BEST VALUE
BLANKET PURCHASE AGREEMENT (BPA)
OFFICE OF GOVERNMENTWIDE POLICY

General Services Administration /OCSIT
BPA Number GS-00-H-15-AA-A-0054
AQUILENT, INC.
Effective: October 20, 2014

In the spirit of the Federal Acquisition Streamlining Act, General Services Administration, Office of Citizen Services and Innovative Technologies (OCSIT) and **Aquilent, Inc.** enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA), Office of Office of Citizen Services and Innovative Technologies (OCSIT) under Contract **GS-00-H-15-AA-A-0054.**

Office of Office of Citizen Services and Innovative Technologies (OCSIT) BPAs eliminate contracting and open market costs such as: the search for sources; the development of technical documents and solicitations; and the evaluation of bids and offers. Contractor Team Arrangements are permitted with the Office of Citizen Services and Innovative Technologies (OCSIT) contractors in accordance with Federal Acquisition Regulation (FAR) Subpart 9.6.

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

Signatures:

VIVIAN FIELDS	Digitally signed by VIVIAN FIELDS DN: CN = VIVIAN FIELDS C = US O = U.S. Government OU = General Services Administration Date: 2014.10.20 11:23:08 -05'00'	(b) (6) [redacted]	10/17/14
Vivian M. Fields	**DATE**	(b) (6) [redacted]	**DATE**
Contracting Officer		Chief Financial Officer	
U.S. General Services Administration		Aquilent, Inc.	

GSA BPA NUMBER: **GS-00-H-15-AA-A-0054**

Effective: October 20, 2014

Aquilent, Inc.
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Office of Governmentwide Policy Contract Number **GS-00-H-15-AA-A-0054**, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH the **Office of Citizen Services and Innovative Technologies (OCSIT)**

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

TYPE OF SERVICE	SPECIAL BPA DISCOUNT/PRICE
OCSIT GSA intends to provide a cloud hosting environment that is easy-to-use, self-service, and cost-effective for an agile and flexible development and production environments related to GSA-wide, e-government, government-wide solutions and shared services, and citizen-oriented services. GSA mission is to achieve results in hours, days, and weeks instead of months and years. Today the business leverages startup-like approaches to technology development including designing for the future, social innovation, agile development, and lean startup methodologies.	See Aquilent Price Proposal dated September 12, 2014

(2) Delivery:

DESTINATION	DELIVERY SCHEDULE/DATES
Specified at the task order level	

(3) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be **$100,000,000 not to exceed for 5 years**.

(4) This BPA does not obligate any funds.

(5) This BPA is in effect **from October 20, 2014 with 4 one-year option periods**. The Government may unilaterally exercise the option period at any time before the expiration date of the BPA period.

Base Year: October 20, 2014 thru October 19, 2015
Option Year One (1): October 20, 2015 thru October 19, 2016
Option Year Two (2): October 20, 2016 thru October 19, 2017
Option Year Three (3): October 20, 2017 thru October 19, 2018
Option Year Four (4): October 20, 2018 thru October 19, 2019

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

OFFICE	POINT OF CONTACT
GSA / Office of Citizen Services and Innovative Technologies(OCSIT) **1800 F Street, NW** **Washington, DC 20405**	**Vivian M. Fields**

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

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

(a) Name of Contractor;

(b) Contract Number;

(c) BPA Number;

(d) Task/Delivery Order Number;

(e) Date of Purchase;

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

(g) Date of Shipment.

(9) The requirements of a proper invoice are as specified in the Office of Citizen Services and Innovative Technologies (OCSIT) contract. Invoices will be submitted to the address specified within the task/delivery order transmission issued against this BPA.

Invoice Address: Specified at the task order level

Ship To Address: Specified at the task order level

Payment Address: Specified at the task order level

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

***IMPORTANT -- A new feature to the Office of Citizen Services and Innovative Technologies (OCSIT) Policy Program permits contractors to offer price reductions in accordance with commercial practice. Contractor Team Arrangements are permitted with the Office of Citizen Services and Innovative Technologies (OCSIT) Policy Program contractors in accordance with FAR Subpart 9.6.**

(11) The BPA Statement of Objectives (SOO), issued on August 27, 2014, closed on September 12, 2014, is hereby incorporated by reference.

(12) The Aquilent, Inc., technical/price quote dated September 12, 2014, is hereby incorporated by reference.

General Services Administration (GSA)
Internal Acquisition Division (IAD)

BLANKET PURCHASE AGREEMENT (BPA)

RFQ Number: GS-H1E-Q-14-0264 AMENDMENT 01

For
Office of Citizen Services and Innovative Technologies (OCSIT)
Office of the Chief Information Officer (OCIO)
And GSA-wide
Cloud Hosting Services

Issued to:
CONTRACTORS UNDER GSA Schedule 70 (SIN 132-51)

Conducted under Federal Acquisition Regulations (FAR) Part 8.4

SECTION 1 – STATEMENT OF OBJECTIVES FOR CLOUD HOSTING SERVICE

1.0 Background

The General Services Administration (GSA), Office of Citizen Services and Innovative Technologies (OCSIT) in partnership with the Office of the Chief Information Officer, and other GSA organizations provides citizens, businesses, other Governments, and the media with a way to easily obtain information and services from the U.S. Government. Consistent with its expanding role in serving American citizens, GSA intends to provide a cloud hosting environment that is easy-to-use, self-service, and cost-effective for an agile and flexible development and production environments related to GSA-wide, e-government, government-wide solutions and shared services, and citizen-oriented services. GSA mission is to achieve results in hours, days, and weeks instead of months and years. Today the business leverages startup-like approaches to technology development including designing for the future, social innovation, agile development, and lean startup methodologies.

SERVICE AND PRICE GLOSSARY
The following abbreviations are used in this price schedule:
CLIN Contract Line Item Number
FFP Firm-Fixed-Price
NTE Not To Exceed
ODC Other Direct Cost
BPA Blanket Purchase Agreement

2.0 Purpose

The objective of this Blanket Purchase Agreement (BPA) is to procure an Amazon or "Amazon-like" commodity web services cloud hosting infrastructure environment and optional professional support services. This request is not solely for an Amazon product.

3.0 Basic Requirement:

a. Provide an innovative, scalable, cost-efficient solution that meets short term, fast turn-around requirements for GSA's cloud infrastructure while reducing costs, risk and driving efficiencies.

b. Provide cloud services with a dynamic pricing model that gives maximum business flexibility and allows for scalability and growth.

c. Provide cloud services delivering access to commodity technology services that can be easily managed, cutting edge, and forward driven.

d. Provide commodity cloud services that include technology for web services, operating systems, databases, development and deployment service that are automated, dynamic, and cutting edge. In addition, allow for adding or modifying stacks that allow for scalability, maximum sharing, and reuse.

e. Access and manage hosting resources over the internet, with no upfront costs (no capital investment). Measured resource utilization must be transparent, reported on project level accounting practices, tracked and allocated by customer, project and by web instance.

f. Cloud services must provide for on-demand self-service, broad network access, capabilities for resource pooling, rapid and automated elasticity, identity management, and various other web and internet services.

g. Provide for Cloud services that are geographically dispersed, created as independent environments acting as one ecosystem. The ecosystem must be designed for high level availability and provide the capability to deploy resilient IT architecture designed to tolerate to system or hardware failures with minimal customer impact and eliminate single points of failure.

h. Ensure the Cloud offering provides for distributed computing options as a private, public, community, hybrid, and distributed Cloud solution that can work together in a single ecosystem.

i. Provide capabilities to the consumer for provisioning, processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which could include operating systems and applications. It is not expected that the consumer will manage or control the underlying cloud infrastructure but has control over operating systems, storage, and deployment applications.

j. Cloud services provided must meet security requirements and controls outlined and required by NIST and enabled by the Federal Risk and Authorization Management Program (FedRAMP).

k. The Cloud ecosystem can demonstrate that an environment(s) will be operated solely within the Continental United States and remain compliant to U.S. persons only access requirements.

3.1 Cloud Infrastructure

This infrastructure shall:

1. Provides centralized management of virtual resources.
2. Provides the capability to report real-time usage metrics to include CPU, memory, disk, and network.
3. Provides capability for virtual machines running various Operating Systems (OS).
4. Provides the capability to dynamically reallocate virtual machines based user established tolerances, with no service interruption.
5. Provides the capability to create virtual machine templates.
6. Provides the capability to copy or clone virtual machines for archiving, troubleshooting, and testing.
7. Provides multiple virtual hosts to allow for hardware fault tolerance.

8. Provides multiple network switches to allow for network fault tolerance.
9. Provides the self-servicing ability to project capacity growth based on forecasting and trending and automated provisioning.

And provide for:

- Provide a technical foundation which allows for GSA to respond to developing emerging technologies, Internet and Web trends.
- Provide a platform that is easily accessible, user-friendly setup and maintenance, multi-tenant, flexible, scalable, elastic and non-restrictive.
- Minimize up-front investment and optimize operational cost through automation.
- Enable implementation of websites, web applications or Web Content Management Platform (CMP) and other internet technologies, on a cost-effective, commodity cloud hosted environment.
- Provide an environment that supports agility, security, and self-service with a broad range of tools
- Provide essential characteristics of scalability, on-demand self-service, broad network access, resource pooling, rapid and automatic elasticity, measured service and FedRAMP security authorization
- Data Storage and Virtual Machines (VM's) must be U.S. based across a broad geographic presence
- Allow for a U.S. Government only cloud

To accomplish this objective, the GSA intends to enlist a vendor to provide commodity cloud hosting to support GSA in meeting agency goals for extending, innovating and optimizing its full range of shared services, E-government, and citizen-oriented services.

3.2 Cloud Hosting Environment

The cloud Contractor shall provide a cost effective cloud hosting solution based on industry standards and best practices. The cloud hosting solution will provide the best value to Government while at the same time allowing GSA the flexibility to meet future requirements. The cloud hosting solution shall meet all requirements set forth in this section.

3.3 Cloud Objectives

The Contractor shall provide a cost effective solution that utilizes both proven and stable virtualization technologies and cutting edge technologies constantly refreshed, which encompass the following criteria:

Develop, test and deploy code rapidly. GSA has adopted a lean and agile approach, where development of a minimum viable product is completed in sprints that last days and weeks, not months or years. We need to get applications into the hands of users for so we can test our hypotheses. For these reasons, it is critical that we are able to deliver high quality software as quickly as possible.

The focus is on the shared solution being delivered rather than on the infrastructure. High quality engineering staff is always in high demand. We are seeking a cloud solution that will enable teams to focus on solving business problems and developing solutions instead of managing low-level operations.

Minimize up-front investment and optimize operational cost. GSA teams run lean, within allocated resources, and are constantly innovating to achieve lower cost product and shared service solutions that deliver on customer expectations. The flexibility to pay only for what we need, when we need it, is critical to our ability to leverage the low cost of experimentation to drive measurable long-term results and outcomes.

Access, manage, and analyze capacity on-demand. Designs may scale dramatically within seconds, minutes or hours of operations. While there is a recognition of the importance of being able to turn off resources when they are no longer required, it's as or more important that we are able to guarantee an excellent customer experience, even when faced with greater-than-expected demand. The solution should provide analytics so the Government can understand usage across our infrastructure and respond quickly or automatically. Finally, the enterprise must be distributed acting as one ecosystem. The ecosystem must allow each of the web instances to work naturally across each of the enterprises. It must account for the Concept of Operation and Continuing Operations.

Support access to a broad range of tools in a self-service environment. Ability to develop, test and deploy on demand. Capable of standing up virtual machine instances with distributed compute and storage components, relational and non-relational databases, and data warehouses for business analytics, content delivery networks, code and code libraries. Take advantage of future technologies as they are identified in all technology areas making them part of the Definitive Media Library if it is in the Government best interest.

Ensure security and protect privacy. The platform shall be FedRAMP authorized or will obtain a FedRAMP authorization, either Agency or JAB, within 180 calendar days of BPA award. All platforms shall be at a minimum compliant with security requirements of NIST Standards and FedRAMP see paragraph 4.0. In addition, vendors shall be prepared with professional services to obtain a GSA Authorization To Operate (ATO). The platform shall be capable of defining a virtual private cloud (VPC); access control lists bound to security groups, multi-factor authentication, SSH access, and a public-key infrastructure (PKI) and future access controls. Ability to support a streamlined certification, authorization and accreditation processes.\

4.0 Network Security Requirements

The Contractor shall provide:

1. The cloud hosting infrastructure needs to be authorized by FedRAMP and ready to meet all continuous monitoring requirements within 180 days from award of this BPA. See FedRAMP security controls at cio.gov.

2. Provide a summary of how you plan to meet the FedRAMP controls. Particularly how you plan to meet the requirements of **{Replace 4.4.4} 5.0** Remote Access and to eliminate single points of failure described in **{Replace 3.1g} 3.0g.** This document should be limited to two pages, 10 point, and single space.

4.1 Security Incident Reports

The Contractor shall work with the FedRAMP Program Management Office in accordance with their FedRAMP Provisional ATO, and the Government designated ISSM or ISSO to support developing reporting requirements within 2 hours of the incident. Documentation developed under this BPA shall be delivered as specified for delivery to the Contracting Officer's Representative (COR) and FedRAMP. The hosting Contractor shall have an internal incident response process. The Federal government will coordinate with the hosting Contractor to define what warrants an incident report.

4.2 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 and maintain security:

References:
FedRAMP authorization compliance in accordance with
http://www.gsa.gov/graphics/staffoffices/FedRAMP_Security_Controls_072912.zip

OMB Circular A-130, Appendix III, Security of Federal Automated Information Resources
http://www.whitehouse.gov/omb/circulars/a130/a130appendix_iii.html

NIST 800-47, Security Guide for Interconnecting Information Technology Systems
http://csrc.nist.gov/publications/nistpubs/800-47/sp800-47.pdf

NIST 800-53, Recommended Security Controls for Federal Information Systems
http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf

NIST 800-37, Guidelines for the Security Certification and Accreditation of Federal Information Technology
http://csrc.nist.gov/publications/nistpubs/800-37-rev1/sp800-37-rev1-final.pdf

5.0 Remote Access

Provide a secure, dual factor method of remote access to allow GSA designated personnel the ability to perform duties on the hosted infrastructure. This access should allow for clientless (web-based) access that meets FIPS 140-2 validated encryption and FedRAMP authorization as detailed in Network Security Requirements.

Upon request from the Government, the hosting Contractor shall provide the following network security information and documentation for review and audit purposes:

- Intrusion Detection Systems (IDS) configuration,
- Network firewall configuration,
- Server and network device patching schedules and compliance,
- Server, network device, and security logs, and
- Detailed hardware inventory including servers, network devices, and storage.
- And any information related to the Certification & Accreditation (C&A) Process as done by GSA or other federal agencies

Or identify the FedRAMP ATO is on file in FedRAMP Project Management Office.

6.0 List of Services

Vendors shall provide a complete list of services either by reference to their FSS Schedule 70 and/or by providing a list of services as an attachment to their technical proposal without pricing.

7.0 Content Delivery Network (CDN) and Related Optional Services

In addition, this BPA requires the Contractor to prepare quotes for CDN-related services, which GSA may, at its discretion, elect to purchase at any time as part of a BPA Call during the life of this BPA.

7.1 CDN shall include:

a. Additional cloud hosting support services (all of which are covered under Schedule 70 services and rates)
b. Alerts Notification Services
c. Provide DNSSEC Compatible Domain Name System (DNS) services
d. Spamming & Denial of Services Capability

8.0 Optional Professional Services

a. Provide the government with change management support that identifies changes in the environment that are either automated or manually executed.

b. Professional Technical Services necessary to manage operations and availability of websites.

1. **Potential USE CASE 1:** Architect, design, capacity planning, migrate, performance testing and bring to operational state web site and the support environment.

2. **Potential USE CASE 2:** Administer the support environment and tools for ongoing operation and maintenance, and customer support.

3. **Potential USE CASE 3:** Provide administrative services for the cloud console including user account and role authentication and authorities, instantiation and

accounting of cloud services.

4. **Potential USE CASE 4:** Provide administrative services for a hybrid cloud environment including tools, user account and role authentication and authorities, instantiation and accounting of cloud services.

5. **Potential USE CASE 5:** Provide meeting and decision support.

6. **Potential USE CASE 6:** Provide automation for DevOps, continuous deployment and continuous integration.

9.0 Service Level Agreement (SLA), Relationship Management Agreement and Terms of Services

Each Contractor is required to provide a specific corporate SLA which responds to items described in 3.0 of this BPA. As a Contractor you are required to submit your corporate standard SLA's. The SLA should be realistic, measurable, transparent and aggressive. The SLA should augment the table below titled Minimum SLA requirements and be associated with the items described in paragraph 3.0 of this BPA and will be incorporated into each subsequent BPA Call.

9.1 The Contractor shall also describe the roles and responsibilities for maintaining a constructive working relationship between the cloud provider and the Government, including points of contacts, communication plan, escalation procedures, invoicing and related administrative and legal requirements.

9.2 Minimum Service Level Agreements (SLA)

Measure	Service	Value
Monthly Availability	Environments	99.9% or better
Error Rates	Storage	<5 errors/month

10.0 Terms of Service

Each vendor shall provide, as an attachment, their Schedule 70 Terms and Conditions.

11.0 Commodity Pricing (Sample Configuration) Table 1

Price is to be submitted using the below tables; Table 1 Commodity Pricing and Table 2 Professional Services. The list of commodity products is not considered to be complete list of offering. **The CLIN structure is only a representation of specific salient characteristics and is by no means considered to be complete.** The government intends to read in and include each vendor's schedule and any discounts offered as part of this offer. ***In addition, this list is meant to grow as offering are commodity offering are made available.*** Each year these tables will be reviewed to include any new offering. ***However, each vendor is expected to be proactive in notifying and providing the Government with pricing for any new products or services offered.***

The following table shall provide a sample of cloud hosting products required by the Government. The Amazon brand is not a required brand under this solicitation and all similar products will be considered.

CLIN 0001 - GOVERNMENT REGION						
US Gov'tRegion	Product Name	Usage Type	UNIT of Measure	Price	% Disc	Total Price
UGW1-00-0001	Amazon Elastic Compute Cloud	UGW1-BoxUsage				
UGW1-00-0002	Amazon Elastic Compute Cloud	UGW1-BoxUsage:m1.large				
UGW1-00-0003	Amazon Elastic Compute Cloud	UGW1-BoxUsage:m1.medium				
UGW1-00-0004	Amazon Elastic Compute Cloud	UGW1-BoxUsage:t1.micro				
UGW1-00-0005	Amazon Elastic Compute Cloud	UGW1-CW:AlarmMonitorUsage				
UGW1-00-0006	Amazon Elastic Compute Cloud	UGW1-CW:MetricMonitorUsage				
UGW1-00-0007	Amazon Elastic Compute Cloud	UGW1-CW:Requests				
UGW1-00-0008	Amazon Elastic Compute Cloud	UGW1-DataProcessing-Bytes				
UGW1-00-0009	Amazon Elastic Compute Cloud	UGW1-EBS:SnapshotUsage				
UGW1-00-0010	Amazon Elastic Compute Cloud	UGW1-EBS:VolumeIOUsage				
UGW1-00-0011	Amazon Elastic Compute Cloud	UGW1-EBS:VolumeUsage				
UGW1-00-0012	Amazon Elastic Compute Cloud	UGW1-ElasticIP:IdleAddress				
UGW1-00-	Amazon Elastic	UGW1-ElasticIP:Remap				

0013	Compute Cloud					
UGW1-00-0014	Amazon Simple Notification Service	UGW1-DeliveryAttempts-SMTP				
UGW1-00-0015	Amazon Simple Notification Service	UGW1-Requests-Tier1				
UGW1-00-0016	Amazon Simple Queue Service	UGW1-Requests-Tier1				
UGW1-00-0017	Amazon Simple Storage Service	UGW1-Requests-Tier1				
UGW1-00-0018	Amazon Simple Storage Service	UGW1-Requests-Tier2				
UGW1-00-0019	Amazon Simple Storage Service	UGW1-TimedStorage-ByteHrs				
UGW1-00-0020	AWS Data Transfer	UGW1-APN1-AWS-In-Bytes				
UGW1-00-0021	AWS Data Transfer	UGW1-APN1-AWS-Out-Bytes				
UGW1-00-0022	AWS Data Transfer	UGW1-APS1-AWS-In-Bytes				
UGW1-00-0023	AWS Data Transfer	UGW1-APS1-AWS-Out-Bytes				
UGW1-00-0024	AWS Data Transfer	UGW1-APS2-AWS-In-Bytes				
UGW1-00-0025	AWS Data Transfer	UGW1-APS2-AWS-Out-Bytes				
UGW1-00-0026	AWS Data Transfer	UGW1-CloudFront-In-Bytes				
UGW1-00-0027	AWS Data Transfer	UGW1-CloudFront-Out-Bytes				
UGW1-00-0028	AWS Data Transfer	UGW1-DataTransfer-In-Bytes				
UGW1-00-0029	AWS Data Transfer	UGW1-DataTransfer-Out-Bytes				
UGW1-00-0030	AWS Data Transfer	UGW1-DataTransfer-Regional-Bytes				
UGW1-00-0031	AWS Data Transfer	UGW1-EU-AWS-In-Bytes				
UGW1-00-0032	AWS Data Transfer	UGW1-EU-AWS-Out-Bytes				
UGW1-00-0033	AWS Data Transfer	UGW1-SAE1-AWS-In-Bytes				
UGW1-00-0034	AWS Data Transfer	UGW1-SAE1-AWS-Out-Bytes				
UGW1-00-0035	AWS Data Transfer	UGW1-USE1-AWS-In-Bytes				
UGW1-00-	AWS Data	UGW1-USE1-AWS-Out-				

0036	Transfer	Bytes				
UGW1-00-0037	AWS Data Transfer	UGW1-USW1-AWS-In-Bytes				
UGW1-00-0038	AWS Data Transfer	UGW1-USW1-AWS-Out-Bytes				
UGW1-00-0039	AWS Data Transfer	UGW1-USW-AWS-In-Bytes				
UGW1-00-0040	AWS Data Transfer	UGW1-USW-AWS-Out-Bytes				

Regional Quote:

- **Discount Terms** _____

US Gov't Region	Base 1	Year 2	Year 3	Year 4	Year 5
Annual Price Escalation					
Annual Price Discount					

CLIN 0002 - US WEST REGION						
US WestRegion	Product Name	Usage Type	UNIT of Measure	Price	% Disc	Total Price
USW-00-0001	Amazon Elastic Compute Cloud	USW-BoxUsage				
USW-00-0002	Amazon Elastic Compute Cloud	USW-BoxUsage:m1.large				
USW-00-0003	Amazon Elastic Compute Cloud	USW-BoxUsage:t1.medium				
USW-00-0004	Amazon Elastic Compute Cloud	USW-BoxUsage:t1.micro				
USW-00-0005	Amazon Elastic Compute Cloud	USW-CW:AlarmMonitorUsage				
USW-00-0006	Amazon Elastic Compute Cloud	USW-CW:MetricMonitorUsage				
USW-00-0007	Amazon Elastic Compute Cloud	USW-CW:Requests				
USW-00-0008	Amazon Elastic Compute Cloud	USW-DataProcessing-Bytes				
USW-00-0009	Amazon Elastic Compute Cloud	USW-EBS:SnapshotUsage				
USW-00-0010	Amazon Elastic Compute Cloud	USW-EBS:VolumeIOUsage				
USW-00-0011	Amazon Elastic Compute Cloud	USW-EBS:VolumeUsage				

USW-00-0012	Amazon Elastic Compute Cloud	USW-ElasticIP:IdleAddress				
USW-00-0013	Amazon Elastic Compute Cloud	USW-ElasticIP:Remap				
USW-00-0014	Amazon Elastic Compute Cloud	USW-LoadBalancerUsage				
USW-00-0015	Amazon Simple Notification Service	USW-DeliveryAttempts-SMTP				
USW-00-0016	Amazon Simple Notification Service	USW-Requests-Tier1				
USW-00-0017	Amazon Simple Notification Service	USW-Requests-Tier1				
USW-00-0018	Amazon Simple Storage Service	USW-Requests-Tier1				
USW-00-0019	Amazon Simple Storage Service	USW-Requests-Tier2				
USW-00-0020	Amazon Simple Storage Service	USW-TimedStorage-ByteHrs				
USW-00-0021	AWS Data Transfer	USW-APN1-AWS-In-Bytes				
USW-00-0022	AWS Data Transfer	USW-APN1-AWS-Out-Bytes				
USW-00-0023	AWS Data Transfer	USW-APS1-AWS-In-Bytes				
USW-00-0024	AWS Data Transfer	USW-APS1-AWS-Out-Bytes				
USW-00-0025	AWS Data Transfer	USW-APS2-AWS-In-Bytes				
USW-00-0026	AWS Data Transfer	USW-APS2-AWS-Out-Bytes				
USW-00-0027	AWS Data Transfer	USW-CloudFront-In-Bytes				
USW-00-0028	AWS Data Transfer	USW-CloudFront-Out-Bytes				
USW-00-0029	AWS Data Transfer	USW-DataTransfer-In-Bytes				
USW-00-0030	AWS Data Transfer	USW-DataTransfer-Out-Bytes				
USW-00-0031	AWS Data Transfer	USW-DataTransfer-Regional-Bytes				
USW-00-0032	AWS Data Transfer	USW-EU-AWS-In-Bytes				
USW-00-0033	AWS Data Transfer	USW-EU-AWS-Out-Bytes				
USW-00-	AWS Data	USW-SAE1-AWS-In-				

0034	Transfer	Bytes				
USW-00-0035	AWS Data Transfer	USW-SAE1-AWS-Out-Bytes				
USW-00-0036	AWS Data Transfer	USW-USE1-AWS-In-Bytes				
USW-00-0037	AWS Data Transfer	USW-USE1-AWS-Out-Bytes				
USW-00-0038	AWS Data Transfer	USW-USW1-AWS-In-Bytes				
USW-00-0039	AWS Data Transfer	USW-USW1-AWS-Out-Bytes				
USW-00-0040	AWS Data Transfer	USW-UGW1-AWS-In-Bytes				

Regional Quote:

- **Discount Terms** _____

US West Region	Base 1	Year 2	Year 3	Year 4	Year 5
Annual Price Escalation					
Annual Price Discount					

CLIN 0003 - US EAST REGION						
US East Region	Product Name	Usage Type	UNIT of Measure	Price	% Disc	Total Price
USE-00-0001	Amazon Elastic Compute Cloud	USE-BoxUsage				
USE-00-0002	Amazon Elastic Compute Cloud	USE-BoxUsage:m1.large				
USE-00-0003	Amazon Elastic Compute Cloud	USE-BoxUsage:t1.medium				
USE-00-0004	Amazon Elastic Compute Cloud	USE-BoxUsage:t1.micro				
USE-00-0005	Amazon Elastic Compute Cloud	USE-CW:AlarmMonitorUsage				
USE-00-0006	Amazon Elastic Compute Cloud	USE-CW:MetricMonitorUsage				
USE-00-0007	Amazon Elastic Compute Cloud	USE-CW:Requests				
USE-00-0008	Amazon Elastic Compute Cloud	USE-DataProcessing-Bytes				
USE-00-0009	Amazon Elastic Compute Cloud	USE-EBS:SnapshotUsage				

USE-00-0010	Amazon Elastic Compute Cloud	USE-EBS:VolumeIOUsage				
USE-00-0011	Amazon Elastic Compute Cloud	USE-EBS:VolumeUsage				
USE-00-0012	Amazon Elastic Compute Cloud	USE-ElasticIP:IdleAddress				
USE-00-0013	Amazon Elastic Compute Cloud	USE-ElasticIP:Remap				
USE-00-0014	Amazon Elastic Compute Cloud	USE-LoadBalancerUsage				
USE-00-0015	Amazon Simple Notification Service	USE-DeliveryAttempts-SMTP				
USE-00-0016	Amazon Simple Notification Service	USE-Requests-Tier1				
USE-00-0017	Amazon Simple Notification Service	USE-Requests-Tier1				
USE-00-0018	Amazon Simple Storage Service	USE-Requests-Tier1				
USE-00-0019	Amazon Simple Storage Service	USE-Requests-Tier2				
USE-00-0020	Amazon Simple Storage Service	USE-TimedStorage-ByteHrs				
USE-00-0021	AWS Data Transfer	USE-APN1-AWS-In-Bytes				
USE-00-0022	AWS Data Transfer	USE-APN1-AWS-Out-Bytes				
USE-00-0023	AWS Data Transfer	USE-APS1-AWS-In-Bytes				
USE-00-0024	AWS Data Transfer	USE-APS1-AWS-Out-Bytes				
USE-00-0025	AWS Data Transfer	USE-APS2-AWS-In-Bytes				
USE-00-0026	AWS Data Transfer	USE-APS2-AWS-Out-Bytes				
USE-00-0027	AWS Data Transfer	USE-CloudFront-In-Bytes				
USE-00-0028	AWS Data Transfer	USE-CloudFront-Out-Bytes				
USE-00-0029	AWS Data Transfer	USE-DataTransfer-In-Bytes				
USE-00-0030	AWS Data Transfer	USE-DataTransfer-Out-Bytes				
USE-00-0031	AWS Data Transfer	USE-DataTransfer-Regional-Bytes				
USE-00-0032	AWS Data	USE-EU-AWS-In-Bytes				

	Transfer					
USE-00-0033	AWS Data Transfer	USE-EU-AWS-Out-Bytes				
USE-00-0034	AWS Data Transfer	USE-SAE1-AWS-In-Bytes				
USE-00-0035	AWS Data Transfer	USE-SAE1-AWS-Out-Bytes				
USE-00-0036	AWS Data Transfer	USE-USE1-AWS-In-Bytes				
USE-00-0037	AWS Data Transfer	USE-USW1-AWS-Out-Bytes				
USE-00-0038	AWS Data Transfer	USE-USW1-AWS-In-Bytes				
USE-00-0039	AWS Data Transfer	USE-USW1-AWS-Out-Bytes				
USE-00-0040	AWS Data Transfer	USE-UGW1-AWS-In-Bytes				

Regional Quote:

- **Discount Terms** _____

US East Region	Base 1	Year 2	Year 3	Year 4	Year 5
Annual Price Escalation					
Annual Price Discount					

Hybrid Quote:

- **Discount Terms** _____

Hybrid Cloud	Base 1	Year 2	Year 3	Year 4	Year 5
Annual Price Escalation					
Annual Price Discount					

Table 2 – Professional Services

CLIN 0004 - Professional Services						
Index	Labor Category	Labor Rate	# of Hours	Price	Discount	Total Price
PL-00-0001	Program Manager					
PL-00-0002	Engineer					
PL-00-0003	Data Base					

	Administrator					
PL-00-0004	Information System Security					
PL-00-0005	Tech Support Specialist					
PL-00-0006	Program Support Specialist					
PL-00-0007	Subject Matter Expert					

Professional Services Quote:

- **Discount Terms** _____

Professional Services	Base 1	Year 2	Year 3	Year 4	Year 5
Annual Price Escalation					
Annual Price Discount					

Content Distribution Network Quote:

- **Discount Terms** _____

CDN	Base 1	Year 2	Year 3	Year 4	Year 5
Annual Price Escalation					
Annual Price Discount					

CLIN 0005 – ODC	
Other Direct Costs	NTE $280,000.00

12.0 Contract Type

The GSA intends to award a single-award Blanket Purchase Agreement (BPA) as a result of this request for quote (RFQ). The Government intends to award a hybrid Firm Fixed Price (FFP) and Labor Hours (LH) BPA. BPA Calls will be issued as a Firm Fixed Unit Price using Contractor approved Federal Supply Schedule (FSS) 70 contract services, products and labor rates. Under this BPA, the Government will issue BPA Calls to support cloud hosting and professional services throughout the life overarching BPA.

13.0 Travel

Travel is not required under this BPA or the BPA Calls. No Travel or parking costs within the Washington, DC metro area (District of Columbia, Maryland & Virginia) area will be reimbursed.

14.0 Basis for Award

The basis for award shall be a best value determination **{Remove: and...}**.

15.0 Period of Performance

The performance shall be five (5) years for a not-to-exceed **{Replace: forty nine million dollars} one hundred million dollars ($100,000,000)**.

16.0 Other Direct Costs (ODCs)

The Government expects to include a Not-To-Exceed (NTE) amount of $280,000.00 for ODCs throughout the life of the BPA. Each vendor shall include ODCs as part of any BPA Calls.

17.0 Hardware, Software, and Tools

Hardware, Software, and Tools requirements may occur during this period of performance. Since these costs cannot be accurately forecasted at this time, they are awarded on a cost reimbursable basis, after approval of the Government.

In the event that Hardware/Software/Tools are required, all requests must be approved in writing by the Contracting Officer prior to incurring costs.

All requests for materials must be included in BPA Calls and approved in writing by the Contracting Officer prior to incurring costs.

18.0 Section 508

All electronic and information technology (EIT) procured through this Contract 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 and is incorporated. All deliverables will be Section 508 compliant. Complete technical descriptions are provided on the following website: http://www.section508.gov

Where appropriate, the Contractor shall indicate for each line item in the Schedule 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).

18.1 Subpart B --1194.22 -Web-based Intranet and Internet Information and Applications.

18.2 Subpart D -- Information, Documentation, and Support, 1194.41 - Information, Documentation, and Support.

(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.

19.0 Place of Inspection and Acceptance

Inspection and acceptance of all work performance, reports and other deliverables under this Blanket Purchase Agreement BPA and Calls must be performed by the program office and the Contracting Officer's Representative at the place of receipt.

19.1 Scope of Inspection

All deliverables will be inspected for content, completeness, accuracy, and conformance to each BPA Call. Inspection may include validation of information or software through the use of automated tools and/or testing of the deliverables as specified.

19.2 Basis of Acceptance

The basis for acceptance shall be compliance with the requirements set forth in the SOO and the Contractor's quote and other terms and conditions of the contract. Deliverable items rejected must be corrected in accordance with the applicable clauses. Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected. Electronic copies must be delivered via email attachment or other media by mutual agreement of the parties. The electronic copies must be compatible with software applications based on documented environment or as appropriate and mutually agreed by the parties. The Contractor shall use best commercial practice for formatting deliverables under this contract.

Written acceptance/rejection by the government will be based on this agreement.

20.0 All Material Property of U.S. Government

All materials developed under this Blanket Purchase Agreement BPA Calls are property of the U.S. Government. Under no circumstances shall the Contractor place a copyright on any of the materials that the Contractor develops, provides and receives payment for.

21.0 Data Rights and Ownership of Deliverables

Government data rights of software deliverables shall be in accordance with FAR 52.227-19 Commercial Computer Software License and/or FAR 52.227-14 Rights in Data - General. Ownership of data entered into any and all systems, system documentation, all deliverables produced in the performance of this contract, and other related system information shall reside with the Government.

The Contractor shall place the following copyright notice on all materials, documents, deliverables, etc. developed during performance of this contract.

COPYRIGHT NOTICE: This work, authored by [contractor name] employees, was funded in whole or in part by federal funds under U.S. Government contract [number] and is, therefore, subject to the following license: The government is granted for itself and others acting on its behalf a paid-up, nonexclusive, irrevocable, worldwide license in this work to use, reproduce, modify, prepare derivative works, disclose, distribute copies to the public, and perform publicly and display publicly, by or on behalf of the government. All other rights are reserved by the copyright owner.

For purposes of clarity, the intent of the government is for intellectual property to be vested in the Federal Government for work paid for by the Federal Government. All documents, graphics, and code created under this contract are the intellectual property of the Federal Government including, but not limited to, plans, reports, schedules, software code, software designs, graphics, etc. In the event that the Federal Government implements under this contract open-source software and pays for the cost of the implementation of open-source software, the final changes and edits to the code and configuration (such as work to integrate plug-ins) are the intellectual property of the Federal Government.

22.0 Personal Services

This BPA is not being used to procure personal services prohibited by the Federal Acquisition Regulations (FAR) Par 37.104 (Personal services contracts).

23.0 Privacy Requirements

In accordance with the Federal Acquisitions Regulations (FAR) clause 52.239-1, the Contractor 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 contract 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.

The Contractor shall also follow the privacy policies of USA.gov and associated websites especially with regard to cookies. The Contractor shall not set persistent cookies on users' computers. The Contractor may set per-session cookies.

23.1 Protection of Information

The Contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under the Blanket Purchase Agreement BPA Calls. The Contractor shall also protect all government data, etc. by treating the information as sensitive. All information gathered or created under this BPA should be considered as SBU information. It is anticipated that this information will be gathered, created and stored within the primary work location. If Contractor personnel must remove any information from the primary work area they should protect it to the same extent they would their proprietary data and/or company trade secrets. The use of any information that is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

24.0 Confidentiality and Nondisclosure

The preliminary and final deliverables and all associated working papers and other material deemed relevant by the agency that have been generated by the Contractor in the performance of this project, are the property of the U.S. Government and must be submitted to the PM at the conclusion of the BPA Calls.

25.0 Privacy Act

Work on this project may require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. code, Section 552a and applicable agency rules and regulations.

1. In accordance with the Federal Acquisition Regulation (FAR) clause 52.239-1, the Contractor shall be responsible for the following privacy and security safeguards:

    d. 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.

26.0 Organizational Conflicts of Interest

The Offeror's attention is directed to Federal Acquisition Regulation (FAR) Subpart 9.5, Organizational Conflicts of Interest.

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

27.0 Procedures for Payment of Invoices

Billing and payment shall be accomplished in accordance with the Federal Acquisition Service (formerly Federal Supply Service) [FSS] Schedule contract, the BPA, or the individual BPA Calls. The Contractor may invoice only for unique services ordered by GSA and actually used in direct support of the program office.

The Contractor shall submit an original invoice for payment to GSA Financial Operations & Disbursement Division.

A duplicate invoice with supporting documentation is sent to the Contracting Officer's Representative (COR) at the same time and will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and will document any price deductions.

The COR will then certify and provide signature indicating that the invoice is valid for payment. A Receiving Report must be completed authorizing the GSA's payment office to process payment of the invoice. The Receiving Report must be accompanied by a copy of the Government's document/documents accepting the covered services. Invoices are authorized for payment upon the Government's receipt and acceptance of deliverables specified in the BPA Call and the receipt of a valid invoice.

Invoice(s) will be rendered no later than the 10th calendar day of the month following performance and must be accompanied by all status reports submitted during that period. The COR must receive a copy of the invoice and all supporting documentation before or at the same time as the GSA Finance Office.

Invoices are authorized for payment upon the Government's receipt and acceptance of deliverables specified in the Blanket Purchase Agreement/BPA Calls and the receipt of a valid invoice. Invoices must include the following:

- Name and address of the Contractor
- Invoice date and number
- Contract Number, Order Number and Pegasys Document Number (Block 4 on GSA Form 300) and any contract line item numbers (CLINs);
- Description of the provided/used infrastructure details (Virtual Machines, web servers, database servers, overall capacity used, etc.), quantity, unit of measure, unit price and extended price of the item(s) delivered; period of service and/or dates that infrastructure hosting were provided, etc., in addition to the associated CLIN-based data required by the BPA, which may be the same.
- Name and address of official to whom payment is to be sent;
- Name, title, and phone number of person to be notified in event of defective invoice; and
- Taxpayer Identification Number (TIN). The Contractor will include its TIN on the invoice only if required elsewhere in this contract.

Please Note: Failure to send both invoice copies could delay your payment.

1. The Contractor shall submit an original invoice for payment **to** GSA Financial Operations & Disbursement Division.

GSA Financial Operations & Disbursement Division (Payment Office)

PO Box 419279
1500 E. Bannister Road
Room 1011
Kansas City, MO 64141
Telephone Number: (816) 926-7287
FAX Number: (816) 926-5189

2. A duplicate invoice with supporting documentation is sent to the COR who will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and documents any price deductions. The COR will then sign the invoice and complete the Receiving Report to authorize the GSA's payment office to process payment of the invoices.

28.0 Point of Contact:

CONTRACTING OFFICE
Vivian Fields
Contracting Officer
Office of Administrative Services
Administrative Services Branch (H1EB)
U.S. General Services Administration
1800 F Street, NW
Washington, D.C. 20405
E-mail: Vivian.fields@gsa.gov

SECTION 2 - INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

The General Services Administration's (GSA) Office of Citizen Services and Innovative Technologies is issuing a Request for Quotation (RFQ) and an initial Blanket Purchase Agreement (BPA) Call to solicit selected Federal Acquisition Service (FAS), Schedule 70, SIN 132-51 contract holders for the purpose of entering into a GSA BPA and BPA Call to meet the requirements in support of providing a hosting infrastructure for Amazon Web Services (AWS) or equal.

1.0 Submission of Offers

1.1 Format of Technical Proposal

Offerors must prepare and deliver quotes to the Contracting Officer as follows:

- The Technical Proposal is limited to ten (10) 8 ½ x11 double-sided pages or 20 single pages.
- Minimum 12-point font size text, single-spaced and page margins of at least 1 inch on the top, bottom and sides.
- If an Offeror's Technical Proposal exceeds page limitation, only the first 20 pages total will be distributed to the evaluation team for review, no exceptions.
- Provide a separate document for chart pricing.
- Tables of Content, Past Performance, References, **{add} FedRAMP Controls** and Terms of Services (to consist of topics and page numbers only) are not included in the 20 page limitation.
- Terms of Service, Past Performance and References may be an addendum or attachment to the Technical Proposal.
- Maximum two (2) page per Past Performance & References.
- **{add} In addition, provide a summary of how you plan to meet the FedRAMP controls. Particularly how you plan to meet the requirements of 5.0 Remote Access and to eliminate single points of failure described in 3.0g. This document should be limited to two pages, 10 point, and single space.**
- As an attachment provide vendor's commercial List of Services
- In addition, the proposal must contain at least three (3) references with current point of contact information that are specific to this particular requirement.

1.2 Format of Price Proposal

The cost proposal shall be a separate volume from the technical proposal and submitted only to the Contracting Officer. It shall be submitted with and at the same time as the technical proposal. Cost proposals will be based on current GSA Schedule rates, utilizing any and all discounts. Please provide your company's federal tax identification number and your DUNS number on your pricing proposal. Please include a copy of your GSA Schedule pricing.

The offeror will provide a Firm Fixed Unit Price proposal to perform the services identified in the RFQ; pricing shall be exclusive of travel and no travel costs within the Washington, DC Metro Area are reimbursable.

The offeror must specify all costs to accomplish the work as outline, inclusive of a five (5) year period. The offeror shall price out each year separately.

GSA may award the blanket purchase agreement without discussions. Offerors are cautioned that failure to address each of the technical and pricing factors may deem the company's offer unacceptable. However, following an initial evaluation of the qualification and performance data submitted, if necessary, clarifications and/or discussions may be held with firms within the competitive range.

The Offeror shall provide a proposal that describes its approach to deliver the requirements, included in Attachment A (Sample Configuration Monthly Usage) expanded for the five year period of service. Assume 48% growth per month in the first year and assume 10% growth for each year beginning with year two through the fifth year.

2.0 Contract Type

The Government intends to award a hybrid Firm Fixed Price (FFP) and Labor Hours (LH) BPA. All subsequent BPA calls shall be hybrid FFP and LH. BPA Calls will be issued as a Firm Fixed Unit Price using Contractor approved Federal Supply Schedule (FSS) 70 contract services, products and labor rates.

3.0 Due Date for Submission of Questions

The due date for submittals of questions is Noon, September 4, 2014. Questions are to be submitted by email to the Contracting Officer. The government intends to respond to all questions on or about September 9, 2014. All questions will be addressed in writing only.

4.0 Due Date for Submission of the Technical and Price Proposals

The due date for submittal of the Technical and Price Proposals is Noon, September 12, 2014, Eastern Time. Both the technical and price proposals are to be submitted through the GSA eBuy portal or via email to the Contracting Officer at Vivian.Fields@gsa.gov.

5.0 Blanket Purchase Agreement Award

The government may make award without discussions. We anticipate an award on or about September 22, 2014. Services shall commence on first business day after award.

SECTION 3- EVALUATION FACTORS FOR AWARD

The basis for award shall be a best value determination using the following evaluation criteria: Technical Approach, Management Approach and Past Performance. Price shall be evaluated by the Contracting Officer for reasonableness. Technical Approach is more important than Management Approach which is more important than Past Performance. As technical quotes become equal, price becomes more important.

1.0 Evaluation Criteria and Adjectival Ratings

The BPA technical evaluation plan will be used to evaluate the vendors quotes received in response to the solicitation using the following factors:

- Technical Approach
- Management Approach
- Past Performance
- Price

In evaluating the technical proposals, the four (4) criteria (Technical Approach and Management Approach are more important than Past Performance). A price/technical trade/off analysis in accordance with the above methodology will be used to determine best value. As technical capabilities become more equal, price becomes more important.

1.2 Adjectival Ratings

The following ratings will be applied to rate the offeror's responses in terms of the Technical Approach, Management Approach, and Past Performance. The evaluators will score each factor in accordance with the following adjectival rating definitions:

	Adjectival	Definition
	Excellent	Significantly exceeds in all aspects the "acceptable" standard, high probability of success; no weaknesses.
	Highly Acceptable	Exceeds some of the aspects of the "acceptable" standard; high probability of success with minor weaknesses.
	Acceptable	Meets in all aspects the "acceptable" standard probability success; weaknesses, if any, can be readily corrected.
	Marginally Acceptable	Meets minimum requirement; slight probability of success; weaknesses would require excessive Government intervention to carry the project
	Unacceptable	Fails to meet a minimum requirement of the solicitation; needs a major revision to the proposal to make it acceptable

1.3 Evaluation Criteria

Each of the evaluation criteria for this technical evaluation plan is described in this section.

CRITERIA 1: Technical Approach

Basis of Evaluation: The vendor must describe how they will provide a Web Services environment; provide cloud services and hosting solutions to manage implementation of applications or Web Content Management System (CMS), optimization, Content Delivery Network (CDN) consulting services, and federal-friendly Service Level Agreements (SLAs).

A technical approach is required from each offeror. The contractor shall describe their technical approach to each of the individual requirements identified in the Statement of Objectives in Section **{Replace: 4} 3** through 9. The approach shall be simple, easy to read, and shall clearly and concisely describe project responsibilities and any proposed teaming arrangements.

CRITERIA 2: Management Approach

Basis of Evaluation: Describe the experience providing management of professional services to include; but not limited to: program and project management and program and project oversight.

Management approach is required from each offeror. The contractor shall address their management approach identifying the services to be provided; experience with program management planning and project management; and demonstrate experience in key disciplines. The approach shall be simple easy to read and shall clearly and concisely describe management responsibilities, and any teaming arrangements.

CRITERIA 3: Past Performance

Basis of Evaluation: Describe the experience and capability of your organization in conducting similar work. Again, "similar" is meant to convey similarity in subject matter, dollar value, duration, and complexity. Provide a summary of at least three (3) similar contracts performed by your organization over the last three (3) years. Include a brief description of the project, project title, contract number, period of performance, contract amount, client identification including agency or company name, and point-of-contact with e-mail and telephone number. The examples used could include your key personnel and partnering participation as key subject material.

GSA plans to contact the individuals identified as a reference. GSA reserves the right to check other databases, such as the Past Performance Information Retrieval System (PPIRS), to obtain performance information. GSA may consider information obtained by other sources, when evaluating the offeror's past performance. Contact information must be current. Offerors with no relevant past performance will be for the purposes of the evaluation a neutral review.

2.0 Price Evaluation

The vendor's price for all tasks will be evaluated. For the purpose of this evaluation, the technical chair will review the price quote for price reasonability as it relates to the work plan approach; i.e., labor categories and labor hours. The Contracting Officer will review and evaluate the price quote to determine fair and reasonable pricing. The Independent Government Cost Estimate and the proposed approach to the task work itself will be among the elements the Government uses to assess the price quote.