.
3. Mailbox Capabilities	
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.

Requirement ID	Requirement
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).
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.

Requirement ID	Requirement
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.	The Quoter shall support Email, Instant Messaging, Contact Sync, and Calendar Sync with Blackberry devices using a Quoter-provided implementation of Blackberry Enterprise Server.
5.3.	The Quoter should provide additional support for other mobile device integration through dedicated mobile web site.

6. Archival Capabilities

Requirement ID	Requirement
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

Requirement ID	Requirement
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.

Requirement ID	Requirement
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.
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 11 Sub-Lot 1a Government Community Cloud Specific Requirements

Requirement ID	Requirement
Government Community Cloud Requirements	
1	The Quoter shall provide a cloud specifically limited to Government clients 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 data isolation shall be maintained with the multi-tenant environment.
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.4.3.1.1.2 Provider Furnished Equipment Private Cloud Requirements

Table 12 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.

Requirement ID	Requirement
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 13 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.
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)."

Requirement ID	Requirement
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)

Requirement ID	Requirement
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)
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 14 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 15. 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 15 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

Requirement ID	Requirement
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.
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 Table 16. 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 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 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 17 Migration 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.
- 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.
- Service shall provide access to historical data that is subject to records management provisions.
- 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
	  - 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 18 for any source system service options listed in Table 17 for which Quoter provides services.

Table 18 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.
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. .

Requirement ID	Requirement
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 10 Requirements 6.1 through 6.3.
13	The Quoter shall provide set up services for Message Filtering Services as described in Table 10 Requirements 2.1 through 2.17.
14	The Quoter shall provide training to Government Administrators on administration of messaging system as described in Table 10 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 10 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.
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 10 Requirements 3.1 though 3.17.
20	The Quoter shall provide end-user training covering the EaaS Collaboration capabilities described in Table 10 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 10 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 19 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 19.

Table 19 Integration Service Requirements

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 • Subject Matter Expertise (SME) II • Subject Matter Expertise (SME) III • Quality Assurance Analyst • System Architect • System Programmer • Hardware/Software Specialist • Security Specialist • Test Manager • Change Management Lead

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 20 Integration Service Technical Requirements for any integration services provided.

Table 20 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.

Requirement ID	Requirement
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.
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 the Federal Risk and Authorization Management Program (FedRAMP) being opened for business, the Quoter shall submit appropriate documentation necessary to obtain a FedRAMP Authorization-To-Operate at the appropriate level.

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) 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.

(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 21 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	Ordering Activity COTR	Monthly

Report / Deliverable	Description	Delivered To	Frequency
	• 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		
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).

SECTION D – TERMS AND CONDITIONS

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 and 1b, 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.

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,

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.

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.

SECTION E - INSTRUCTIONS TO QUOTERS

The purpose of this Request for Quotation (RFQ) is to solicit discounted pricing and value-added services to establish multiple award BPAs under the General Services Administration (GSA), Federal Supply Service (FSS) IT Schedule 70 program. This acquisition will result in the award of one or more Blanket Purchase Agreements (BPAs) for service offerings related to Email as a Service (EaaS) and other related services as outlined in Section C.3. GSA may facilitate orders issued under resultant BPAs through a virtual storefront.

The federal, state and local, tribal, and other authorized ordering activities can use the EaaS BPAs for the procurement of EaaS offerings via the optional Cooperative Purchasing Program (CPP) Certification Form (see Attachment B - Acknowledgement of Cooperative Purchase Program), if the Quoter chooses to participate and submits Attachment B.

Only Quotes which map offerings and associated pricing to its current IT Schedule 70 contract will be considered for award (see Section E.6.5). Quoters who require modification of their IT Schedule 70 contract should submit their schedule modifications within 14 days of responding to this solicitation. The failure to complete the modification in a timely manner may result in disqualification of the Quote. Any modifications to IT Schedule 70 contracts to incorporate quoted offerings must occur prior to BPA award.

==The Close Date for Quotes is 11:00 PM (ET), June 19, 2011.== Quotes shall be submitted through GSA e-Buy at www.ebuy.gsa.gov. If a Quoter has problems submitting through e-Buy, they may send the files via email to saasemail@gsa.gov . Late Quotes and Quotes not submitted through GSA e-Buy (or via the email address, if required) will not be accepted or evaluated. The electronic time stamp on Quotes submitted through e-Buy or via email shall determine timeliness of Quote.   The following document/attachment size restrictions apply: 5mb per document, unlimited number of documents.

Instructions for uploading Quotes on GSA e-Buy can be found at the following link: https://www.ebuy.gsa.gov/images/ebuy/tutorial/ebuysellers1.ppt

This RFQ does not obligate the Government to pay any costs incurred in the submission of any Quote or in making necessary studies for the preparation thereof, nor does it obligate the Government to procure or contract for said services.

E.2   RFQ Questions

==Submit all questions concerning this RFQ in writing by 11:59 PM (ET), May 20, 2011 to the Contracting Officer at the following email address: saasemail@gsa.gov.== The Government will publish questions and answers (without attribution to the company submitting the question) within a reasonable timeframe giving particular consideration to the Quote submission due date and time.

In posing questions, Quoters must cite the relevant section, paragraph, and page number. Questions should be written in a way that enables clear understanding of the Quoter's issues or concerns. Statements expressing opinions, sentiments, or conjectures are not considered valid inquiries and will not receive a response. Further, Quoters are reminded that the Contracting Officer will not address hypothetical questions aimed at receiving a potential "evaluation decision".

E.3   Assumptions and Exceptions (no page limit)

Quoters are required to respond to all RFQ requirements. Each Quoters terms and conditions shall be consistent with its IT Schedule 70 contract. However, Quoters must clearly identify any exception(s)

and/or assumptions to the RFQ terms and conditions and must provide complete supporting rationale. Questions, exceptions, and assumptions should be resolved, if at all possible, during the questions and answers phase discussed in paragraph E2, above. Quoter exceptions/assumptions submitted with the RFQ could render a Quote non-responsive, may not allow it to be evaluated, and therefore may not be considered for award.

E.4   Contractor Team Arrangement Document (no page limit)

A GSA Schedule Contractor Team Arrangement (CTA) is an arrangement between two or more GSA Schedule Quoters to work together to meet agency requirements. For more information, see http://www.gsa.gov/contractorteamarrangements .

All CTAs shall be specifically identified as such. Quoters shall submit a copy of their CTA documents. This document shall address the items listed under "Elements of a Contractor Team Arrangement (CTA) Document" which is accessible through the link at: http://www.gsa.gov/contractorteamarrangements.

The CTA should designate all team members, their corresponding GSA Schedule contract numbers, and describe the tasks to be performed by each team member, along with the associated proposed prices (e.g., unit prices).

The ordering activity should then be able to verify that any proposed unit prices do not exceed the prices awarded under each team member's IT Schedule 70 contract and avoid any misunderstandings regarding each team member's responsibilities and prices.

The CTA(s) Quotes shall be evaluated the same as other Quotes. Each Quote submitted by a CTA must include adequate technical/management information for GSA to reasonably evaluate the merits of the submission. The formation of Schedule CTAs in response to the RFQ will result in BPAs that provide a teaming solution for the Government's requirements.

E.5   Subcontracting

The Quoter, and not its subcontractor(s), shall have privity of contract with the Government. The Quoter remains responsible for its subcontracting activities but can delegate execution or operational duties for performance. Quoters are limited to the supplies and services awarded under its own and its subcontractor's, if applicable, GSA IT Schedule 70 contract.

If a Quoter plans to utilize a subcontractor to perform services, clearly describe in the technical Quote the subcontractor's experience and technical capabilities that enable the subcontractor to provide the services proposed.

E.6   Quote Content

Quoters must be current IT Schedule 70 Contract holders. The Quoter shall respond to all requirements specified in the RFQ. By submitting a Quote, you are representing that your firm will perform all the requirements specified in the solicitation and therefore it is not necessary or desirable that this be repeated in your Quote. Do not merely reiterate the objectives or reformulate the requirements specified in the RFQ. A proposal that only restates the requirements or statements from this solicitation, or just simply states that it is compliant with the solicitation without providing a description of the approaches, techniques, or solutions may be considered unsatisfactory.

Discounts from IT Schedule 70 contract rates and prices are encouraged.

A complete Quote shall consist of the following Sections:

1) **Executive Summary.**
2) **Table of Contents.**
3) **Assumptions and Exceptions.**
4) **Technical Section.**
   Please submit Technical Sections in the following Order.
   Mandatory:
   One Section for the common RFQ requirement responses

   1) Pass/Fail factor for Lot 1 : General Cloud computing requirement
      Subfactor 1: Cloud computing requirements & Contractors EaaS Capabilities
      Subfactor 2: Past performance
   2) Pass/Fail factor for Lot 1 : EaaS Technical Requirements
      Subfactor 1: Common Technical Requirements
      Subfactor 2: Management, Compliance, appropriate Impact Security Requirements, and
         Customer Relationship Management

   One section for each Lot 1 Sub-Lot Proposed (a, b, c, and/or d). Quoters need only add the Lot
   Specific Responses for additional Sub-Lots they propose.

   One section with Lot 4 and Lot 5 requirement responses.

   Please Note: Quotes need only propose any one of the Lot 1 Sub-Lots as well as Lot 4
   (Migration Services), and Lot 5 (Integration Services) for consideration. Separate attachments
   for relevant Section 508 Voluntary Product-Service Accessibility Templates (VPATs)
   /Government Product-Service Accessibility Templates (GPATs) should be provided. Separate
   attachments for Service Level Agreements (SLAs) should be provided. Neither V/GPATs nor
   SLAs will be part of page limitations.

   Optional:
   One Section for each additional Lot 1 Sub-Lot proposed.
   Please note: Quotes for more than one Lot 1 Sub-Lot may be proposed, however Quoters need
   only add the Lot Specific Responses for additional Sub-Lots they propose.

   One Section for each Optional Lot (Lots 2 and/or 3) proposed.
   Please note: Quotes for one or both Optional Lots need only add the Lot Specific
   Responses applicable to those Options. They do not need to readdress the items already
   addressed with the first Lot 1 Sub-Lot (under Mandatory above).

   Quoters are encouraged to cross reference their responses rather than provide duplicative material.
   Common requirements should be only addressed once.

5) **Solicitation/Contract/Order for Commercial Items, Standard Form 1449, Page 1.**
6) **Price Section – Section B Service and Pricing B.2.1-B.5.5 pages 5-31. Quoters are reminded to
   include the 2% ACT fee in their quotes in addition to the IT Schedule 70 fee.**
7) **Attachment A CLIN Pricing Workbook.**
8) **Contract Teaming Arrangement Documentation (CTA), if applicable.**
9) **Service Level Agreement – Attachment D (SAMPLE).**

10) Acknowledgement of Cooperative Purchasing Program – Attachment B, if applicable.
11) License Agreements/Terms of Service.

Quoters shall use separate files to permit rapid location of all portions of the Quote, including attachments, if any. Each electronic file shall be <u>identified by the number and name</u> of the above major areas of the Quote. If files are compressed, the necessary decompression program must be included. The Quotes shall be submitted in a format readable by Microsoft (MS) Word/Excel 2003 or in a PDF format, as applicable. The following E-Buy document/attachment size restrictions apply: 5mb per document, unlimited number of documents.

All Quotes shall clearly demonstrate the Quoter's understanding of both general and specific requirements, as well as convey its capability of transforming its understanding of the requirement into successful performance under this BPA. <u>Quoters are reminded</u> to provide descriptions of how they meet the requirements that demonstrate:

- The Quoters clear understanding of the requirement.
- The Quoters ability to provide high quality services as requested.

Quote Format - The Quote shall be legible, single-spaced, 1" margins, and in a Times New Roman, 11-point type size font, printable to 8 ½ x 11 inch paper. The pages of the Technical and Price Quote sections shall be separately numbered. The footer of each page submitted in Quotes shall include the company name of Quoter. Diagrams must be with a minimum 8-point font size text. If a Quote exceeds the page limitations, only the pages within that limit will be distributed to the evaluation team. Quoters are encouraged to directly reference other segments of their Quote where appropriate.

E.6.1 Executive Summary (2 Page Limit)

Submit a concise executive summary of the entire Quote, including significant risks, and a highlight of any key or unique features, excluding price. The relevant features should be addressed in your response to the evaluation/subfactors. Any summary material presented here shall not be considered as meeting the requirements for any other part or section of the Quote. Each Quoter shall state that the Quote is valid for 120 days from the date specified for Quote submission.

The executive summary shall identify whether the Quoter is a small business, small-disadvantaged business, Section 8(a) business, woman-owned small business, HUBZone small business, veteran-owned small business, service-disabled veteran owned small business, as well as federally recognized Native American tribes or tribal organizations. The executive summary must include your Federal Tax Identification Number (TIN) and Data Universal Numbering System (DUNS) number. Provide the name, title, telephone number, fax number, and E-mail address for the individual authorized/designated to obligate the Quoter.

In order for a Quote to be considered, Quoters must meet and certify the following information:

> *Wholly-owned domestic entity or partial foreign ownership by a foreign country not banned from doing business with a United States Federal Agency.*

<u>Failure to meet this requirement as set forth in this section shall result in rejection of the Quote as non-responsive.</u>

E.6.2 Table of Contents

The quote shall contain a master table of contents for the entire Quote to consist of topics and page numbers only.

E.6.3   Assumptions and Exceptions

Quoters should vet questions relevant to Assumptions and Exceptions in the Question and Answer phase.

E.6.4   Technical Section Instructions

E.6.4.1 Lot Definitions

This RFQ solicits five (5) Lots.

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.

Note: If the Technical Section exceeds the page limitation set forth, the excess text may NOT be evaluated. DO NOT include any price data in the technical Quote.

E.6.4.2 Technical Requirements Reference

The Technical Section shall address the specific requirements listed in the Statement of Work**. The Technical material should be provided in the order contained in the following tables:**

Pass/Fail Factor 1- General Cloud Computing Requirements (Cloud Characteristics) and Past Performance (Common for All Quoters)		
These five characteristics represent core capabilities that must be present in order to offer EaaS services. All questions in this section require a Yes answer in order for the evaluation to proceed further. Quoters should answer the questions, affirming their capability to meet the requirements and provide a short description of how they have done so.		
**Subfactor 1. Cloud Computing Requirements & ** Contractor EaaS Capabilities	**All Required**	**RFQ Section C or other ** Reference
1. **On-demand self service:** Can an ordering authority provision and deprovision mailboxes (i.e. without vendor review or approval)? (Y/N)	Required	4.1 Table 6 Requirement 1
2. **Broad network access:**		
(a) Does the provider utilize internet bandwidth at least 1Gb/s between the service and external recipients and transmitters of senders? (Y/N)	Required	4.1 Table 6 Requirement 2(a)
(b) Does the provider operate a minimum of two data center facilities at two different geographic locations for each offering? **(Y/N).**	Required	4.1 Table 6 Requirement 2(b)
(c) Does the provider disclose the locations by (City, State/Country) where data centers are located? For quoters offering data centers outside of the United States, locations shall adhere to countries defined by FAR 25.003.?**(Y/N)**	Required	4.1 Table 6 Requirement 2(c)

3. Location independent resource pooling: Are provisioning, deprovisioning, and operation of EaaS services load balanced across data centers based on operational considerations to ensure maximum availability and end-user performance? (Y/N)	Required	4.1 Table 6 Requirement 3
4. Rapid elasticity: Does the provider support provisioning of practically unlimited computing capability, and memory; represented by allowing each individual ordering activity to provision or deprovision a minimum of 2,500 mailboxes per day) without service degradation to any tenant within the cloud? (Y/N)	Required	4.1 Table 6 Requirement 4
5. Measured service: Does the provider offer visibility and control into service usage via a dashboard or similar means and the ability to scale usage up or down through appropriate management tools? Y/N)	Required	4.1 Table 6 Requirement 5

Pass/Fail Factor 2 - EaaS Technical Requirements (Common for All Quoters[2])		
Factor 2 – EaaS Technical Requirements (Identical for Lots 1, 2 & 3 Evaluated only once)	**All Required**	**RFQ Reference**
Subfactor 1 – Common Technical Requirements	Required	Section C.4 Para 2, Data Ownership and Section C 4.2
Service Management Requirements	Required	C 4.2.1 and Table 7
Data Center Facilities Requirements	Required	C.4.2.2 Table 8
Software as a Service Email Requirements	Required	Section C 4.3.1.1
1. General Provider Capabilities	Required	Section C 4.3.1.1 Table 10 Items 1.1-1.4
2. Service Management and Operations	Required	Section C 4.3.1.1 Table 10 Items 2.1 - 2.16
3. Mailbox Capabilities	Required	Section C 4.3.1.1 Table 10 Items 3.1 - 3.17
4. Collaboration and Calendar Capabilities	Required	Section C 4.3.1.1 Table 10 Items 4.1 - 4.6
5. Mobile Device Capabilities	Required	Section C 4.3.1.1 Table 10 Items 5.1 - 5.3
6. Archival Capabilities	Required	Section C 4.3.1.1 Table 10 Items 6.1 - 6.3
7. eDiscovery Capabilities	Required	Section C 4.3.1.1 Table 10 Items 7.1 - 7.4
8. User Administration, Authentication & Access	Required	Section C 4.3.1.1 Table 10 Items 8.1 - 8.10
Subfactor 2 - Management, Compliance, Moderate Impact Security Requirements, and Customer Relationship Management	Required	Sections C 5, C.6, and D.8

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[2] Pass/Fail Factors 1 and 2 are required of all Quotes. These will be evaluated and must be passed to receive further consideration.

Section 508	Required	Section C.5.1 and Instructions to Quoters
Information Technology Systems Security Requirements	Required	Section C.5.2, Section D.8
Privacy Requirement	Required	Section C.5.3
Management Reporting Deliverables	Required	Section C.6 with Table 21
Customer Relationship Management[3]	Required	Instructions to Quoters

Pass/Fail Options (Lots 2 and 3 Lot Specific Requirements)		
	All Optional	
Lot 2 Office Automation Lot Specific Requirements	**Optional**	Section C 4.3.2.1 Table 15,
Lot 3 Electronic Records Management Lot Specific Requirements	**Optional**	Section C 4.3.3.1 Table 16,

Value Factor 1 – Lots 1a, b, c & d Lot Specific Technical Requirements		
Email Service Environment - Quote must include at least one of the following Sub-Lots	**At Least One Required**[4]	**RFQ Reference**
Lot 1a – Government Community Cloud Requirements including two examples of Relevant Experience[5]	Required	Section C 4.3.1.1.1 Table 11 and Instructions to Quoters
Lot 1b – Provider Furnished Private Cloud Requirements including two examples of Relevant Experience	Required	Section C 4.3.1.1.2 Table 12 and Instructions to Quoters
Lot 1c - Secure Enclave Private Cloud Requirements including two examples of Relevant Experience	Required	Section C 4.3.1.1.3 Table 13 and Instructions to Quoters
Lot 1d – Public Cloud Requirements Include two examples of Relevant Experience	Required	Section C 4.3.1.1.4 Table 14, Items 1-4 and Instructions to Quoters

Value Factor 2 - Lots 4 & 5 Lot Specific Technical Requirements		
Lot 4 – Migration Services - Quote must include Lot 4	**Required of all Quotes**	**RFQ Reference**
Lot 4 – Migration Services Requirements including two examples of Relevant Experience	Required	Section C 4.3.4.1 with Table 17, C 4.3.4.2 with Table 18, and Instructions to Quoters

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[3] The Quote should include a description of your approach (philosophy) to customer relationship management and the tools and methods used to enhance the interaction between your company and the government customers.

[4] If a Quote includes more than one Sub-Lot, then all Lot-Specific requirements must be addressed for each Sub-Lot offered.

[5] For each Sub-Lot offered the Quote should include two Relevant Experience examples with client references using Attachment C.

	Required	RFQ Reference
Lot 5 – Integration Services - Quote must include Lot 5	**Required**	**RFQ Reference**
Lot 5 – Integration Services Requirements including two examples of Relevant Experience	Required	Section C 4.3.5.1 with Table 19, C 4.3.5.2 with Table 20, and Instructions to Quoters

E.6.4.3 Page Limitations

The following table provides guidance of estimated pages for each section of the Technical Quotation.

Segment of Proposal	Description (**Descriptions in BOLD** are required for all submissions but may be cross referenced if they cover multiple Sub-Lots).	Individual Item	Individual Item	Combined Segment	Combined Segment	Page Limitation for submission of any **one** Sub-Lot	Page Limitation for submission of any **two** Sub-Lots	Page Limitation for submission of all **three** Sub-Lots	Page Limitation for submission of all **four** Sub-Lots
Pass/Fail **Factor 1**- General Cloud and Past Performance		Low	High	Low	High	**4**	4	4	4
Sub-Factor 1	**General Cloud Computing Requirements**	3	4	3	4				
Sub-Factor 2	Past Performance Check	0	0						
Pass/Fail **Factor 2** - EaaS Technical Requirements						22	22	22	22
Sub-Factor 1	**8 Common Technical Requirements**	10	15	15	22				
Sub-Factor 2	**Management, Compliance, Moderate Impact Security Requirements and Customer Relationship**	5	7						
Pass/Fail Optional Lots 2 and 3 Specific Requirements	(These Lots are <u>not mandatory</u> for Quoters to propose.)								
Lot 2	Office Automation	5	8	10	16				
Lot 3	Records Management	5	8						

Value Factor	Sub-Lot	Component					One Sub-Lot	Two Sub-Lots	Three Sub-Lots	All Sub-Lots
Value Factor 1 Lot 1: Sub-Lots 1a, 1b, 1c		**At Least one of the Sub-Lots must be proposed.**					**15**	30	45	60
	Sub-Lot 1a	Government Community Cloud	8	13	9	15				
		Relevant Experience	1	2						
	Sub-Lot 1b	Provider Furnished Private Cloud	8	13	9	15				
		Relevant Experience	1	2						
	Sub-Lot 1c	Secure Enclave Private Cloud	8	13	9	15				
		Relevant Experience	1	2						
	Sub-Lot 1d	Public Cloud	8	13	9	15				
		Relevant Experience	1	2						
Value Factor 2 **Lots 4 and 5** Lot Specific Requirements										
	Lot 4	**Migration Services**	15	18	16	20	**20**	20	20	20
		Relevant Experience	1	2						
	Lot 5	**Integration Services**	8	10	9	12	**12**	12	12	12
		Relevant Experience	1	2						
							One Sub-Lot	**Two Sub-Lots**	**Three Sub-Lots**	**All Sub-Lots**
		Total Page Limitation without any Optional Lots					**73**	**88**	**103**	**118**
		Total Page Limitation with one Optional Lot (2 or 3)					**81**	**96**	**111**	**126**
		Total Page Limitation with both Optional Lots (2 and 3)					**89**	**104**	**119**	**134**

Note: The following items do not have any page limitations on them: all non technical proposal segments (including the Price proposal) and the Section 508 VPAT/GPAT templates. Quoters may use the total pages allowed per Sub-Lot submission in any way they see fit. The ranges provided are only suggestions and as a way to provide a reasonable overall technical quote page limit.

E.6.4.4 Technical Quote Content – Technical Evaluation Process

The following describes the Factors to be evaluated, the content expected to be provided for each (following the order found above at E.6), and the process flow of the evaluation. Any Quote not meeting the requirements in a Pass/Fail Factor (that is, any quote receiving a "Fail" on one of the mandatory Factors) will not be evaluated or considered further.

E.6.4.4.1 Pass/Fail Factor 1: Cloud Requirements and Past Performance

Factor 1 involves two pass/fail sub-factors that require a single response for all Lots. These are:

> Sub-factor 1: Cloud Technical Requirements
>
> Sub-factor 2: Past Performance

Sub-Factor 1: Pass/Fail Sub-Factor 1: Cloud Technical Requirements

Sub-factor 1 involves an initial evaluation of all Quotes against five (5) key cloud computing characteristics. The Quoter should be able to answer all questions in the affirmative and to describe how they are able to meet the requirements in such a way as to provide the government with confidence in their ability to do so. Quotes need only address this once for all Lots.

Sub-Factor 2: Pass/Fail Sub-factor: 2: Past Performance

Sub-factor 2 takes into account the past performance for consideration of award. Recent past contractual performance can shed light on the reliability of a Quoter.

Proposals do not need to contain any material in this segment of their response for Past Performance since it will be covered in the following way:

The Government may rely on past performance sources including, but not limited to, interviews with Government Contracting Officers, Government Contracting Officer Technical Representatives, Government Program Managers and Small Business Administration representatives; the Past Performance Information Retrieval System (PPIRS) www.ppirs.gov, and other past performance systems. GSA retains the right to validate the sources and content of past performance information.

The Government may use past performance information obtained from other than the sources identified by the Quoter in their Relevant Experience examples. (Relevant Experience examples are requested as part of the Lot Specific Technical responses below.)

For proposals passing both Factor 1 Pass/Fail Sub-Factors, the Quote will continue to be evaluated on the following Factors.

E.6.4.4.2 Pass/Fail Factor 2 – EaaS Technical Requirements

The EaaS Technical Requirements are common to all Quotes as they deal with the mandatory Email and operational requirements found in Section C that apply to all Lot 1 Sub-Lots. Quotes need only address this once for all Lots. This Pass/Fail Factor has two Sub-Factors which are:
> Sub-Factor 1 – Common Technical Requirements
> Sub-Factor 2 – Management, Compliance, Moderate Impact Security Requirements, and
> > Customer Relationship Management

Sub-Factor 1 Pass/Fail Sub-Factor 1 Common Technical Requirements

The Quoter shall affirm that the Government retains ownership of any user created/loaded data and applications hosted on vendor's infrastructure, and maintains the right to request and receive full copies of government owned data and applications at any time. This affirmation should cover any and all offerings proposed in the Quote.

The Quote should address the Section C requirements are in tables 7, 8 and 10 for Service Management, Data Center Facilities, and Software as a Service. Each Sub-Lot will be evaluated against the requirements in the solicitation. Evaluators should be able to determine the kind of capabilities and functionality being offered in the Quote and thereby gain adequate confidence in the Quoters ability to provide such services.

Sub-Factor 2 Pass/Fail Sub-Factor 2 Management, Compliance, Moderate Impact Security Requirements, and Customer Relationship Management

The Quote should address the Section C requirements for these elements.

The Quoter should detail how and using what standards or best practices they manage the services (and underlying facilities and personnel) they are offering. They must show an understanding of the need for compliance to Federal mandates for Privacy and Accessibility.

In response to system security and security clearance requirements, it is important that the Quoter demonstrate a clear understanding of the requirements for the appropriate impact level and affirm its willingness and current ability to cooperate with access and artifacts in the process of Assessment and Authorization.

For evaluation purposes, Quoters shall submit either a signed Authorization-To-Operate (ATO) at a minimum moderate level from a Federal Agency, a SAS 70 type II/ SSAE-16 SOC type 2, or ISO/IEC 27001 independent verification audit with their proposals. Quoters shall demonstrate the ability to 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.

Quoters shall describe how they manage customer relationships and the manner and means by which they will communicate with and support the customer, and their goals for customer service.
In addition the Quote should provide a clear description of their Customer Relationship Management philosophy, tools, and methods for interacting with the government customers at all levels.

For proposals passing both Factor 2 Pass/Fail Sub-Factors, the Quote will continue to be evaluated.

E.6.4.4.2.3 Instructions on Providing Relevant Experience to Lot Specific Requirements

These instructions apply to all Lot 1 Sub-Lots as well as to Lots 4 and 5. Relevant Experience examples are references from other engagements where the Quoter provided services similar in scope and nature to the services being offered for this solicitation.

Quoters shall use the format of Attachment C, Relevant Experience Format, to provide the information required for each experience example (two relevant experiences for each Sub-Lot offered and two each for Lot 4 and Lot 5). The Quoter shall provide the forms to GSA in the Technical Segment of their Quote

after the Lot Specific information for the Lot or Sub-Lot to which that particular experience example applies. The Government may contact all or some of the references to verify information obtained or follow-up regarding status of responses. The Quoter with no relevant experience example shall receive a rating of neutral. If teaming arrangements are utilized in Quotes, the Government will protect the proprietary nature of this information and will only discuss experience information with the prospective prime or teaming partner that is being reviewed. Relevant Experience examples are included in the page limitations and Quoters are reminded of the recommendations found in the Table at E.6.4.3 Page Limitations.

E.6.4.4.2.4 Lot 1 EaaS Environment Sub-Lot Specific Requirements

The Quote shall provide a response to the Lot Specific Requirements for each Sub-Lot they propose to offer. In addition to a clear description of the services being offered and the manner in which they intend to meet the requirements, Quotes should include two Relevant Experience examples for each Sub-Lot proposed. The result of this material should demonstrate to the government the Quoters qualifications and capabilities to provide services offered. At least one Sub-Lot offered must be ranked as technically acceptable or better to be considered for award of a BPA.

E.6.4.4.2.5 Lot 2 Office Automation Lot Specific Requirements

The Quote may provide a response to the Lot Specific Requirements for Lot 2 Office Automation. In addition to a clear description of the services being offered and the manner in which they intend to meet the requirements, Quotes should include two Relevant Experience references. The result of this material should demonstrate to the government the Quoters qualifications and capabilities to provide services offered in a manner meeting solicitation requirements. Lot 2 is an Optional offering and the Quote must receive a "Pass" to be included in any potential BPA award.

E.6.4.4.2.6 Lot 3 Electronic Records Management Lot Specific Requirements

The Quote may provide a response to the Lot Specific Requirements for Lot 3 Electronic Records Management. In addition to a clear description of the services being offered and the manner in which they intend to meet the requirements, Quotes should include two Relevant Experience references. The result of this material should demonstrate to the government the Quoters qualifications and capabilities to provide services offered in a manner meeting solicitation requirements. Lot 3 is an Optional offering and the Quote must receive a "Pass" to be included in any potential BPA award.

E.6.4.4.2.7 Lot 4 Migration Services Lot Specific Requirements

The Quote shall provide a response to the Lot Specific Requirements for Lot 4 Migration Services. In addition to a clear description of the services being offered and the manner in which they intend to meet the requirements, Quotes should include two Relevant Experience references. The result of this material should demonstrate to the government the Quoters qualifications and capabilities to provide services offered. Lot 4 is a Mandatory offering and this portion of the Quote must be ranked as technically acceptable or better to be considered for award of a BPA.

E.6.4.4.2.8 Lot 5 Integration Services Lot Specific Requirements

The Quote shall provide a response to the Lot Specific Requirements for Lot 5 Integration Services. In addition to a clear description of the services being offered and the manner in which they intend to meet the requirements, Quotes should include two Relevant Experience references. The result of this material

should demonstrate to the government the Quoters qualifications and capabilities to provide services offered. Lot 4 is a Mandatory offering and this portion of the Quote must be ranked as technically acceptable or better to be considered for award of a BPA.

E.6.5 Pricing Section (No page limit)

The Price Quotes (fixed price and fixed hourly rate) shall be discounted off the Quoter's IT Schedule 70 contract pricelist.

Completed Section B.2.1-B.5.5 Pricing for EaaS offerings.

E.6.6 Attachment A CLIN Pricing Workbook.

Instructions for Attachment A, CLIN Pricing Workbook:
  a. Populate the entire workbook of, Attachment A - CLIN Pricing Workbook
  b. Quoters shall map the quoted items/ units of service and prices to their IT Schedule 70 contract pricelists.
  c. Do NOT alter the format of Attachment A, CLIN Pricing Workbook
  d. Do not leave any blanks. NC-No Charge or N/A - Not Available is an appropriate response/fill-in.

Failure to do so may eliminate the Quoter from further consideration.

E.6.6 Contract Teaming Arrangement Documentation (CTA), if applicable.

If the Quoter plans to utilize teaming arrangement to perform services under it shall clearly describe in its technical submission the teaming partner(s) experience and performance, and technical capabilities that enables the teaming partner(s) to provide the services proposed, and the specific tasks and services to be performed under this BPA.

E.6.7 License Agreements/Terms of Service (No Page limit)

If proposing Commercial Software, the quoter shall submit License Agreements/Terms of Service together with its quote that is compliant with the requirement D.20. Failure to submit compliant License Agreements/Terms of Service at the time of the quote submission may render the quote ineligible for award.

SECTION F - EVALUATION AND AWARD

F.1.   General Information

F.1.1   Notice to Prospective Quoters: GSA will utilize The MITRE Corporation, through a Federally Funded Research and Development Center (FFRDC) which they operate in the government's interest, to assist the Government during the during the evaluation; they will be utilized as advisors.

F.1.2   Evaluations: Evaluations will be conducted in accordance with FAR 8.405-3.

The Government will evaluate four (4) technical evaluation factors, one (1) optional technical evaluation factor for Lot 2 and one (1) optional technical evaluation factor for Lot 3, and price. Technical factors will be evaluated using a combination of Pass/Fail and Value evaluation methodologies against the requirements in the RFQ. Technical factors are considered to be significantly more important than Price. Factors are defined and cross referenced in Section C and Section E.

F.1.3   Factors: For the Pass/Fail Factors the following standards apply:
Pass – Meets or exceeds the requirements set forth in the solicitation.
Fail – Fails to meet the requirements set forth in the solicitation.

The following Factors are evaluated as Pass/Fail

Pass/Fail Factor 1	**Cloud Technical Requirements** (5 general Cloud Characteristics).	All Quotes must pass these two items successfully
	Past Performance (as found in the Past Performance Information Retrieval System (PPIRS) or other sources).	
Pass/Fail Factor 2	**Subfactor 1 – Technical Requirements for Lot 1 -** EaaS Requirements	Evaluate each Quote against the mandatory requirements in the solicitation. Identify Strengths, Weaknesses, and Risks to determine if sufficient merit exists for their proposal to Pass these requirements.
	Subfactor 2 – Management Requirements – to also include an assessment of compliance with Moderate Impact Security, Privacy, and Section 508.	
Pass/Fail Optional	**Lot 2** – Office Automation Requirements **Lot 3** – Electronic Records Management Requirements	Evaluate two optional Lots (2 & 3) against the requirements. Pass/Fail decisions for options will not impact further evaluation.

Any Quote that fails either the Pass/Fail Factor 1 or Pass/Fail Factor 2 requirements will not be given further consideration for award. If the Quote has been determined to meet (pass) the Pass/Fail Factor 1 and 2 requirements, the Government shall proceed with evaluating the Quote for the remaining Factors.

Quotes must receive an acceptable ranking on at least one Lot 1 Sub-Lot as well as Lot 4 and Lot 5 to be considered for award.

The following Factors are evaluated with Value rankings

Value Factors are ranked against predefined descriptions and given a rating based on the quote value in relationship to the requirements of the solicitation. Value Factor determinations provide a source of distinctive for Best Value tradeoffs. The two value Factors are of equal importance.

Value Factor 1	**Lot Specific Requirements Lot 1** **Lot 1 Sub-Lot 1a** (Government Community Cloud) **Lot 1 Sub-Lot 1b** (Provider Furnished Equipment Private Cloud) **Lot 1 Sub-Lot 1c** (Secret Enclave) **Lot 1 Sub-Lot 1d** (Public Cloud)	Evaluate each Quote against the requirements in the solicitation.

Value Factor 2	**Lot Specific Requirements for**
	    Lot 4 (Migration Services)
	
	    Lot 5 (Integration Services)
		Evaluate each Quote against the requirements in the solicitation.

<u>Quotes must receive an acceptable ranking on at least one Lot 1 Sub-Lot, as well as Lot 4 and Lot 5, to be considered for award.</u>

F.1.4   Price Evaluation:

Price will be evaluated using government established quantities for each quote for the following Sub-Lots separately Sub-Lot 1a, 1b, 1c, and 1d, including the mandatory Lots 4 and 5. Price will be evaluated using government established quantities for each quote for the corresponding optional Lots 2 and 3 separately. Price will be evaluated separately for Sub-Lot 1a, 1b, 1c, and 1d, including the mandatory Lots 4 and 5 for U.S. Based Offerings. Price will evaluated separately for 1a, 1b, and 1d, including the mandatory Lots 4 and 5 for Non-U.S. Based Offerings. The awardees for Sub-Lot 1a, 1b, 1c, and 1d U.S. Based Offerings will then be evaluated for the corresponding Sub-Lots in Optional Lot 2 separately and Optional Lot 3 separately. The awardees for Sub-Lot 1a, 1b, and 1d for Non-U.S. Based Offerings will then be evaluated for the corresponding Sub-Lots in Optional Lot 2 separately and Optional Lot 3 separately.

Example: The total evaluated price will be computed for Sub-Lot 1a, and Lots 4 and 5 for the U.S. Based Offering Period (2 years) and for each Option year. The total evaluated price will be computed for Sub-Lot 1a, and Lots 4 and 5 for the Non-U.S. Based Price Period (2 years) and for each Option year. Government established quantities will be used for all Quotes. The quoted CLIN prices will be multiplied by the established quantities as well as multiplied by 24 months for the Base Period, 12 months for Option Years 1 and 2, and 18 months for the Option 3 period. The quoted CLIN prices not based on monthly charges will be multiplied by the established quantities for 24 months for the Base Period, 12 months for Option Years 1 and 2, and 18 months for the Option 3 period. The resulting total figure will

provide a total evaluated price for the potential 66 months of the BPA (five years with a possible six month extension).

The process for evaluating price for each proposed Sub-Lots in Lot 2 and for each proposed Sub-Lots in Lot 3 will be based on the technical acceptability (pass/fail), acceptable price. The same process above will be used for each quoter to compute price for the proposed Sub-Lots in Lot 2 separately and for each proposed Sub-Lots in Lot 3 separately. U.S. Based Prices and Non- U.S. Based Offerings will be evaluated separately for Lot 2 and Lot 3. Government established quantities will be used for all Quotes. The quoted CLIN prices will be multiplied by the established quantities as well as multiplied by 24 months for the Base Period, 12 months for Option Years 1 and 2, and 18 months for the Option 3 period. All Lot 2 and 3 services are monthly. The resulting total evaluated price will provide a total evaluated price for the potential 66 months of the BPA (five years with a possible six month extension) for the corresponding Lot 2 offering. An addition, total evaluated price will provide a total evaluated price for the potential 66 months of the BPA (five years with a possible six month extension) for the corresponding Lot 3 offering.

If awarded Sub-Lot 1a, 1b, 1c, or 1d U.S. Based Price or Sub-Lot 1a, 1b, or 1d Non-U.S. Based Offering the offer will then be considered for the corresponding Sub-Lot Lots 2 separately and Sub-Lot 3 separately. Example: 1a, 4, and 5 prices will be evaluated for award. If awarded and the contractor proposed for Sub-Lot 2a then a price for Sub-Lot 2a will be computed for Sub-Lot 2a award consideration. If awarded and the contractor proposed for Sub-Lot 3a then a price for sub-Lot 3a will be computed for Sub-Lot 3a award consideration. If awarded and the contractor proposed for Sub-Lot 2a, that Sub-Lot will be based on technically acceptability (pass/fail), acceptable price for award consideration. If awarded and the contractor proposed for Sub-Lot 3a, that Sub-Lot will be based on technically acceptability (pass/fail), acceptable price for award consideration.

The EaaS price evaluation will include: price analysis, the process of examining and evaluating a Quotes price without evaluating its separate cost elements and proposed profit; verification if offered items reside under the Quoter's Multiple Award IT Schedule 70 contract and have identified the Special Item Number (SIN) under which they are being Quoted; and determining the magnitude of discounts offered. If a Quoter's BPA Contract Line Item Number (CLIN) prices represent a combination of IT Schedule 70 CLINs, the Quote shall map the combination of its IT Schedule 70 CLINs to its proposed BPA CLINs.

F.2.   Method of Award

The Government intends to award to one or more BPAs to meet its needs consistent with the requirements outlined in this RFQ. Awards for Sub-Lot 1a, 1b, 1c, 1d and 4 & 5 for U.S. Based Offerings and Sub-Lot 1a, 1b, 1d and 4 and 5 for Non-U.S. Offerings will be made using the Best Value analysis. A Best Value analysis will include tradeoffs or consideration for the full impact and cost of a given solution in comparison to competitors for that Sub-Lot. The Best Value process permits tradeoffs among cost or price and non-cost Factors and allows the government to accept other than the lowest priced proposal. The perceived benefits of the higher priced proposal shall merit any additional cost, and the rationale will be documented.

Awards will be made by Sub-Lot and shall be made to one or more responsible quoter(s) whose offer, in conforming to this RFQ, provides an overall best value to the Government, technical evaluation Factors, price, and trade off considered. The Government's objective is to obtain the Best Value to the Government. Technical evaluation Factors are significantly more important than price; however, between proposals that are evaluated as technically equal, price will become a major consideration in selecting the successful quoter.

A Best Value decision and awards will be made separately by Sub-Lot 1a, 1b, 1c, or 1d for U.S. Based Offerings; these will include the two required Lots 4 and 5. A Best Value decision and awards will be made separately by Sub-Lot 1a, 1b, or 1d Non-U.S. Based Offerings; these will include the two required Lots 4 and 5. Technically Acceptable (Pass/Fail), Acceptable Price awards will be made for the U.S. Based Offering awardees of Sub-lot 1a, 1 b, 1c, and 1 d separately considered for the corresponding Sub-Lot 2 U.S. Based Offering. Technically Acceptable (Pass/Fail), Acceptable Price awards will be made for the Non-U.S. Based Offerings awardees of Sub-lot 1a, 1 b, and 1 d separately considered for the corresponding Sub-Lot 2 Non-U.S. Based Offerings. Then a Technically Acceptable (Pass/Fail), Acceptable Price awards will be made for the U.S. Based Offering awardees of Sub-lot 1a, 1b, 1c, and 1d separately considered for corresponding Sub-Lot 3 awards U.S. Based Offering. Then a Technically Acceptable (Pass/Fail), Acceptable Price awards will be made for the Non-U.S. Based Offering awardees of Sub-lot 1a, 1b, and 1d separately considered for corresponding Sub-Lot 3 awards Non-U.S. Based Offering.

The Government reserves the right to choose not to accept any of the proposals or to accept a number that seems to provide sufficient coverage in all Sub-Lots with consideration for operating the program at an efficient level so that awarded BPAs gain reasonable purchase activity.

SECTION G - Attachments

The following attachments are incorporated:

Attachment	Description	Version	Date
A	CLIN Pricing Workbook	1	5/9/11
B	Acknowledgement of Cooperative Purchasing Program	1	5/9//11
C	Relevant Experience Format	1	5/9/11
D	SAMPLE Service Level Agreement	1	5/9/11
E	Report of Sales Template	1	5/9/11
F	Buy Accessible Acceptance Guide.mht		
G	Buy Accessible Government Product-Service Accessibility Template.mht		