



CDW Government, LLC
230 N. Milwaukee Ave. Vernon Hills, IL 60061
1-800-808-4239
www.cdwg.com/gsa

**General Services Administration
Federal Acquisition Service
Contract Number: 47QTCA18D004K
Period Covered by Contract: December 22, 2017
through December 21, 2022
Through Modification 0056**



Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! By accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>



AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,
SOFTWARE AND PROFESSIONAL SERVICES

Special Item No. 33411 Purchase of Equipment

Special Item No. 811212 Maintenance, Repair Service and Repair Parts/Spare Parts

Special Item No. 511210 Term Software Licenses

Special Item No. 511210 Perpetual Software Licenses

Special Item No. 518210C Cloud Computing Services

Special Item No. 54151HACS Highly Adaptive Cyber Security Services (HACS)

Special Item No. 54151S IT Professional Services

Special Item No. 54151HEAL Health IT Services

Special Item No. OLM Order Level Materials

SIN 33411 PURCHASE OF EQUIPMENT

FSC CLASS 7010 - SYSTEM CONFIGURATION

- End User Computers/Desktop Computers
- Professional Workstations
- Servers
- Laptop/Portable/Notebook Computers
- Large Scale Computers
- Optical and Imaging Systems
- Other Systems Configuration Equipment, Not Elsewhere Classified

FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES

- Printers
- Display
- Graphics, including Video Graphics, Light Pens, Digitizers, Scanners, and Touch Screens
- Network Equipment
- Other Communications Equipment
- Optical Recognition Input/Output Devices
- Storage Devices including Magnetic Storage, Magnetic Tape Storage and Optical Disk Storage
- Other Input/Output and Storage Devices, Not Elsewhere Classified

FSC CLASS 7035 - ADP SUPPORT EQUIPMENT

- ADP Support Equipment

FSC Class 7042 - MINI AND MICRO COMPUTER CONTROL DEVICES

- Microcomputer Control Devices
- Telephone Answering and Voice Messaging Systems

FSC CLASS 7050 - ADP COMPONENTS

- ADP Boards

FSC CLASS 5995 - CABLE, CORD, AND WIRE ASSEMBLIES: COMMUNICATIONS EQUIPMENT

Communications Equipment Cables

FSC CLASS 6015 - FIBER OPTIC CABLES

Fiber Optic Cables

FSC CLASS 6020 - FIBER OPTIC CABLE ASSEMBLIES AND HARNESSSES

Fiber Optic Cable Assemblies and Harnesses

FSC CLASS 6145 - WIRE AND CABLE, ELECTRICAL

Coaxial Cables

FSC Class 5805 - TELEPHONE AND TELEGRAPH EQUIPMENT

Telephone Equipment

Audio and Video Teleconferencing Equipment

FSC CLASS 5810 - COMMUNICATIONS SECURITY EQUIPMENT AND COMPONENTS

Communications Security Equipment

FSC CLASS 5815 - TELETYPE AND FACSIMILE EQUIPMENT

Facsimile Equipment (FAX)

FSC CLASS 5820 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, EXCEPT AIRBORNE

Two-Way Radio Transmitters/Receivers/Antennas

Broadcast Band Radio Transmitters/Receivers/Antennas

Microwave Radio Equipment/Antennas and Waveguides

Satellite Communications Equipment

FSC CLASS 5821 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, AIRBORNE

Airborne Radio Transmitters/Receivers

FSC CLASS 5825 - RADIO NAVIGATION EQUIPMENT, EXCEPT AIRBORNE

Radio Navigation Equipment/Antennas

FSC CLASS 5826 - RADIO NAVIGATION EQUIPMENT, AIRBORNE

Airborne Radio Navigation Equipment

FSC CLASS 5830 - INTERCOMMUNICATION AND PUBLIC ADDRESS SYSTEMS, EXCEPT AIRBORNE

Pagers and Public Address Systems (wired and wireless transmissions, including background music systems)

FSC CLASS 5841 - RADAR EQUIPMENT, AIRBORNE

Airborne Radar Equipment

FSC CLASS 5895 - MISCELLANEOUS COMMUNICATION EQUIPMENT

Miscellaneous Communications Equipment

- Special Physical, Visual, Speech, and Hearing Aid Equipment

- Installation (FPDS Code N070) for Equipment Offered

NOTE: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 33411 of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. In applying the Davis-Bacon Act, ordering activities are required to incorporate wage rate determinations into orders, as applicable

SIN 811212 - MAINTENANCE OF EQUIPMENT, REPAIR SERVICE, AND REPAIR PARTS/SPARE

PARTS (FPDS Code J070 - Maintenance and Repair Service) (Repair Parts/Spare Parts - See FSC Class for basic equipment)

- Maintenance
- Repair Service
- Repair Parts/Spare Parts
- Third Party Maintenance

SIN 511210 - SOFTWARE LICENSES

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

Microcomputers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Ordering Information	Payment Information
CDW Government LLC. 230 N. Milwaukee Ave. Vernon Hills, IL 60061	CDW Government LLC. 75 Remittance Drive, Suite 1515 Chicago, IL 60675-1515

CDW-G accepts credit cards for payments for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

1-800-808-4239

3. LIABILITY FOR INJURY OR DAMAGE

CDW-G shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by CDW-G, unless such injury or damage is due to the fault or negligence of CDW-G.

4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule TBD at time of order

Block 16: Data Universal Numbering System (DUNS) Number: 026-15-7235

Block 30: Type of Contractor –C. Large Business

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 36-4230110

4a. CAGE Code: 1KH72

4b. Contractor has registered with SAM.gov.

5. FOB DESTINATION

For both Hardware and Software, the F.O.B. point is destination for all locations within the 48 contiguous states and the District of Columbia. (Expedited delivery is F.O.B. origin.)

For overseas locations and Alaska, Hawaii and the U.S. territories and commonwealths, the F.O.B. point is destination to the port of embarkation within the continental U.S. or F.O.B. origin if CDW-G is required to effect shipment direct to locations outside the continental United States (CONUS).

All CONUS shipments shall be made F.O.B. destination. Delivery for all APO/FPO locations shall be made F.O.B. destination to the APO/FPO shipping point or a designated CONUS U.S. Government forwarder. To ensure accurate and timely shipping CDW-G requests an English-speaking contact for all APO orders.

Note: When ordering for overseas purchases, be sure to include the following information to speed the delivery process:

- 1) Name of individual to contact for order questions/clarifications within the United States
- 2) Customer commercial phone number, with country and city code,
- 3) Customer facsimile number,
- 4) Voltage requirements (110V or 220V),
- 5) Identify host system (manufacturer and model) when ordering software or peripherals.

6. DELIVERY SCHEDULE

- a. Time of Delivery: CDW-G shall deliver to destination 30 days after receipt of order for special item numbers 33411 and 511210 utilizing CDW-G's cheapest shipment method regarding order destination at the time of order. For credit approved orders CDW-G ships greater than 90% of all "in-stock" items same day.
- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if

time permits, to contact CDW-G for the purpose of obtaining accelerated delivery. CDW-G shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by CDW-G in writing.) If CDW-G offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

Urgent/Expedited Delivery Times: Schedule customers may require expedited delivery. This can be negotiated outside the scope of this contract.

- Priority Overnight (next business morning) This can be negotiated outside the scope of this contract.
- Standard Overnight (next business afternoon) This can be negotiated outside the scope of this contract.
- 2 Day (second business day) This can be negotiated outside the scope of this contract.
- 3 day (third business day) This can be negotiated outside the scope of this contract.

7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: 0% - Net 30 days from receipt of invoice or date of acceptance, whichever is later.
- b. All prices listed are net after discount. Quantity discounts may be negotiated between the Ordering Activity and CDW-G.

8. TRADE AGREEMENTS ACT OF 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

Export packaging is available at an extra cost outside the scope of this contract.

10. Small Requirements: The minimum dollar value of orders to be issued is \$100.00.

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item No. 33411 Purchase of Equipment
Special Item No. 811212 Maintenance of Equipment, Repair Service, and Repair Parts/Spare Parts
Special Item No. 511210 Software Licenses
Special Item No. 518210C Cloud Computing Services
Special Item No. 54151HACS Highly Adaptive Cyber Security Penetration Testing
Special Item No. 54151HACS Highly Adaptive Cyber Security Risk and Vulnerability Assessments (RVA)
Special Item No. 54151S IT Professional Services
Special Item No. 54151HEAL Health IT Services

b. The Maximum Order value for the following Special Item Numbers (SINs) is \$100,000:

Special Item No. OLM Order Level Materials

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work
- b. 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials (JAN 2018)

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by CDW-G.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

14. RESERVED

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is https://www.gsaaadvantage.gov/advantage/main/start_page.do

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

- (1) Time of delivery/installation quotations for individual orders;
- (2) To the extent provided by the manufacturer, technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract. Any of the later comments will take place by CDW-G passing on the manufacturer's experiences or claims.
- (3) Any manufacturer's representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by CDW-G.

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

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as provided by the manufacturer's commercial pricelist or practice.

Upon request of CDW-G, the ordering activity may provide CDW-G with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to CDW-G's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 33411.

23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: <http://www.cdwg.com/508>

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

Prime Contractors placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom CDW-G has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor) (information and a sample of a deviation authorization template is provided at https://www.gsa.gov/cdnstatic/MAS_DeviationOrderingGuide_121514.pdf; and a sample authorization letter is provided here: <https://www.gsa.gov/cdnstatic/K-AuthorizationtoUseScheduleLetter.doc>

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) CDW-G shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, CDW-G shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or CDW-G gives written notice to the Contracting Officer, whichever period is longer.

(c) CDW-G shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. CDW-G shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered, unless unforeseen circumstances warrant it. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324). Software Maintenance as a product is not considered a service and payment is authorized in advance.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE
COMMERCIAL INFORMATION TECHNOLOGY (IT) NEW
EQUIPMENT (SPECIAL ITEM NUMBER 33411)**

1. MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, CDW-G will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES

a. **INSTALLATION.** When the equipment provided under this contract is not normally self-installable, CDW-G's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule.

b. **INSTALLATION, DEINSTALLATION, REINSTALLATION.** The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 33411.

c. **OPERATING AND MAINTENANCE MANUALS.** CDW-G shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals if they are normally provided by the manufacturer with the equipment being purchased.

5. INSPECTION/ACCEPTANCE

CDW-G shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within five (5) **business** days after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item. The ordering activity's sole and exclusive remedy with respect to this warranty will be, at the sole option of CDW-G, to either (a) use its reasonable commercial efforts to reperform any services not in substantial compliance with this warranty, or (b) refund amounts paid by the ordering activity related to the portion of the services not in substantial compliance.

6. WARRANTY

- a. Unless specified otherwise in this contract, the Manufacturer's standard commercial warranty as stated in the Manufacturer's commercial pricelist will apply to this contract.
- b. CDW-G warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose as described and allowed in the manufacturer's warranty.
- c. **Limitation of Liability.** CDW-G will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- d. If inspection and repair of defective equipment under this warranty will be performed at CDW-G's plant, the address is as follows: 200 N. Milwaukee Ave., Vernon Hills, IL 60061 or 3201 E. Alexander Rd., North Las Vegas, NV 89030.

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the contract price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever amount is less.

8. RESPONSIBILITIES OF CDW-G

CDW-G shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR
SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, RADIO/TELEPHONE EQUIPMENT, (AFTER EXPIRATION OF
GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT
COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT
(SPECIAL ITEM NUMBER 811212)**

CDW-G is not the manufacturer of the products purchased by the ordering activity under this contract and the only warranties or maintenance, repair services and repair parts/spare parts for Government owned equipment offered are those provided by the manufacturer. Prices for Maintenance are provided in the approved Contract pricelist, and is listed per Manufacturer.

1. SERVICE AREAS

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity as determined by the Manufacturer at the time of order.
- b. RESERVED.

2. MAINTENANCE ORDER

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. CDW-G shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 811212). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by CDW-G as prescribed by this paragraph, the order shall be considered to be confirmed by CDW-G.
- b. CDW-G shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period. Orders for maintenance service placed before the contract expires, and providing for delivery within the number of days specified in the contract, shall constitute a valid order.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by CDW-G; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to CDW-G, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.
- e. Cross-year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12-month, fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- f. Ordering activities should notify CDW-G in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

- a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period. Orders for maintenance service placed before the contract expires, and providing for delivery within the number of days specified in the contract, shall constitute a valid order.
- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

4. LOSS OR DAMAGE

When CDW-G's service personnel removes equipment to his establishment for repairs, CDW-G shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

5. SCOPE

- a. CDW-G shall provide manufacturer offered maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
- b. The ordering activity will ensure equipment placed under maintenance service shall be in good operating condition.

1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by CDW-G, without charge to the ordering activity.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by CDW-G, if the equipment was under CDW-G's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under the guarantee/warranty or maintenance coverage, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 811212 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

- a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by CDW-G.
- b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.
- c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

7. RESPONSIBILITIES OF CDW-G

a. For equipment not covered by a maintenance contract or warranty, and upon issuance of a funded order to CDW-G repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. If offered by CDW-G and purchased by Government customer, then Government customer shall receive the original equipment manufacturer maintenance.

b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then CDW-G is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.

8. MAINTENANCE RATE PROVISIONS

a. CDW-G shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

b. REGULAR HOURS

The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

c. AFTER HOURS

Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.

d. TRAVEL AND TRANSPORTATION

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and CDW-G's service area, the charge will be negotiated at the Task Order level.

e. QUANTITY DISCOUNTS

Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity shall be determined at the time of order.

9. REPAIR SERVICE RATE PROVISIONS

a. **CHARGES.** Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b. **MULTIPLE MACHINES.** When repairs are ordered by an ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c. TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR'S SHOP

(a) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.

(b) The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.

(2) AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)

When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or

from the ordering activity office; such overhead is included in the repair service rates listed.

(3) AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)

(a) If repairs are to be made at the ordering activity location, and the location is outside the service area as shown in paragraph 1.a, the repair service and mileage rates negotiated per subparagraphs 1.a and 8.d will apply.

(b) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing CDW-G for actual costs, provided that the actual costs are reasonable and allowable. CDW-G shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

d. LABOR RATES

(1) REGULAR HOURS

The Regular Hours repair service rates listed herein shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of CDW-G.

(2) AFTER HOURS

When the ordering activity requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the ordering activity location, the After Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of CDW-G.

(3) SUNDAYS AND HOLIDAYS

When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours, but is performed at the convenience of CDW-G on Sundays or Holidays observed at the ordering activity location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply.

REPAIR SERVICE RATES

LOCATION	MINIMUM CHARGE*	REGULAR HOURS PER HOUR**	AFTER HOURS PER HOUR**	SUNDAYS AND HOLIDAYS PER HOUR
CONTRACTOR'S SHOP	Per Order			
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	Per Order			

ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	Per Order			
*MINIMUM CHARGES INCLUDE	Per Order	FULL HOURS ON THE JOB.		

REPAIR SERVICE RATES Service Rates are provided by the OEM and are priced as an orderable part number provided herein

**FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER HOUR.

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS*

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in CDW-G's commercial pricelist at the time of order.

11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for the period allowed and described in manufacturer's standard warranty.

b. REPAIR PARTS/SPAREPARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period allowed and described in manufacturer's warranty.

12. INVOICES AND PAYMENTS

a. Maintenance Service

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

(2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day

b. Repair Service and Repair Parts/Spare Parts

Invoices for repair service and parts shall be submitted by CDW-G as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

**TERMS AND CONDITIONS APPLICABLE TO SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 511210), OF GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY SOFTWARE**

1. INSPECTION/ACCEPTANCE

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

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

CDW-G shall provide all Enterprise User License Agreements in an editable format.

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Manufacturer's standard commercial guarantee/warranty as stated in the contracts commercial pricelist will apply to this contract.
- b. CDW G warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, then Government customer must rely on manufacturer's standard warranty as Contractor does not provide and disclaims any express or implied warranties.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, CDW-G will not be liable to the ordering activity for the consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

CDW-G, without additional charge to the ordering activity, shall provide a hot line technical support number (866) 782-4239 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available Monday-Friday 7 a.m. - 9 p.m. CT. Chat Hours: Monday-Friday 7 a.m. - 6 p.m. CT via email. Visit CDW-G's support connection at <https://www.cdwg.com/content/contact-us/support.aspx>.

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined:
 - a. Software maintenance as it is defined: (select software maintenance type):

X 1. Software Maintenance as a Product (SIN 511210)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design,

implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

N/A

2. Software Maintenance as a Service (SIN 54151)

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

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

6. PERIODS OF LICENSES (SIN511210)

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

7. RESERVED

8. RESERVED

9. UTILIZATION LIMITATIONS - (511210)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Manufacturer, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a shared-basis where multiple agencies have joint projects that can be satisfied by the use of the

software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Manufacturer's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

- (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of CDW-G. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
- (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- (5) "Commercial Computer Software" may be marked with the Manufacturer's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (511210)

If offered by and in accordance with the manufacturer's licensing terms and commercial practices, then full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. For perpetual licenses, the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. For term licenses, conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

If provided by the manufacturer, then CDW-G shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

Pricing for right-to-copy licenses is not offered.

**TERMS AND CONDITIONS APPLICABLE TO CLOUD COMPUTING SERVICES
(SPECIAL ITEM NUMBER 518210C)**

******NOTE: If offering related IT Professional Services over and above initial onboarding and training, reference SIN 54151S, per Guidance to Ordering Activities on Professional services below.**

******NOTE: This new SIN presents a clear way for Contractors to provide cloud computing services according to NIST definitions and principles within the scope of today’s technology and standards with a secondary goal of accommodating ongoing technical advances in cloud computing**

1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud Computing Services apply exclusively to Cloud Computing Services within the scope of this Information Technology Schedule.

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

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other IT Multiple Award Schedule (MAS) SINs (e.g. 54151S).

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

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

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

Table 1: Cloud Computing Services SIN

SIN Description	Sub-Categories¹
<ul style="list-style-type: none"> ● Commercially available cloud computing services ● Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics ● Open to all deployment models (private, public, community or hybrid), vendors specify deployment models 	<p>1. Software as a Service (SaaS): Consumer uses provider’s applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.</p> <p>2. Platform as a Service (PaaS): Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure</p>

¹ Offerors may optionally select the single sub-category that best fits each cloud service offering, per Service Model Guidance, or select no sub-category if the offering does not fit an existing NIST service model.

SIN Description	Sub-Categories
	<p>3. Infrastructure as a Service (IaaS): Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.</p>

2. DESCRIPTION OF CLOUD COMPUTING SERVICES AND PRICING

a. Service Description Requirements for Listing Contractors

The description requirements below are in addition to the overall Multiple Award Schedule (MAS) evaluation criteria described in SCP-FSS-001-N Instructions Applicable to New Offerors (Alternate I – MAR 2016) or SCP-FSS-001-S Instructions Applicable to Successful FSS Program Contractors, as applicable, SCP-FSS-004 and other relevant publications.

Refer to overall Multiple Award Schedule (MAS) requirements for timelines related to description and other schedule updates, including but not limited to clauses 552.238-81 – section E and clause I-FSS-600.

Table 2 summarizes the additional Contractor-provided description requirements for services proposed under the Cloud Computing Services SIN. All mandatory description requirements must be complete, and adequate according to evaluation criteria.

In addition, there is one “Optional” reporting descriptions which exists to provide convenient service selection by relevant criteria. Where provided, optional description requirements must be complete and adequate according to evaluation criteria:

- The NIST Service Model provides sub-categories for the Cloud SIN and is strongly encouraged, but not required. The Service Model based sub-categories provide this SIN with a structure to assist ordering activities in locating and comparing services of interest. Contractors may optionally select the single service model most closely corresponding to the specific service offering.
- If a sub-category is selected it will be evaluated with respect to the NIST Service Model definitions and guidelines in “Guidance for Contractors”.

Table 2: Cloud Service Description Requirements

#	Description Requirement	Reporting Type	Instructions
1	Provide a brief written description of how the proposed cloud computing services satisfies each individual essential NIST Characteristic	Mandatory	The cloud service must be capable of satisfying each of the five NIST essential Characteristics as outlined in NIST Special Publication 800-145. See ‘GUIDANCE FOR CONTRACTORS: NIST Essential Characteristics’ below in this document for detailed overall direction, as well as guidance on inheriting essential characteristics.

#	Description Requirement	Reporting Type	Instructions
2	Select NIST deployment models for the cloud computing service proposed.	Mandatory	Contractors must select at least one NIST deployment model as outlined in NIST Special Publication 800-145 describing how the proposed cloud computing service is deployed. Select multiple deployment models if the service is offered in more than one deployment model. See 'GUIDANCE FOR CONTRACTORS: NIST Deployment Model' below in this document for detailed direction on how to best categorize a service for the NIST deployment models.
3	Optionally select the most appropriate NIST service model that will be the designated sub-category, or may select no sub-category	Optional	Contractor may select a single NIST Service model to sub-categorize the service as outlined in NIST Special Publication 800-145. Sub-category selection is optional but recommended. See 'GUIDANCE FOR CONTRACTORS: NIST Service Model' below in this document for detailed direction on how to best categorize a service for the NIST IaaS, PaaS, and SaaS service models.

b. Pricing of Cloud Computing Services

All current pricing requirements for Multiple Award Schedule (MAS), including provision SCP-FSS-001-N (Section III Price Proposal), SCP-FSS-001-S, SCP-FSS-004 (Section III Price Proposal), and clause I-FSS-600 Contract Price Lists, apply. At the current time there is no provision for reducing or eliminating standard price list posting requirements to accommodate rapid cloud price fluctuations.

In addition to standard pricing requirements, all pricing models must have the core capability to meet the NIST Essential Cloud Characteristics, particularly with respect to on-demand self-service, while allowing alternate variations at the task order level at agency discretion, pursuant to the guidance on NIST Essential Characteristics.

3. RESPONSIBILITIES OF CDW-G

CDW-G shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

a. Acceptance Testing

Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. CDW-G shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

b. Training

If training is provided commercially, CDW-G shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. CDW-G is responsible for indicating if there are separate training charges.

c. Information Assurance/Security Requirements

CDW-G shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.

d. Related Professional Services

CDW-G is responsible for working with the Ordering Activity to identify related professional services and any other services available on other SINS that may be associated with deploying a complete cloud solution. Any

additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN.

e. Performance of Cloud Computing Services

CDW-G shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases, CDW-G shall clearly indicate standard service levels, performance and scale capabilities.

CDW-G shall provide appropriate cloud computing services on the date and to the extent and scope agreed to by CDW-G and the Ordering Activity.

f. Reporting

CDW-G shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability.

In accordance with commercial practices, CDW-G may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

4. RESPONSIBILITIES OF THE ORDERING ACTIVITY

The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN or IT Multiple Award Schedule (MAS) Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.

Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models.

Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

a. Ordering Activity Information Assurance/Security Requirements Guidance

- i. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.
- ii. The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work². CDW-G must be capable of meeting the minimum security clearance requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.
- iii. Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.

² Per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “Standards for Security Categorization of Federal Information and Information Systems”) (FIPS 200, “Minimum Security Requirements for Federal Information and Information Systems”)

iv. The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance.³

v. Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

b. Deployment Model

If a particular deployment model (Private, Public, Community, or Hybrid) is desired, Ordering Activities are responsible for identifying the desired model(s). Alternately, Ordering Activities could identify requirements and assess CDW-G's responses to determine the most appropriate deployment model(s).

c. Delivery Schedule

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers.

d. Interoperability

Ordering Activities are responsible for identifying interoperability requirements. Ordering Activities should clearly delineate requirements for API implementation and standards conformance.

e. Performance of Cloud Computing Services

The Ordering Activity should clearly indicate any custom minimum service levels, performance and scale requirements as part of the initial requirement.

f. Reporting

The Ordering Activity should clearly indicate any cost, performance or availability reporting as part of the initial requirement.

g. Privacy

The Ordering Activity should specify the privacy characteristics of their service and engage with CDW-G to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-122⁴ and OMB memos M-06-16⁵ and M-07-16⁶. An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

h. Accessibility

The Ordering Activity should specify the accessibility characteristics of their service and engage with CDW-G to determine the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could require assurance that the service is capable of providing accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

³ MEMORANDUM FOR CHIEF INFORMATION OFFICERS: Security Authorization of Information Systems in Cloud Computing Environments. December 8, 2011.

⁴ NIST SP 800-122, "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)"

⁵ OMB memo M-06-16: Protection of Sensitive Agency Information

<http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2006/m06-16.pdf>

⁶ OMB Memo 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>

i. Geographic Requirements

Ordering activities are responsible for specifying any geographic requirements and engaging with CDW-G to determine that the cloud services offered have the capabilities to meet geographic requirements for all anticipated task orders. Common geographic concerns could include whether service data, processes and related artifacts can be confined on request to the United States and its territories, or the continental United States (CONUS).

j. Data Ownership and Retrieval and Intellectual Property

Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

General considerations of data ownership and retrieval are covered under the terms of Multiple Award Schedule (MAS) and the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with CDW-G to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government.

The Ordering Activity should expect that CDW-G shall transfer data to the government at the government's request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

- Configuration information created by the government and affecting the government's use of the cloud provider's service.
- Virtual machine configurations created by the government but operating on the cloud provider's service.
- Profile, configuration and other metadata used to configure SaaS application services or PaaS platform services.

The key is to determine in advance the ownership of classes of data and the means by which Government owned data can be returned to the Government.

k. Service Location Distribution

The Ordering Activity should determine requirements for continuity of operations and performance and engage with CDW-G to ensure that cloud services have adequate service location distribution to meet anticipated requirements. Typical concerns include ensuring that:

- Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.
- Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.

l. Related Professional Services

Ordering activities should engage with CDW-G to discuss the availability of limited assistance with initial setup, training and access to the services that may be available through this SIN.

Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN. Ordering activities should consult the appropriate GSA professional services schedule.

5. GUIDANCE FOR CONTRACTORS

This section offers guidance for interpreting CDW-G Description Requirements in Table 2, including the NIST essential cloud characteristics, service models and deployment models. This section is not a list of requirements.

Contractor-specific definitions of cloud computing characteristics and models or significant variances from the NIST essential characteristics or models are discouraged and will **not** be considered in the scope of this SIN or accepted in response to Factors for Evaluation. The only applicable cloud characteristics, service model/subcategories and deployment models for this SIN will be drawn from the NIST 800-145 special publication. Services qualifying for listing as cloud computing services under this SIN must substantially satisfy the essential characteristics of cloud computing as documented in the NIST Definition of Cloud Computing SP 800-145⁷.

Contractors must select deployment models corresponding to each way the service can be deployed. Multiple deployment model designations for a single cloud service are permitted but at least one deployment model must be selected.

In addition, contractors submitting services for listing under this SIN are encouraged to select a sub-category for each service proposed under this SIN with respect to a single principal NIST cloud service model that most aptly characterizes the service. Service model categorization is optional.

Both service and deployment model designations must accord with NIST definitions. Guidance is offered in this document on making the most appropriate selection.

a. NIST Essential Characteristics

General Guidance

NIST's essential cloud characteristics provide a consistent metric for whether a service is eligible for inclusion in this SIN. It is understood that due to legislative, funding and other constraints that government entities cannot always leverage a cloud service to the extent that all NIST essential characteristics are commercially available. For the purposes of the Cloud SIN, meeting the NIST essential characteristics is determined by whether each essential capability of the commercial service is available for the service, whether or not the Ordering Activity actually requests or implements the capability. The guidance in Table 3 offers examples of how services might or might not be included based on the essential characteristics, and how CDW-G should interpret the characteristics in light of current government contracting processes.

⁷ <http://csrc.nist.gov/publications/nistpubs/800-145/SP800-145.pdf>

Table 3: Guidance on Meeting NIST Essential Characteristics

Characteristic	Capability	Guidance
On-demand self-service	<ul style="list-style-type: none"> • Ordering activities can directly provision services without requiring Contractor intervention. • This characteristic is typically implemented via a service console or programming interface for provisioning 	<p>Government procurement guidance varies on how to implement on-demand provisioning at this time.</p> <p>Ordering activities may approach on-demand in a variety of ways, including “not-to-exceed” limits, or imposing monthly or annual payments on what are essentially on demand services.</p> <p>Services under this SIN must be capable of true on- demand self-service, and ordering activities and Contractors must negotiate how they implement on demand capabilities in practice at the task order level:</p> <ul style="list-style-type: none"> • Ordering activities must specify their procurement approach and requirements for on-demand service • Contractors must propose how they intend to meet the approach • Contractors must certify that on-demand self-service is technically available for their service should procurement guidance become available.
Broad Network Access	<ul style="list-style-type: none"> • Ordering activities are able to access services over standard agency networks • Service can be accessed and consumed using standard devices such as browsers, tablets and mobile phones 	<ul style="list-style-type: none"> • Broad network access must be available without significant qualification and in relation to the deployment model and security domain of the service • Contractors must specify any ancillary activities, services or equipment required to access cloud services or integrate cloud with other cloud or non- cloud networks and services. For example, a private cloud might require an Ordering Activity to purchase or provide a dedicated router, etc. which is acceptable but should be indicated by CDW-G.
Resource Pooling	<ul style="list-style-type: none"> • Pooling distinguishes cloud services from offsite hosting. • Ordering activities draw resources from a common pool maintained by CDW-G • Resources may have general characteristics such as regional location 	<ul style="list-style-type: none"> • The cloud service must draw from a pool of resources and provide an automated means for the Ordering Activity to dynamically allocate them. • Manual allocation, e.g. manual operations at a physical server farm where Contractor staff configure servers in response to Ordering Activity requests, does not meet this requirement • Similar concerns apply to software and platform models; automated provisioning from a pool is required • Ordering activities may request dedicated physical hardware, software or platform resources to access a private cloud deployment service. However, the provisioned cloud resources must be drawn from a common pool and automatically allocated on request.

Characteristic	Capability	Guidance
Rapid Elasticity	<ul style="list-style-type: none"> • Rapid provisioning and de-provisioning commensurate with demand 	<ul style="list-style-type: none"> • Rapid elasticity is a specific demand-driven case of self-service • Procurement guidance for on-demand self-service applies to rapid elasticity as well, i.e. rapid elasticity must be technically available but ordering activities and Contractors may mutually negotiate other contractual arrangements for procurement and payment. • ‘Rapid’ should be understood as measured in minutes and hours, not days or weeks. • Elastic capabilities by manual request, e.g. via a console operation or programming interface call, are required. • Automated elasticity which is driven dynamically by system load, etc. is optional. Contractors must specify whether automated demand-driven elasticity is available and the general mechanisms that drive the capability.
Measured Service	<ul style="list-style-type: none"> • Measured service should be understood as a reporting requirement that enables an Ordering Activity to control their use in cooperation with self service 	<ul style="list-style-type: none"> • Procurement guidance for on-demand self-service applies to measured service as well, i.e. rapid elasticity must be technically available but ordering activities and Contractors may mutually designate other contractual arrangements. • Regardless of specific contractual arrangements, reporting must indicate actual usage, be continuously available to the Ordering Activity, and provide meaningful metrics appropriate to the service measured • Contractors must specify that measured service is available and the general sort of metrics and mechanisms available

Inheriting Essential Characteristics

Cloud services may depend on other cloud services, and cloud service models such as PaaS and SaaS are able to inherit essential characteristics from other cloud services that support them. For example, a PaaS platform service can inherit the broad network access made available by the IaaS service it runs on, and in such a situation would be fully compliant with the broad network access essential characteristic. Services inheriting essential characteristics must make the inherited characteristic fully available at their level of delivery to claim the relevant characteristic by inheritance.

Inheriting characteristics does not require the inheriting provider to directly bundle or integrate the inherited service, but it does require a reasonable measure of support and identification. For example, the Ordering Activity may acquire an IaaS service from “Provider A” and a PaaS service from “Provider B”. The PaaS service may inherit broad network access from “Provider A” but must identify and support the inherited service as an acceptable IaaS provider.

Assessing Broad Network Access

Typically, broad network access for public deployment models implies high bandwidth access from the public internet for authorized users. In a private cloud deployment internet access might be considered broad access, as might be access through a dedicated shared high bandwidth network connection from the Ordering Activity, in accord with the private nature of the deployment model.

Resource Pooling and Private Cloud

All cloud resource pools are finite, and only give the appearance of infinite resources when sufficiently large, as is sometimes the case with a public cloud. The resource pool supporting a private cloud is typically smaller with more visible limits. A finite pool of resources purchased as a private cloud service qualifies as resource pooling so long as the resources within the pool can be dynamically allocated to the ultimate users of the resource, even though the pool itself appears finite to the Ordering Activity that procures access to the pool as a source of dynamic service allocation.

b. NIST Service Model

CDW-G may optionally document the service model of cloud computing (e.g. IaaS, PaaS, SaaS, or a combination thereof, that most closely describes their offering, using the definitions in The NIST Definition of Cloud Computing SP 800-145. The following guidance is offered for the proper selection of service models.

NIST's service models provide this SIN with a set of consistent sub-categories to assist ordering activities in locating and comparing services of interest. Service model is primarily concerned with the nature of the service offered and the staff and activities most likely to interact with the service. Contractors should select a single service model most closely corresponding to their proposed service based on the guidance below. It is understood that cloud services can technically incorporate multiple service models and the intent is to provide the single best categorization of the service.

Contractors should take care to select the NIST service model most closely corresponding to each service offered. Contractors should not invent, proliferate or select multiple cloud service model sub-categories to distinguish their offerings, because ad-hoc categorization prevents consumers from comparing similar offerings. Instead vendors should make full use of the existing NIST categories to the fullest-extent-possible.

For example, in this SIN an offering commercially marketed by a Contractor as "Storage as a Service" would be properly characterized as Infrastructure as a Service (IaaS), storage being a subset of infrastructure. Services commercially marketed as "LAMP as a Service" or "Database as a Service" would be properly characterized under this SIN as Platform as a Service (PaaS), as they deliver two kinds of platform services. Services commercially marketed as "Travel Facilitation as a Service" or "Email as a Service" would be properly characterized as species of Software as a Service (SaaS) for this SIN. However, Contractors can and should include appropriate descriptions (include commercial marketing terms) of the service in the full descriptions of the service's capabilities.

When choosing between equally plausible service model sub-categories, Contractors should consider several factors:

- 1) **Visibility to the Ordering Activity.** Service model sub-categories in this SIN exist to help Ordering Activities match their requirements with service characteristics. Contractors should select the most intuitive and appropriate service model from the point of view of an Ordering Activity.
- 2) **Primary Focus of the Service.** Services may offer a mix of capabilities that span service models in the strict technical sense. For example, a service may offer both IaaS capabilities for processing and storage, along with some PaaS capabilities for application deployment, or SaaS capabilities for specific applications. In a service mix situation CDW-G should select the service model that is their primary focus. Alternatively, CDW-G may choose to submit multiple service offerings for the SIN, each optionally and separately subcategorized.
- 3) **Ordering Activity Role.** Contractors should consider the operational role of the Ordering Activity's primary actual consumer or operator of the service. For example, services most often consumed by system managers are likely to fit best as IaaS; services most often consumed by application deployers or developers as PaaS, and services most often consumed by business users as SaaS.
- 4) **Lowest Level of Configurability.** Contractors can consider IaaS, PaaS and SaaS as an ascending hierarchy of complexity, and select the model with the lowest level of available Ordering Activity interaction. As an example, virtual machines are an IaaS service often bundled with a range of operating systems, which are PaaS services. The Ordering Activity usually has access to configure the lower level IaaS service, and the overall service should

be considered IaaS. In cases where the Ordering Activity cannot configure the speed, memory, network configuration, or any other aspect of the IaaS component, consider categorizing as a PaaS service.

Cloud management and cloud broker services should be categorized based on their own characteristics and not those of the other cloud services that are their targets. Management and broker services typically fit the SaaS service model, regardless of whether the services they manage are SaaS, PaaS or IaaS. Use Table 3 to determine which service model is appropriate for the cloud management or cloud broker services, or, alternately choose not to select a service model for the service.

The guidance in Table 3 offers examples of how services might be properly mapped to NIST service models and how a Contractor should interpret the service model sub-categories.

Table 3: Guidance on Mapping to NIST Service Models

Service Model	Guidance
<p>Infrastructure as a Service (IaaS)</p>	<p>Select an IaaS model for service based equivalents of hardware appliances such as virtual machines, storage devices, routers and other physical devices.</p> <ul style="list-style-type: none"> • IaaS services are typically consumed by system or device managers who would configure physical hardware in a non-cloud setting • The principal customer interaction with an IaaS service is provisioning then configuration, equivalent to procuring and then configuring a physical device. <p>Examples of IaaS services include virtual machines, object storage, disk block storage, network routers and firewalls, software defined networks.</p> <p>Gray areas include services that emulate or act as dedicated appliances and are directly used by applications, such as search appliances, security appliances, etc. To the extent that these services or their emulated devices provide direct capability to an application they might be better classified as Platform services (PaaS). To the extent that they resemble raw hardware and are consumed by other platform services they are better classified as IaaS.</p>
<p>Platform as a Service (PaaS)</p>	<p>Select a PaaS model for service based equivalents of complete or partial software platforms. For the purposes of this classification, consider a platform as a set of software services capable of deploying all or part of an application.</p> <ul style="list-style-type: none"> • A complete platform can deploy an entire application. Complete platforms can be proprietary or open source • Partial platforms can deploy a component of an application which combined with other components make up the entire deployment • PaaS services are typically consumed by application deployment staff whose responsibility is to take a completed agency application and cause it to run on the designated complete or partial platform service • The principal customer interaction with a PaaS service is deployment, equivalent to deploying an application or portion of an application on a software platform service.

Service Model

Guidance

- A limited range of configuration options for the platform service may be available.

Examples of complete PaaS services include:

- A Linux/Apache/MySQL/PHP (LAMP) platform ready to deploy a customer PHP application,
- a Windows .Net platform ready to deploy a .Net application,
- A custom complete platform ready to develop and deploy an arbitrary customer application in a proprietary language
- A multiple capability platform ready to deploy an arbitrary customer application on a range of underlying software services.

The essential characteristic of a complete PaaS is defined by the customer's ability to deploy a complete custom application directly on the platform. PaaS includes partial services as well as complete platform services.

Illustrative examples of individual platform enablers or components include:

- A database service ready to deploy a customer's tables, views and procedures,
- A queuing service ready to deploy a customer's message definitions
- A security service ready to deploy a customer's constraints and target applications for continuous monitoring

The essential characteristic of an individual PaaS component is the customer's ability to deploy their unique structures and/or data onto the component for a partial platform function.

Note that both the partial and complete PaaS examples all have two things in common:

- They are software services, which offer significant core functionality out of the box
- They must be configured with customer data and structures to deliver results

As noted in IaaS, operating systems represent a grey area in that OS is definitely a platform service, but is typically bundled with IaaS infrastructure. If your service provides an OS but allows for interaction with infrastructure, please sub-categorize it as IaaS. If your service "hides" underlying infrastructure, consider it as PaaS.

Select a SaaS model for service based equivalents of software applications.

- SaaS services are typically consumed by business or subject-matter staff who would interact directly with the application in a non-cloud setting.
- The principal customer interaction with a SaaS service is actual operation and consumption of the application services the SaaS service provides.

Service Model	Guidance
Software as a Service (SaaS)	<ul style="list-style-type: none"> • The principal customer interaction with a SaaS service is actual operation and consumption of the application services the SaaS service provides. <p>Some minor configuration may be available, but the scope of the configuration is limited to the scope and then the permissions of the configuring user. For example, an agency manager might be able to configure some aspects of the application for their agency but not all agencies. An agency user might be able to configure some aspects for themselves but not everyone in their agency. Typically, only CDW-G would be permitted to configure aspects of the software for all users.</p> <p>Examples of SaaS services include email systems, business systems of all sorts such as travel systems, inventory systems, etc., wiki's, websites or content management systems, management applications that allow a customer to manage other cloud or non-cloud services, and in general any system where customers interact directly for a business purpose.</p> <p>Gray areas include services that customers use to configure other cloud services, such as cloud management software, cloud brokers, etc. In general, these sorts of systems should be considered SaaS, per guidance in this document.</p>

c. Deployment Model

Deployment models (e.g. private, public, community, or hybrid) are not restricted at the SIN level and any specifications for a deployment model are the responsibility of the Ordering Activity.

Multiple deployment model selection is permitted, but at least one model must be selected. The guidance in Table 4 offers examples of how services might be properly mapped to NIST deployment models and how CDW-G should interpret the deployment model characteristics. Contractors should take care to select the range of NIST deployment models most closely corresponding to each service offered.

Note that the scope of this SIN does not include hardware or software components used to construct a cloud, only cloud capabilities delivered as a service, as noted in the Scope section.

Deployment Model	Guidance
Private Cloud	The service is provided exclusively for the benefit of a definable organization and its components; access from outside the organization is prohibited. The actual services may be provided by third parties, and may be physically located as required, but access is strictly defined by membership in the owning organization.
Public Cloud	The service is provided for general public use and can be accessed by any entity or organization willing to contract for it.
Community Cloud	The service is provided for the exclusive use of a community with a definable shared boundary such as a mission or interest. As with private cloud, the service may be in any suitable location and administered by a community member or a third party.
Hybrid Cloud	The service is composed of one or more of the other models. Typically, hybrid models include some aspect of transition between the models that make them up, for example a private and public cloud might be designed as a hybrid cloud where events like increased load permit certain specified services in the private cloud to run in a public cloud for extra capacity, e.g. bursting.

**TERMS AND CONDITIONS APPLICABLE TO HIGHLY ADAPTIVE
CYBERSECURITY SERVICES (HACS)
(SPECIAL ITEM NUMBER 54151HACS)**

Vendor suitability for offering services through the Highly Adaptive Cybersecurity Services (HACS) SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- **Federal Acquisition Regulation (FAR) Part 52.204-21**
- **OMB Memorandum M-06-19** - Reporting Incidents Involving Personally Identifiable Information and Incorporating the Cost for Security in Agency Information Technology Investments
- **OMB Memorandum M -07-16** - Safeguarding Against and Responding to the Breach of Personally Identifiable Information
- **OMB Memorandum M-16-03** - Fiscal Year 2015-2016 Guidance on Federal Information Security and Privacy Management Requirements
- **OMB Memorandum M-16-04** – Cybersecurity Implementation Plan (CSIP) for Federal Civilian Government
- **The Cybersecurity National Action Plan (CNAP)**
- **NIST SP 800-14** - Generally Accepted Principles and Practices for Securing Information Technology Systems
- **NIST SP 800-27A** - Engineering Principles for Information Technology Security (A Baseline for Achieving Security)
- **NIST SP 800-30** - Guide for Conducting Risk Assessments
- **NIST SP 800-35** - Guide to Information Technology Security Services
- **NIST SP 800-37** - Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach
- **NIST SP 800-39** - Managing Information Security Risk: Organization, Mission, and Information System View
- **NIST SP 800-44** - Guidelines on Securing Public Web Servers
- **NIST SP 800-48** - Guide to Securing Legacy IEEE 802.11 Wireless Networks
- **NIST SP 800-53** – Security and Privacy Controls for Federal Information Systems and Organizations
- **NIST SP 800-61** - Computer Security Incident Handling Guide
- **NIST SP 800-64** - Security Considerations in the System Development Life Cycle
- **NIST SP 800-82** - Guide to Industrial Control Systems (ICS) Security
- **NIST SP 800-86** - Guide to Integrating Forensic Techniques into Incident Response
- **NIST SP 800-115** - Technical Guide to Information Security Testing and Assessment
- **NIST SP 800-128** - Guide for Security-Focused Configuration Management of Information Systems
- **NIST SP 800-137** - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations
- **NIST SP 800-153** - Guidelines for Securing Wireless Local Area Networks (WLANs)
- **NIST SP 800-171** - Protecting Controlled Unclassified Information in non-federal Information Systems and Organizations

*****NOTE: All non-professional labor categories must be incidental to, and used solely to support Highly Adaptive Cybersecurity Services, and cannot be purchased separately.**

******NOTE: All labor categories under the Special Item Number 54151S Information Technology Professional Services may remain under SIN 54151S unless the labor categories are specific to the Highly Adaptive Cybersecurity Services SIN.**

1. SCOPE

- a. The labor categories, prices, terms and conditions stated under Special Item Numbers 54151HACS High Adaptive Cybersecurity Services apply exclusively to High Adaptive Cybersecurity Services within the scope of this Information Technology Schedule.
- b. Services under this SIN is limited to Highly Adaptive Cybersecurity Services only. Software and hardware products are under different Special Item Numbers on IT Multiple Award Schedule (MAS) (e.g. 511210, 33411), and may be quoted along with services to provide a total solution.
- c. The SIN provides ordering activities with access to Highly Adaptive Cybersecurity services only.
- d. Highly Adaptive Cybersecurity Services provided under the SIN shall comply with all Cybersecurity certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.
- e. CDW-G shall provide services at CDW-G's facility and/or at the ordering activity location, as agreed to by CDW-G and the ordering activity.

2. ORDER

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

3. PERFORMANCE OF SERVICES

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

4. INSPECTION OF SERVICES

Inspection of services is in accordance with 552.212-4 - CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (MAY 2015) (ALTERNATE II – JUL 2009) (FAR DEVIATION – JUL 2015) (TAILORED) for Firm-Fixed Price and Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

5. RESPONSIBILITIES OF CDW-G

CDW-G shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (MAY 2014) Rights in Data – General, may apply.

CDW-G shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to the ordering activity's security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Highly Adaptive Cybersecurity Services.

7. INDEPENDENT CONTRACTOR

All Highly Adaptive Cybersecurity Services performed by CDW-G under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

8. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

9. INVOICES

CDW-G, upon completion of the work ordered, shall submit invoices for Highly Adaptive Cybersecurity Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

10. RESUMES

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

11. APPROVAL OF SUBCONTRACTS

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

12. DESCRIPTION OF HIGHLY ADAPTIVE CYBERSECURITY SERVICES AND PRICING

a. CDW-G shall provide a description of each type of Highly Adaptive Cybersecurity Service offered under Special Item Number 54151HACS for Highly Adaptive Cybersecurity Services and it should be presented in the same manner as CDW-G sells to its commercial and other ordering activity customers. If CDW-G is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all Highly Adaptive Cybersecurity Services shall be in accordance with CDW-G's customary commercial practices; e.g., hourly rates, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented (see SCP-FSS-004).

EXAMPLE

Commercial Job Title: Computer Network Defense Analysis

Description: Uses defensive measures and information collected from a variety of sources to identify, analyze, and report events that occur or might occur within the network in order to protect information, information systems, and networks from threats.

Professionals involved in this specialty perform the following tasks:

- Provide timely detection, identification, and alerting of possible attacks/intrusions, anomalous activities, and misuse activities and distinguish these incidents and events from benign activities.
- Provide daily summary reports of network events and activity relevant to Computer Network Defense practices.
- Monitor external data sources (e.g., Computer Network Defense vendor sites, Computer Emergency Response Teams, SANS, Security Focus) to maintain currency of Computer Network Defense threat condition and determine which security issues may have an impact on the enterprise.

Knowledge, Skills and Abilities: Knowledge of applicable laws (e.g., Electronic Communications Privacy Act, Foreign Intelligence Surveillance Act, Protect America Act, search and seizure laws, civil liberties and privacy laws, etc.), statutes (e.g., in Titles 10, 18, 32, 50 in U.S. Code), Presidential Directives, executive branch guidelines, and/or administrative/criminal legal guidelines and procedures relevant to work performed

Minimum Experience: 5 Years

Minimum Education Requirements: a bachelor's of science degree with a concentration in computer science, cybersecurity services, management information systems (MIS), engineering or information science is essential.

Highly Desirable: Offensive Security Certified Professional (OSCP) or commercial Cybersecurity advanced certification(s).

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY
(IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)
AND HEALTH IT SERVICES (SPECIAL ITEM NUMBER 54151HEAL)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services and Special Item Number 54151HEAL Health IT Services apply exclusively to IT/IAM Professional and Health IT Services within the scope of this Information Technology Schedule.
- b. CDW-G shall provide services at CDW-G's facility and/or at the ordering activity location, as agreed to by CDW-G and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between CDW-G and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by CDW-G to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate CDW-G. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

- a. The Contracting Officer may, at any time, by written order to CDW-G, require CDW-G to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to CDW-G, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, CDW-G shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to CDW-G, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, CDW-G shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in CDW-G's cost properly allocable to, the performance of any part of this contract; and
 - (2) CDW-G asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008)

(DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF CDW-G

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit CDW-G access to all facilities necessary to perform the requisite IT/IAM Professional and Health IT Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM Professional and Health IT Services performed by CDW-G under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

CDW-G, upon completion of the work ordered, shall submit invoices for IT/IAM Professional and Health IT Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products.

Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay CDW-G, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and

Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31 (Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/IAM PROFESSIONAL AND HEALTH IT SERVICES AND PRICING

- a. CDW-G shall provide a description of each type of IT/IAM/Health IT Service offered under Special Item Numbers 54151S IT/IAM Professional Services and Health IT Services Special Item Number 54151HEAL and should be presented in the same manner as CDW-G sells to its commercial and other ordering activity customers. If CDW-G is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT/IAM Professional and Health IT Services shall be in accordance with CDW-G's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience, and minimum education.

**IT/IAM Professional Services
Labor Categories and Hourly Rates**

		1/1/2018 - 12/31/2018	1/1/2019 - 12/31/2019	1/1/2020 - 12/31/2020	1/1/2021 - 12/31/2021	1/1/2022 - 12/31/2022
SIN(s)	SERVICE PROPOSED (e.g. Job Title/Task)	GSA Sell with IFF 2018	GSA Sell with IFF 2019	GSA Sell with IFF 2020	GSA Sell with IFF 2021	GSA Sell with IFF 2022
54151S	Data Center Engineer 1	\$182.71	\$188.19	\$193.84	\$199.65	\$205.64
54151S	Data Center Engineer 2	\$201.45	\$207.49	\$213.72	\$220.13	\$226.73
54151S	Data Center Engineer 3	\$224.87	\$231.62	\$238.57	\$245.72	\$253.10
54151S	Network Engineer 1	\$178.02	\$183.36	\$188.87	\$194.53	\$200.37
54151S	Network Engineer 2	\$196.76	\$202.67	\$208.75	\$215.01	\$221.46
54151S	Network Engineer 3	\$220.19	\$226.79	\$233.60	\$240.60	\$247.82
54151S	Network Security Engineer 1	\$192.08	\$197.84	\$203.78	\$209.89	\$216.19
54151S	Network Security Engineer 2	\$196.76	\$202.67	\$208.75	\$215.01	\$221.46
54151S	Network Security Engineer 3	\$224.87	\$231.62	\$238.57	\$245.72	\$253.10
54151HACS	Consulting Engineer	\$234.24	\$241.27	\$248.51	\$255.96	\$263.64
54151HACS	Associate Consulting Engineer (ACE)	\$257.67	\$265.40	\$273.36	\$281.56	\$290.00
54151S	UC Engineer 1	\$201.45	\$207.49	\$213.72	\$220.13	\$226.73
54151S	UC Engineer 2	\$215.50	\$221.97	\$228.63	\$235.48	\$242.55
54151S	UC Engineer 3	\$229.56	\$236.44	\$243.54	\$250.84	\$258.37
54151S	Project Manager	\$192.08	\$197.84	\$203.78	\$209.89	\$216.19
54151S	Senior Project Manager	\$196.76	\$202.67	\$208.75	\$215.01	\$221.46
54151S	Program Manager	\$206.13	\$212.32	\$218.69	\$225.25	\$232.00
54151S	Senior Program Manager	\$224.87	\$231.62	\$238.57	\$245.72	\$253.10
54151S	Technical Writer	\$66.77	\$68.77	\$70.83	\$72.96	\$75.15
54151S	Quality Assurance Analyst	\$94.16	\$96.98	\$99.89	\$102.89	\$105.97
54151S	Project Analyst	\$95.56	\$98.43	\$101.38	\$104.42	\$107.55
54151S	Project Coordinator	\$110.00	\$113.30	\$116.70	\$120.20	\$123.81

All rates are per hour and escalate 3% on January 1st of each year.
All rates include 0.75% Industrial Funding Fee.

IT/IAM Professional Services Qualifications

Datacenter Storage & Virtualization: Data Center Engineer

Data Center Engineer	
Level	Qualifications
1	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 1 - 4 years, absence of a degree may be replaced by a minimum additional 2 years' experience.</p> <p>Participates in activities such as ongoing maintenance of networks and systems, monitoring service level metrics and commitments; developing standards, policies, and operational processes. Has familiarity and experience with technologies such as, but not limited to, Windows Server, Netapp, VMware, Citrix, IBM Bladecenter, FCP, ICSCI, CIFS, NFS and TCP/IP.</p> <p>Professional Certifications: Certification required, including, but are not limited to, VCP, CCP-V, MCSE, MCITP, MCTS, MCSA, MCP or equivalent.</p>
2	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 5+ years, absence of a degree may be replaced by a minimum additional 2 years' experience.</p> <p>In addition to experience listed for previous engineer level, works independently to perform complex tasks and provides support and assistance to less experienced engineers in a team project. Contributes to designing, planning, and implementing Data Center Solutions including Network Virtualization, Storage and Compute platforms. Demonstrated working experience with technologies such as, but not limited to, Windows Server, Netapp, VMware, Citrix, IBM Bladecenter, FCP, ICSCI, CIFS, NFS and TCP/IP.</p> <p>Professional Certifications: Certification required, including, but not limited to, VCP, CCP-V, MCSE, MCITP, MCTS, MCSA, MCP or equivalent.</p>
3	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 10+ years, 2 years' experience may be replaced by a Master's Degree.</p> <p>In addition to experience listed for previous levels, 4+ years consulting experience. Plans proactively to prevent problems. Interfaces with technical and business staff of customers following project implementation, including the project sponsor and stakeholders, encouraging more complex future engagements. Advises customer on appropriate solutions over the course of the project or lifecycle. Demonstrated working knowledge with technologies such as, but not limited to, Windows Server, Netapp, VMware, Citrix, IBM Bladecenter, FCP, ICSCI, CIFS, NFS and TCP/IP.</p> <p>Professional Certifications: Certification required, including, but are not limited to VCP, CCV-P, MCSE, MCITP, MCTS, MCSA, MCP or equivalent.</p>

Infrastructure Networking & Enterprise Networking: Network Engineer

Network Engineer	
Level	Qualifications
1	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 1 - 4 years, absence of a degree may be replaced by a minimum additional 2 years' experience.</p> <p>Provides a range of technical services to support the installation and implementation of networks and computer systems. Has familiarity with Routing and Switching technology including, but not limited to LAN Campus design; and experience with switching technologies such as Catalyst 6500, 2900/3900, 2950/3550, 2948G, 3750, 4000, 4500, 5000 series switches and/or Cisco 1700, 2600/3600, 3700, 7200 series routers or equivalents; introductory knowledge of protocols and Standards: IGRP, EIGRP, RIP, BGP, OSPF, Spanning Tree 802.1(d/s/w), VLANs, HSRP, Trunking (ISL/802.1Q), Monitoring (RSPAN/SPAN/VSPAN), VACLs, 802.3(u/z/ab), FEC/GEC, and LACP 802.3ad.</p> <p>Professional Certifications: Certification required, including, but not limited to, CCNA, WCNA, Network+, or equivalent.</p>
2	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 5+ years, absence of a degree may be replaced by a minimum additional 2 years' experience.</p> <p>Provides a range of technical services to support the installation and implementation of networks and computer systems. Works independently to perform complex tasks and provides support and assistance to less experienced engineers in a team project. Contributes to team of engineers in designing, planning, and implementing LANs and WANs using routers, switches and network security devices. Identifies and troubleshoots hardware and software technical problems related to LANs/WANs. Has experience working with Routing and Switching technology, including, but not limited to LAN Campus design; experience with switches such as Catalyst 6500, 2900/3900, 2950/3550, 2948G, 3750, 4000, 4500, 5000 series switches, and/or Cisco 1700, 2600/3600, 3700, 7200 series routers. Has experience with protocols and standards such as: IGRP, EIGRP, RIP, BGP, OSPF, Spanning Tree 802.1(d/s/w), VLANs, HSRP, Trunking (ISL/802.1Q), Monitoring (RSPAN/SPAN/VSPAN), VACLs, 802.3(u/z/ab), FEC/GEC, and LACP 802.3ad.</p> <p>Professional Certifications: Certification required, including, but not limited, to Network+, CCNP, JNCIE-ENT, CCDA, CCDP or equivalent.</p>

Network Engineer	
Level	Qualifications
3	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 10+ years, 2 years' experience may be replaced by a Master's Degree.</p> <p>Provides a range of technical services to support the design, installation and implementation of networks and computer systems. Works independently to perform complex tasks and provides support and assistance to less experienced engineers in a team project. Contributes to designing, planning, and implementing LANs and WANs using routers, switches and network security devices. Identifies and troubleshoots hardware and software technical problems related to LANs/WANs. Performs client consulting in the area of network engineering, hardware and software, using routers, switches, network security devices, protocol analyzers, TCP/IP, VPN, Frame Relay, and MPLS. Assigned to the complex support tasks, such as diagnosing and solving complex hardware/software problems. Serves as a team lead directing and coordinating the work of all team members to complete network infrastructure projects successfully. Demonstrates an advanced level of experience working with Routing and Switching technologies including, but not limited to LAN Campus design and experience with switching technologies such as Catalyst 6500, 2900/3900, 2950/3550, 2948G, 3750, 4000, 4500, 5000 series switches and/or Cisco 1700, 2600/3600, 3700, 7200 series routers. Has experience with protocols and standards such as: IGRP, EIGRP, RIP, BGP, OSPF, Spanning Tree 802.1(d/s/w), VLANs, HSRP, Trunking (ISL/802.1Q), Monitoring (RSPAN/SPAN/VSPAN), VACLs, 802.3(u/z/ab), FEC/GEC, and LACP 802.3ad.</p> <p>Professional Certifications: Certification required, including, but not limited to a Network+, CCNP, JNCIE-ENT, CCDA, CCDP or equivalent.</p>

Network Security: Network Security Engineer

Network Security Engineer	
Level	Qualifications
1	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 1 -4 years, absence of a degree may be substituted by a minimum additional 2 years' experience.</p> <p>Participates in activities such as technically-focused penetration tests and security assessments of client networks and computer systems. Performs ongoing maintenance and updates of security software and procedures for client network systems. May have working knowledge of relevant technology including, but not limited to VPN 3030, IDS Module for 6500, IDS appliance 4215, and Nokia/Checkpoint Firewall; network Monitoring, installed and configured NAM module.</p> <p>Professional Certifications: Certification required, including, but not limited to CompTIA Security+, A+, Network+, or equivalent.</p>
2	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 5+ years, absence of a degree may be replaced by a minimum additional 2 years' experience.</p> <p>In addition to experience listed for previous engineer level, participates in discovery and design sessions to identify and mitigate Information Security risks. Monitors service level metrics and commitments to meet contract requirements. Advises clients of security risks discovered and suggested and the steps to remediate. Maintains awareness of new technology and published vulnerabilities. Performs complex tasks and also provides support and assistance to less experienced engineers in a team project. Has working knowledge of relevant technology including, but not limited to VPN 3030, IDS Module for 6500, IDS appliance 4215, and Nokia/Checkpoint Firewall; network Monitoring, installed and configured NAM module.</p> <p>Professional Certifications: Certification required, including, but not limited to CompTIA Security+ or CISSP, CISM, A+, Network+, or equivalent.</p>
3	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 8+ years, 2 years' experience may be substituted by a Master's Degree.</p> <p>Prepares reports and briefings on security assessment and risk mitigation of planned and existing client networks. Able to adjust the content of these communications to the appropriate technical level of the audience. Assigned to complex support tasks, or performs as a team lead directing and coordinating the work of all team members to complete projects successfully. In-depth knowledge of relevant technology including, but not limited to VPN 3030, IDS Module for 6500, IDS appliance 4215, and Nokia/Checkpoint Firewall; network Monitoring, installed and configured NAM module.</p> <p>Professional Certifications: Certification required, including, but not limited to CISSP or CISM, Security+, A+, Network+, or equivalent.</p>

Unified Communications: CI/UC Engineer

CI/UC Engineer	
Level	Qualifications
1	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 1 -4 years, absence of a degree may be substituted by a minimum additional 2 years' experience.</p> <p>Participates in the development and implementation of technical architecture and physical designs for our customers' networks. Reads design documents and contributes to the development of client solutions for future projects. Installs, configures and tests hardware and applications based on design specifications, client environment and solution topology. Monitors service level metrics and commitments. Has working knowledge of network US servers (e.g. Cisco CallManager) and network management application (e.g. Cisco Unity). May have working experience with network utilities (e.g. BARS and/or DIRT utilities) to do backups and restores of the servers.</p> <p>Professional Certifications: Certification required, including, but not limited to, CCNP Collaboration, IBM Sametime, MCSE Communication, or equivalent.</p>
2	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 5-8 years; absence of a degree may be replaced by a minimum additional 2 years' experience.</p> <p>Analyzes existing voice and data networks, recommending solutions, including the setup, configuration, and testing of new communications firewalls, routers and voice gateways. Assists by educating the customer about new technologies and IP Telephony methodology. Has working knowledge of network US servers (e.g. Cisco CallManager) and network management application (e.g. Cisco Unity). May have working experience with network utilities (e.g. BARS and/or DIRT utilities) to do backups and restores of the servers.</p> <p>Professional Certifications: Certification required, including, but not limited to, CCNP Collaboration, IBM Sametime, MCSE Communication, Avaya ACSS, or equivalent.</p>
3	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 8+ years, 2 years' experience may be replaced by a Master's Degree.</p> <p>Works with Project Managers and customers to manage expectations and timelines to ensure expectations and commitments are met. May regularly interface with technical and business staff of customers, including the project sponsor and stakeholders of projects in more complex engagements. Performs as a team lead directing and coordinating the work of all technical team members to complete projects successfully. Has working knowledge of network US servers (e.g. Cisco CallManager) and network management application (e.g. Cisco Unity). May have working experience with network utilities (e.g. BARS and/or DIRT utilities) to do backups and restores of the servers.</p> <p>Professional Certifications: Certification required, including, but not limited to, CCNP Collaboration, IBM Sametime, MCSE Communication, Avaya ACSS and CCIE Collaboration, or equivalent.</p>

Project Management

Project Management	
Level	Qualifications
1 PM	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 1 - 4 years serving as a project coordinator or deputy project manager; absence of a degree may be replaced by a minimum additional 2 years' of project experience.</p> <p>Demonstrates the ability to communicate, build teams, and recommend business strategies. Assigned to smaller projects, is responsible for managing all project staff and ensuring that the staff completes all of their assigned tasks on time and correctly. Also manages the test and acceptance process through final customer acceptance.</p> <p>Professional Certifications: Certification required, including, but not limited to CAPM, PMP or other certifications, such as ITIL, Six Sigma or equivalent.</p>
2 Sr. PM	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 5 - 10 years in project management; absence of a degree may be replaced by a minimum additional 2 years' of project experience.</p> <p>In addition to experience listed for previous PM level, has a demonstrated ability to manage Federal clearances and logistics. The Senior PM is responsible for managing complex projects with more personnel and a higher level of coordination or risk. Maintains appropriate communications with customer personnel and ensures the customer is completely satisfied with all aspects of the project.</p> <p>Professional Certifications: Certification required, including, but not limited to PMP or other certifications, such as ITIL, Six Sigma or equivalent.</p>
3 PgM	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 10 - 12 years in program/project management; absence of a degree may be replaced by a minimum additional 2 years' of project experience.</p> <p>In addition to experience listed for previous PM level, has a demonstrated ability to manage multiple programs/projects including logistics and testing requirements. The Program Manager is responsible for managing complex projects with more personnel and a higher level of coordination or risk. Maintains appropriate communications with customer personnel and ensures the customer is completely satisfied with all aspects of the project.</p> <p>Professional Certifications: Certification required, including, but not limited to PMP or PgMP, or other relevant certifications, such as ITIL or Six Sigma or equivalent.</p>
3 Sr. PgM	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 12+ years in program/project management; 2 years' experience may be replaced by a Master's Degree.</p> <p>In addition to experience listed for previous PM levels, the senior level Program Manager manages large complex projects with multiple technology integrations and/or multiple engineers. In addition, the senior level Program Manager may provide some direction and oversight of customer personnel who have responsibility for some elements of the overall project plan.</p> <p>Professional Certifications: Certification required, including, but not limited to PMP or PgMP, or other relevant certifications, such as ITIL or Six Sigma or equivalent.</p>

Project Support

Project Support	
Level	Qualifications
Tech Writer	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 1 - 5 years' experience; absence of a degree may be replaced by a minimum additional 2 years' of project-based experience.</p> <p>Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables or documents for projects. Has experience in all aspects of editing and analyzing written documents, and can assist in performing financial and administrative functions for projects and preparing the reports required by the client.</p>
Quality Assurance Analyst	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 1 - 5 years' experience; absence of a degree may be replaced by a minimum additional 2 years' of project-based experience.</p> <p>Performs quality reviews of departmental operations at engagement and individual levels to measure performance against contract regulation, program policy and procedure. Reviews group and individual outputs on a scheduled and random basis to ensure proper procedures are followed. Identifies and researches inefficiencies or inaccuracies in engagement methods and procedures. Proposes and implements procedural/systems solutions to meet needs and improve overall performance. Gathers and analyzes quality statistics to determine trends and documents findings for management. Responds to questions regarding quality issues.</p>
Project Analyst	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 1 - 5 years' experience; absence of a degree may be replaced by a minimum additional 2 years' of project-based experience.</p> <p>Under general supervision supports project planning, scheduling, monitoring, and reporting activities in a project/program office environment. Develops understanding of the analysis of project economics including costs, operational budgets, and risk. May prepare project/program documentation including WBS and project plan; may contribute to requirements, risk schedule, and change control. Develops understanding of the contract detail and develops the ability to determine whether work is in scope. Collates requested information for the client.</p>
Project Coordinator	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: 1 - 5 years' experience; absence of a degree may be replaced by a minimum additional 2 years' of project-based experience.</p> <p>Administer and organize project activities in cooperation with and under the direction of the Program/Project Manager. Has strong written communication, proof reading and research skills. Tracks and monitors project schedules, resources and project financial management accounting activities. Maintains project level documentation, monitoring project timelines to facilitate successful delivery deadlines being met. Possesses solid organizational skills including attention to detail and is able to meet multiple and simultaneous program/project deadlines.</p>

Information Security

Level	Qualifications
Consulting Engineer	<p>Minimum Education: Bachelor degree in business, computer science, or a related technical degree or equivalent; absence of a degree may be replaced by a minimum additional 2 years' of project experience.</p> <p>Relevant Experience: Three years' experience delivering technical solutions including planning, development, implementation and support. Experience with one or more of the following: security administration, incident response, forensics, policy and process development or analysis, penetration testing, or demonstrated proficiency in equivalent technologies.</p> <p>Knowledge, Skills and Abilities: May participate in enterprise-scale security assessment and penetration testing projects for customers. Take ownership of project phases (e.g. wireless penetration testing) and drive those areas of the project to their conclusion. Communicate security policy and/or technology issues verbally on both a formal and informal basis to all levels of client staff, ranging from senior executives to user representatives. Deal with client discussions in an unstructured interview environment and produce high-quality written technical documents. Work independently on multiple projects in diverse customer environments, ensure that appropriate management is apprised of project status, bring projects to completion and follow up with customers regarding results. Gain a clear understanding of client environment, identify client needs, and effectively communicate solutions. May also develop tools for internal team use, and participate in upkeep and improvement of team systems. May also cultivate new areas of security knowledge, and contribute to the team's expertise via presentations, documentation, and/or tool development. Provide network security technical support and consultation to customers and internal resources.</p> <p>Preferred Qualifications</p> <ul style="list-style-type: none"> • Consulting experience preferred • Knowledge of one or more of the following programming languages: C/C++, perl, Python, ruby, or equivalent • CISSP certification preferred, may be substituted with relevant equivalent

Level	Qualifications
Associate Consulting Engineer (ACE)	<p>Minimum Education: Bachelor degree or one of the following:</p> <ul style="list-style-type: none"> • Associate degree in Information Security, Computer Science, or related technology focused concentration plus one year of relevant practical experience; absence of a degree may be replaced by a minimum additional 2 years' of relevant technical/practical experience. <p>Relevant Experience: Over three (3) years relevant practical experience in IT networking, information systems management or application development or one year of relevant practical experience plus one or more applicable technology related certifications (certifications must be in active standing)</p> <p>Knowledge, Skills and Abilities: Responsible for conducting technically-focused penetration tests and security assessments and advising clients of security risks discovered and suggested steps to remediate. ACEs focusing in Information Security work with our customers to identify and mitigate Information Security risks. Additional skills are developed to perform technically-focused security assessments for our customers, including:</p>

- Uncovering and exploiting security weaknesses on a client network through vulnerability scanning and penetration testing (i.e. white-hat hacking).
- Providing reports and briefings that are consumable by both executives and technical audiences. These reports help our clients understand their current security posture and provide actionable guidance on how to most effectively reduce risk.
- Opportunity to expand into Information Security policy and control consulting related to PCI, HIPAA, and NIST.

Key Areas of Responsibility

The Associate Consulting Engineer (ACE) is responsible for the following:

- **Pre-Engagement** – listen and observe sales activities, maintain professional demeanor in client and vendor interactions, understand the customer needs, asks appropriate questions. Provide in-depth technical expertise on security assessment and risk mitigation.
- **Planning** – participate in kick off meetings. Communicate client information and requirements with the project team. Review Statement of Work (SOW), validating scope and tactical project requirements.
- **Design** – Discover and enumerate network targets and design a penetration testing approach. Participate in joint discovery and design sessions, as appropriate, to provide a technical analysis on implementation sequencing.
- **Implementation** – perform assigned engagement activities as directed, seek assistance as needed. Implement the security assessment approach, enumerating and documenting security weaknesses in the client’s environment. Summarize all findings and suggestions into a report. Keep team members informed on assigned tasks via status reports.
- **Closure** – participate in post-project debrief sessions and provide knowledge transfer as appropriate.
- **Operations** –Recognize need for problem management and own what is needed to drive resolution, identify and recommend process improvements. As appropriate, contribute to Wiki forums and provide feedback/questions to stimulate discussion, intellectual capital including internal tool development and continuous process improvement.

Preferred Qualifications

- At least 1 semester or equivalent experience of programming experience, including, but not limited to Python, Perl, Ruby, PowerShell,
- Experience with Linux preferred,
- One or more of the following professional certifications: CompTIA Security+, CompTIA Network+, CCNA, CISSP, OSCP, SANS GIAC or the relevant equivalent,
- May possess experience in cyber competitions.
- Public speaking experience,
- Military Information Security background is a plus,
- National technology related challenges, awards or achievements also recognized as relevant experience

HITS Labor Categories and Hourly Rates

HITS Labor Categories and Hourly Rates		1/1/2020 - 12/31/2020	1/1/2021 - 12/31/2021	1/1/2022 - 12/31/2022
SIN(s)	SERVICE PROPOSED Title/Task) (e.g. Job	GSA Sell with IFF 2020	GSA Sell with IFF 2021	GSA Sell with IFF 2022
54151HEAL	54151HEAL - Data Center Engineer 1	\$193.84	\$199.65	\$205.64
54151HEAL	54151HEAL - Data Center Engineer 2	\$213.72	\$220.13	\$226.73
54151HEAL	54151HEAL - Data Center Engineer 3	\$238.57	\$245.72	\$253.10
54151HEAL	54151HEAL - Project Manager	\$203.78	\$209.89	\$216.19
54151HEAL	54151HEAL - Project Coordinator	\$116.70	\$120.20	\$123.81

All rates are per hour and escalate 3% on January 1st of each year.
All rates include 0.75% Industrial Funding Fee.

Health IT Services (HITS) Qualifications

Datacenter Storage & Virtualization: Data Center Engineer

54151HEAL - Data Center Engineer	
Level	Qualifications
1	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: Health IT-specific, 1 - 4 years, absence of a degree may be replaced by a minimum additional 2 years' experience.</p> <p>Participates in activities such as ongoing maintenance of networks and systems, monitoring service level metrics and commitments; developing standards, policies, and operational processes. Has familiarity and experience with technologies such as, but not limited to, Windows Server, Netapp, VMware, Citrix, IBM Bladecenter, FCP, ICSCI, CIFS, NFS and TCP/IP.</p> <p>Professional Certifications: Certification required, including, but are not limited to, VCP, CCP-V, MCSE, MCITP, MCTS, MCSA, MCP or equivalent.</p>
2	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: Health IT-specific, 5+ years, absence of a degree may be replaced by a minimum additional 2 years' experience.</p> <p>In addition to experience listed for previous engineer level, works independently to perform complex tasks and provides support and assistance to less experienced engineers in a team project. Contributes to designing, planning, and implementing Data Center Solutions including Network Virtualization, Storage and Compute platforms. Demonstrated working experience with technologies such as, but not limited to, Windows Server, Netapp, VMware, Citrix, IBM Bladecenter, FCP, ICSCI, CIFS, NFS and TCP/IP.</p> <p>Professional Certifications: Certification required, including, but not limited to, VCP, CCP-V, MCSE, MCITP, MCTS, MCSA, MCP or equivalent.</p>
3	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: Health IT-specific, 10+ years, 2 years' experience may be replaced by a Master's Degree.</p> <p>In addition to experience listed for previous levels, 4+ years consulting experience. Plans proactively to prevent problems. Interfaces with technical and business staff of customers following project implementation, including the project sponsor and stakeholders, encouraging more complex future engagements. Advises customer on appropriate solutions over the course of the project or lifecycle. Demonstrated working knowledge with technologies such as, but not limited to, Windows Server, Netapp, VMware, Citrix, IBM Bladecenter, FCP, ICSCI, CIFS, NFS and TCP/IP.</p> <p>Professional Certifications: Certification required, including, but are not limited to VCP, CCV-P, MCSE, MCITP, MCTS, MCSA, MCP or equivalent.</p>

Project Management

54151HEAL - Project Management	
Level	Qualifications
54151HEAL - Project Manager	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: Health IT-specific, 1 - 4 years serving as a project coordinator or deputy project manager; absence of a degree may be replaced by a minimum additional 2 years' of project experience. Demonstrates the ability to communicate, build teams, and recommend business strategies. Assigned to smaller projects, is responsible for managing all project staff and ensuring that the staff completes all of their assigned tasks on time and correctly. Also manages the test and acceptance process through final customer acceptance.</p> <p>Professional Certifications: Certification required, including, but not limited to CAPM, PMP or other certifications, such as ITIL, Six Sigma or equivalent.</p>
54151HEAL - Project Coordinator	<p>Minimum Education: Bachelor's Degree</p> <p>Relevant Experience: Health IT-specific, 1 - 5 years' experience; absence of a degree may be replaced by a minimum additional 2 years' of project-based experience.</p> <p>Administer and organize project activities in cooperation with and under the direction of the Program/Project Manager. Has strong written communication, proof reading and research skills. Tracks and monitors project schedules, resources and project financial management accounting activities. Maintains project level documentation, monitoring project timelines to facilitate successful delivery deadlines being met. Possesses solid organizational skills including attention to detail and is able to meet multiple and simultaneous program/project deadlines.</p>

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY
(IT) ORDER LEVEL MATERIALS (SPECIAL ITEM NUMBER OLM)**

1. SCOPE

- a. Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS BPA. OLMs are only authorized for inclusion at the order level under a Time and Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINs), and indirect costs. OLMs are purchased under the authority of the FSS Program and are not “open market items.”
- b. Items awarded under ancillary supplies/services or other direct cost (ODC) SINs are not OLMs. These items are defined, priced, and awarded at the FSS contract level, whereas OLMs are unknown before an order is placed. Ancillary supplies/services and ODC SINs are for use under all order type CLINs (Fixed- Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.
- c. The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN. Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the ordering activity level in accordance with GSAR clause 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials. Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF). The cumulative value of OLMs in an individual task or delivery order cannot exceed 33.33% of the total value of the order.
- d. See clauses 552.212-4 Contract Terms and Conditions - Commercial Items (JAN 2017) (Deviation - FEB 2018) (Alternate I - JAN 2017) (Deviation - FEB 2007) and 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials (JAN 2018) for additional information on inclusion of OLMs in task and delivery orders placed against an FSS contract or BPA.
- e. OLMs are only authorized for inclusion at the order level under a T&M or LH CLIN and are subject to an NTE ceiling price.
- f. The Order-Level Materials SIN contains no items or pricing, since by definition OLMs are unknown at the time of FSS contract award. The ordering activity contracting officer is responsible for defining OLMs and determining proposed OLM pricing fair and reasonable for a particular order.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
ORDER LEVEL MATERIALS (SPECIAL ITEM NUMBER OLM) (Cont.)**

- g. OLMs are purchased under the authority of the FSS Program and are not “open market items.”
- h. Items awarded under ancillary supplies/services and other direct cost (ODC) SINs are not Order-Level Materials. These SINs are reserved for items that can be defined and priced up-front at the FSS contract level.
- i. The Order-Level Materials SIN cannot be the only SIN awarded on a contract. The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN.
- j. The Order-Level Materials SIN is exempt from Commercial Sales Practices disclosure requirements.
- k. The Order-Level Materials SIN is exempt from the following clauses:
 - 552.216-70 Economic Price Adjustment - FSS Multiple Award Schedule Contracts
 - I-FSS-969 Economic Price Adjustment - FSS Multiple Award Schedule
 - 552.238-71 Submission and Distribution of Authorized FSS Schedule Pricelists, 552.238-75 Price Reductions
- l. Terms and conditions that otherwise apply to the FSS contract also apply to the Order-Level Materials SIN. Examples include but are not limited to:
 - Trade Agreements Act (TAA)
 - Sales reporting and IFF remittance
 - Environmental Attributes clauses
 - AbilityOne Program Essentially the Same (ETS) compliance
- m. The Order-Level Materials SIN is subject to any transactional data reporting (TDR) requirements in effect under the FSS contract.
- n. Prices for items provided under the Order-Level Materials SIN must be inclusive of the IFF. The cumulative value of OLMs in an individual task or delivery order cannot exceed 33.33% of the total value of the order.

2. MAXIMUM ORDER THRESHOLD

- a. The Maximum Order Threshold for the OLM SINs is \$100,000.

3. The following clause is ADDED to this contract for OLM:

- 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials (JAN 2018)

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

PREAMBLE

(Name of Company) provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Paul Shipe at 703-621-8232 or via email at paulshi@cdwg.com or via fax at 703-621-8300.

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)_____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 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 ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, CDW-G agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULE / DATES
_____	_____
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

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

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

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

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to an ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers’ needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.