



NASPO ValuePoint Master Agreement for Cloud Solutions

Detailed Service Offering

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Submitted to:

State of Utah, Division of Purchasing

Attn: Solomon Kingston, State Contract Analyst

3150 State Office Building

Capitol Hill Complex

450 North State Street

Salt Lake City, UT 84114

skingston@utah.gov

(801) 538-3228



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1 Detailed Service Offering

eGlobalTech (eGT) is offering 50 IaaS offerings available from AWS. NASPO ValuePoint Customers are guaranteed a minimum 5% discount from the real-time AWS list price for IaaS offerings. The AWS list prices are published on the following URLs: <http://aws.amazon.com/pricing/> or located in the AWS calculator at: <http://calculator.s3.amazonaws.com/index.html>.

Service Name	Description	Service Model	Deployment Models	Pricing
Amazon Elastic Compute Cloud (Amazon EC2)	Amazon Elastic Compute Cloud (Amazon EC2) is a web service that provides resizable computing capacity—literally, servers in Amazon’s data centers—that you use to build and host your software systems. Full Description: http://aws.amazon.com/ec2/ Documentation: http://aws.amazon.com/documentation/ec2/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon EC2 Container Service	Amazon EC2 Container Service is a highly scalable, high- performance container management service that supports Docker containers and allows you to easily run distributed applications on a managed cluster of Amazon EC2 instances. Full Description: http://aws.amazon.com/ecs/ Documentation: http://aws.amazon.com/ecs/faqs/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Lambda	AWS Lambda is a compute service that runs your code in response to events and automatically manages the compute resources for you, making it easy to build applications that respond quickly to new information. AWS Lambda starts running your code within milliseconds of an event such as an image upload, in-app activity, website click, or output from a connected device. Full Description: http://aws.amazon.com/lambda/ Documentation: http://aws.amazon.com/documentation/lambda/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Auto Scaling	Auto Scaling is a web service designed to launch or terminate Amazon EC2 instances automatically based on user-defined policies, schedules, and health checks. Full Description: http://aws.amazon.com/autoscaling/ Documentation: http://aws.amazon.com/documentation/autoscaling/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Elastic Load Balancing	Elastic Load Balancing automatically distributes your incoming application traffic across multiple Amazon EC2 instances. It detects unhealthy instances and reroutes traffic to healthy instances until the unhealthy instances have been restored. Elastic Load Balancing automatically scales its request handling capacity in response to incoming traffic. Full Description: http://aws.amazon.com/elasticloadbalancing/ Documentation: http://aws.amazon.com/documentation/elasticloadbalancing/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price



Service Name	Description	Service Model	Deployment Models	Pricing
Amazon VPC	Amazon Virtual Private Cloud (Amazon VPC) enables you to launch AWS resources into a virtual network that you have defined. This virtual network closely resembles a traditional network that you would operate in your own data center, with the benefits of using the scalable infrastructure of AWS. Full Description: http://aws.amazon.com/vpc/ Documentation: http://aws.amazon.com/documentation/vpc/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon Route 53	Amazon Route 53 is a highly available and scalable Domain Name System (DNS) web service. Full Description: http://aws.amazon.com/route53/ Documentation: http://aws.amazon.com/documentation/route53/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Direct Connect	AWS Direct Connect links your internal network to an AWS Direct Connect location over a standard 1 GB or 10 GB Ethernet fiber optic cable. One end of the cable is connected to your router and the other to an AWS Direct Connect router. With this connection, you can create virtual interfaces directly to the AWS cloud and Amazon VPC, bypassing Internet service providers in your network path. Full Description: http://aws.amazon.com/directconnect/ Documentation: http://aws.amazon.com/documentation/directconnect/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon S3	Amazon Simple Storage Service (Amazon S3) is storage for the Internet. You can use Amazon S3 to store and retrieve any amount of data, at any time, from anywhere on the web. You can accomplish these tasks using the simple and intuitive web interface of the AWS Management Console. Full Description: http://aws.amazon.com/s3/ Documentation: http://aws.amazon.com/documentation/s3/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon Glacier	Amazon Glacier is a storage service optimized for infrequently used data, or “cold data.” The service provides secure, durable, and extremely low-cost storage for data archiving and backup. With Amazon Glacier, you can store your data cost effectively for months, years, or even decades. Amazon Glacier enables you to offload the administrative burdens of operating and scaling storage to AWS, so you do not have to worry about capacity planning, hardware provisioning, data replication, hardware failure detection and recovery, or time-consuming hardware migrations. Full Description: http://aws.amazon.com/glacier/ Documentation: http://aws.amazon.com/documentation/glacier/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
Amazon EBS	<p>Amazon Elastic Block Store (Amazon EBS) provides block-level storage volumes for use with Amazon EC2 instances. Amazon EBS volumes are highly available and reliable storage volumes that can be attached to any running instance that is in the same Availability Zone. Amazon EBS volumes that are attached to an Amazon EC2 instance are exposed as storage volumes that persist independently from the life of the instance. With Amazon EBS, you only pay for what you use.</p> <p>Full Description: http://aws.amazon.com/ebs/ Documentation: http://docs.aws.amazon.com/AWSEC2/latest/UserGuide/AmazonEBS.html</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon CloudFront	<p>Amazon CloudFront is a content delivery web service. It integrates with other AWS cloud services to give developers and businesses an easy way to distribute content to end users with low latency, high data transfer speeds, and no commitments.</p> <p>Full Description: http://aws.amazon.com/cloudfront/ Documentation: http://aws.amazon.com/documentation/cloudfront/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Import/Export	<p>AWS Import/Export accelerates transferring large amounts of data between the cloud and portable storage devices that you mail to us. AWS transfers data directly onto and off of your storage devices using Amazon's high-speed internal network. Data load typically begins the next business day after the storage device arrives at AWS. After the data export or import completes, we return the storage device. For large data sets, AWS Import/Export is significantly faster than Internet transfer and more cost effective than upgrading your connectivity.</p> <p>Full Description: http://aws.amazon.com/importexport/ Documentation: http://aws.amazon.com/documentation/importexport/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Storage Gateway	<p>AWS Storage Gateway is a service that connects an on premises software appliance with cloud-based storage to provide seamless and secure integration between your on premises IT environment and AWS's storage infrastructure.</p> <p>Full Description: http://aws.amazon.com/storagegateway/ Documentation: http://aws.amazon.com/documentation/storagegateway/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon RDS	<p>Amazon Relational Database Service (Amazon RDS) is a web service that makes it easier to set up, operate, and scale a relational database in the cloud. It provides cost-efficient, resizable capacity for an industry-standard relational database and manages common database administration tasks. Database engines available through Amazon RDS include Amazon Aurora, MySQL, Oracle, Microsoft SQL Server, and PostgreSQL.</p> <p>Full Description: http://aws.amazon.com/rds/ Documentation: http://aws.amazon.com/documentation/rds/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
Amazon DynamoDB	<p>Amazon DynamoDB is a fully managed NoSQL database service that provides fast and predictable performance with seamless scalability. You can use Amazon DynamoDB to create a database table that can store and retrieve any amount of data and serve any level of request traffic. Amazon DynamoDB automatically spreads the data and traffic for the table over a sufficient number of servers to handle the request capacity specified by the customer and the amount of data stored, while maintaining consistent and fast performance.</p> <p>Full Description: http://aws.amazon.com/dynamodb/ Documentation: http://aws.amazon.com/documentation/dynamodb/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon Redshift	<p>Amazon Redshift is a fast, fully managed, petabyte-scale data warehouse solution that makes it simple and cost-effective to efficiently analyze all your data using your existing business intelligence tools. You can start small with no commitments and scale to a petabyte or more.</p> <p>Full Description: http://aws.amazon.com/redshift/ Documentation: http://aws.amazon.com/documentation/redshift/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon ElastiCache	<p>Amazon ElastiCache is a web service that makes it easy to set up, manage, and scale distributed, in-memory cache environments in the cloud. It provides a high-performance, resizable, and cost-effective in-memory cache, while removing the complexity associated with deploying and managing a distributed cache environment.</p> <p>Full Description: http://aws.amazon.com/elasticache/ Documentation: http://aws.amazon.com/documentation/elasticache/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon Elastic MapReduce	<p>Amazon Elastic MapReduce (Amazon EMR) is a web service that makes it easy to process large amounts of data efficiently. Amazon EMR uses Hadoop processing combined with several AWS products to perform such tasks as web indexing, data mining, log file analysis, machine learning, scientific simulation, and data warehousing.</p> <p>Full Description: http://aws.amazon.com/elasticmapreduce/ Documentation: http://aws.amazon.com/documentation/elasticmapreduce/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon Kinesis	<p>Amazon Kinesis is a managed service that scales elastically for real-time processing of streaming big data. The service takes in large streams of data records that can then be consumed in real time by multiple data processing applications that can be run on Amazon EC2 instances. The data processing applications use the Amazon Kinesis Client Library and are called “Amazon Kinesis applications.”</p> <p>Full Description: http://aws.amazon.com/kinesis/ Documentation: http://aws.amazon.com/documentation/kinesis/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
AWS Data Pipeline	<p>AWS Data Pipeline is a web service that helps you reliably process and move data between different AWS compute and storage services as well as on premises data sources at specified intervals. With AWS Data Pipeline, you can regularly access your data where it is stored, transform and process it at scale, and efficiently transfer the results to AWS cloud services such as Amazon S3, Amazon RDS, Amazon DynamoDB, and Amazon EMR.</p> <p>Full Description: http://aws.amazon.com/datapipeline/ Documentation: http://aws.amazon.com/documentation/data-pipeline/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon Mobile Analytics	<p>Amazon Mobile Analytics is a service that lets you easily collect, visualize, and understand application usage data at scale. Many mobile application analytics solutions deliver usage data several hours after the events occur. Amazon Mobile Analytics is designed to deliver usage reports within 60 minutes of receiving data from an application so that you can act on the data more quickly.</p> <p>Full Description: http://aws.amazon.com/mobileanalytics/ Documentation: http://aws.amazon.com/documentation/mobileanalytics/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Identity & Access Management (IAM)	<p>AWS (IAM) is a web service that enables AWS customers to manage users and user permissions in AWS. The service is targeted at organizations with multiple users or systems that use AWS products such as Amazon EC2, Amazon SimpleDB, and the AWS Management Console. With AWS IAM, you can centrally manage users, security credentials such as access keys, and permissions that control which AWS resources users can access.</p> <p>Full Description: http://aws.amazon.com/iam/ Documentation: http://aws.amazon.com/documentation/iam/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Directory Service	<p>AWS Directory Service is a managed service that allows you to connect AWS resources with an existing on premises Microsoft Active Directory or set up a new, stand-alone directory in the AWS cloud. Once the connection to an on premises directory is established, all users can access AWS resources and applications with their existing corporate credentials.</p> <p>Full Description: http://aws.amazon.com/directoryservice/ Documentation: http://aws.amazon.com/documentation/directory-service/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Service Catalog	<p>AWS Service Catalog is a service that allows administrators to create and manage approved catalogs of resources that end users can then access via a personalized portal. You can control which users have access to which applications or AWS resources to enable compliance with your business policies, while users can easily browse and launch products from the catalogs.</p> <p>Full Description: http://aws.amazon.com/servicecatalog/ Documentation: http://aws.amazon.com/servicecatalog/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
AWS Config	<p>AWS Config is a fully managed service that provides you with an AWS resource inventory, configuration history, and configuration change notifications to enable security and governance. With AWS Config you can discover existing AWS resources, export a complete inventory of your AWS resources with all configuration details, and determine how a resource was configured at any point in time. These capabilities enable compliance auditing, security analysis, resource change tracking, and troubleshooting.</p> <p>Full Description: http://aws.amazon.com/config/ Documentation: http://aws.amazon.com/documentation/config/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS CloudHSM	<p>AWS CloudHSM provides secure cryptographic key storage to customers by making Hardware Security Modules (HSMs) available in the AWS cloud.</p> <p>Full Description: http://aws.amazon.com/cloudhsm/ Documentation: http://aws.amazon.com/documentation/cloudhsm/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Key Management Service	<p>AWS Key Management Service (KMS) is a managed service that makes it easy for you to create and control the encryption keys used to encrypt your data and uses Hardware Security Modules (HSMs) to protect the security of your keys. AWS KMS is integrated with other AWS cloud services including Amazon EBS, Amazon S3, and Amazon Redshift. AWS KMS is also integrated with AWS CloudTrail to provide you with logs of all key usage to help meet your regulatory and compliance needs.</p> <p>Full Description: http://aws.amazon.com/kms/ Documentation: http://aws.amazon.com/documentation/kms/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS CloudTrail	<p>With AWS CloudTrail, you can get a history of AWS API calls for your account, including API calls made via the AWS Management Console, the AWS Software Development Kits (SDKs), the command line tools, and higher-level AWS cloud services. You can also identify which users and accounts called AWS APIs for services that support AWS CloudTrail, the source IP address the calls were made from, and when the calls occurred. You can integrate AWS CloudTrail into applications using the API, automate trail creation for your organization, check the status of your trails, and control how administrators turn AWS CloudTrail logging on and off.</p> <p>Full Description: http://aws.amazon.com/cloudtrail/?nc1=h_l2_dm Documentation: http://aws.amazon.com/documentation/cloudtrail/</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price

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Amazon CloudWatch	Amazon CloudWatch is a web service that enables you to collect, view, and analyze metrics. Amazon CloudWatch lets you programmatically retrieve your monitoring data, view graphs, and set alarms to help you troubleshoot, spot trends, and take automated action based on the state of your cloud environment. Full Description: http://aws.amazon.com/cloudwatch/ Documentation: http://aws.amazon.com/documentation/cloudwatch/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Management Console	Access and manage Amazon cloud services through a simple and intuitive web-based user interface. You can also use the AWS Console mobile app to quickly view resources on-the-go. Full Description: http://aws.amazon.com/console/ Documentation: http://aws.amazon.com/console/faqs/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Command Line Interface	The AWS Command Line Interface (CLI) is a unified tool used to manage your AWS cloud services. With just one tool to download and configure, you can control multiple AWS cloud services from the command line and automate them through scripts. Full Description: http://aws.amazon.com/cli/ Documentation: http://aws.amazon.com/documentation/cli/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
APIs	AWS provides API-based cloud computing services with multiple interfaces to those services, including SDKs, IDE Toolkits, and Command Line Tools for developing and managing AWS resources. Full Description: https://aws.amazon.com/tools/ Documentation: http://aws.amazon.com/documentation/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS Elastic Beanstalk	With AWS Elastic Beanstalk, you can quickly deploy and manage applications in the AWS cloud without worrying about the infrastructure that runs those applications. AWS Elastic Beanstalk reduces management complexity without restricting choice or control. You simply upload your application, and AWS Elastic Beanstalk automatically handles the details of capacity provisioning, load balancing, scaling, and application health monitoring. Full Description: http://aws.amazon.com/elasticbeanstalk/ Documentation: http://aws.amazon.com/documentation/elasticbeanstalk/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
AWS CloudFormation	AWS CloudFormation gives developers and system administrators an easy way to create and manage a collection of related AWS resources, provisioning and updating them in an orderly and predictable fashion. You can use AWS CloudFormation's sample templates or create your own templates to describe the AWS resources, and any associated dependencies or runtime parameters, required to run your application." Full Description: http://aws.amazon.com/cloudformation/ Documentation: http://aws.amazon.com/documentation/cloudformation/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS CodeDeploy	AWS CodeDeploy is a service that automates code deployments to Amazon EC2 instances. AWS CodeDeploy makes it easier for you to rapidly release new features, helps you avoid downtime during deployment, and handles the complexity of updating your applications. You can use AWS CodeDeploy to automate deployments, eliminating the need for error-prone manual operations, and the service scales with your infrastructure so you can easily deploy to one Amazon EC2 instance or thousands. Full Description: http://aws.amazon.com/codedeploy/ Documentation: http://aws.amazon.com/documentation/codedeploy/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS CodeCommit	AWS CodeCommit is a secure, highly scalable, managed source control service that hosts private Git repositories. AWS CodeCommit eliminates the need for you to operate your own source control system or worry about scaling its infrastructure. You can use AWS CodeCommit to store anything from code to binaries, and it supports the standard functionality of Git, allowing it to work seamlessly with your existing Git-based tools. Full Description: http://aws.amazon.com/codecommit/ Documentation: http://aws.amazon.com/codecommit/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS CodePipeline	AWS CodePipeline is a continuous delivery and release automation service that aids smooth deployments. You can design your development workflow for checking in code, building the code, deploying your application into staging, testing it, and releasing it to production. You can integrate third-party tools into any step of your release process or you can use AWS CodePipeline as an end-to-end solution. Full Description: http://aws.amazon.com/codepipeline/ Documentation: http://aws.amazon.com/codepipeline/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
AWS OpsWorks	AWS OpsWorks provides a simple and flexible way to create and manage stacks and applications. With AWS OpsWorks, you can provision AWS resources, manage their configuration, deploy applications to those resources, and monitor their health. Full Description: http://aws.amazon.com/opsworks/ Documentation: http://aws.amazon.com/documentation/opsworks/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
Amazon AppStream	The Amazon AppStream web service deploys your application on AWS infrastructure and streams input and output between your application and devices such as personal computers, tablets, and mobile phones. Your application’s processing occurs in the cloud, so it can scale to handle vast computational loads. Devices need only display output and return user input, so the client application on the device can be lightweight in terms of file size and processing requirements. Full Description: http://aws.amazon.com/appstream/ Documentation: http://aws.amazon.com/documentation/appstream/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon CloudSearch	Amazon CloudSearch is a fully managed service in the cloud that makes it easy to set up, manage, and scale a search solution for your website. Amazon CloudSearch enables you to search large collections of data such as web pages, document files, forum posts, or product information. With Amazon CloudSearch, you can quickly add search capabilities to your website without having to become a search expert or worry about hardware provisioning, setup, and maintenance. As your volume of data and traffic fluctuates, Amazon CloudSearch automatically scales to meet your needs. Full Description: http://aws.amazon.com/cloudsearch/ Documentation: http://aws.amazon.com/documentation/cloudsearch/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5% discount off list price
Amazon SWF	Amazon Simple Workflow Service (Amazon SWF) makes it easy to build applications that coordinate work across distributed components. In Amazon SWF, a task represents a logical unit of work that is performed by a component of your application. Coordinating tasks across the application involves managing inter-task dependencies, scheduling, and concurrency in accordance with the logical flow of the application. Amazon SWF gives you full control over implementing tasks and coordinating them without worrying about underlying complexities such as tracking their progress and maintaining their state. Full Description: http://aws.amazon.com/swf/ Documentation: http://aws.amazon.com/documentation/swf/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5%
Amazon Simple Queue Service	Amazon Simple Queue Service (Amazon SQS) is a messaging queue service that handles messages or workflows between other components in a system. Full Description: http://aws.amazon.com/sqs/ Documentation: http://aws.amazon.com/documentation/sqs/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5%
Amazon SES	Amazon Simple Email Service (Amazon SES) is an outbound-only email-sending service that provides an easy, cost-effective way for you to send email. Full Description: http://aws.amazon.com/ses/ Documentation: http://aws.amazon.com/documentation/ses/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5%

Service Name	Description	Service Model	Deployment Models	Pricing
Amazon SNS	Amazon Simple Notification Service (Amazon SNS) is a web service that enables applications, end users, and devices to instantly send and receive notifications from the cloud. Full Description: http://aws.amazon.com/sns/ Documentation: http://aws.amazon.com/documentation/sns/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5%
Amazon Elastic Transcoder	Amazon Elastic Transcoder lets you convert media files that you have stored in Amazon S3 into media files in the formats required by consumer playback devices. For example, you can convert large, high-quality digital media files into formats that users can play back on mobile devices, tablets, web browsers, and connected televisions. Full Description: http://aws.amazon.com/elastictranscoder/ Documentation: http://aws.amazon.com/documentation/elastictranscoder/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5%
Amazon Cognito	Amazon Cognito is a simple user identity and data synchronization service that helps you securely manage and synchronize application data for your users across their mobile devices. You can create unique identities for your users through a number of public login providers (Amazon, Facebook, and Google) and also support unauthenticated guests. Full Description: http://aws.amazon.com/cognito/ Documentation: http://aws.amazon.com/cognito/dev-resources/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5%
Amazon FPS	Amazon Flexible Payments Service facilitates the digital transfer of money between any two entities, humans or computers. Full Description: https://payments.amazon.com/developer Documentation: https://payments.amazon.com/developer	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5%
AWS Support	AWS Support is a one-on-one, fast-response support channel that is staffed 24x7x365 with experienced and technical support engineers to help customers of all sizes and technical abilities successfully utilize the products and features provided by AWS. Full Description: https://aws.amazon.com/premiumsupport/ Documentation: https://aws.amazon.com/documentation/aws-support/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5%
AWS Trusted Advisor	AWS Trusted Advisor acts like your customized cloud expert, and it helps you provision your resources by following best practices. AWS Trusted Advisor inspects your AWS environment and finds opportunities to save money, improve system performance and reliability, or help close security gaps. Since 2013, customers have viewed over 1.7 million best-practice recommendations, many leading directly to substantial cost reductions. Full Description: https://aws.amazon.com/premiumsupport/trustedadvisor/ Documentation: https://aws.amazon.com/premiumsupport/faqs/	IaaS	All (Public, Private, Hybrid, Community)	Minimum 5%