

State of Utah and NASPO Value Point

Cloud Solutions

Solicitation SK18008

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Detailed Product Offering

Prepared for:
State of Utah
State Contract Analyst
Division of Purchasing

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1. NASPO Pricing Notes and Explanations

GTRI is pleased to provide the State of Utah with its pricing response to Bid #: SK18008. The attached NASPO Pricing offers pricing for the following Cloud Models: IaaS, and PaaS.

GTRI is a leading provider of Cloud Solutions and Services to the Public Sector and a leading delivery and resale partner for Amazon Web Services (AWS). Our distinct capabilities and qualifications include the following:

- AWS Advanced Public Sector Partner
- Exceptional cybersecurity as demonstrated by Cloud Security Alliance (CSA) Assessments
- ISO 9001, certifications
- Agile project delivery

The following consulting services and solutions are available:

- Section 1: Professional Services and access to AWS Professional Services
- Section 2: Managed Service Provider (MSP) offerings backed by a rigorous AWS audit process
- Section 3: Resale of the full AWS IaaS catalog
- Section 4: AWS Marketplace and related offerings
- Section 5: Pricing and rate card for consulting services

1.1. Professional Services

GTRI is one of the leading public sector providers of cloud professional services. Our highly qualified, AWS-certified consultants have extensive experience in cloud solutions, including transition from legacy environments, migration of workloads, and optimization in the cloud. Services can be tailored to individual customer requirements and will be priced according to those requirements using the appropriate labor rates as listed in Section 5. Services can also be delivered through GTRI by AWS-badged consultants (AWS Professional Services).

Service Name	Description	Service Model	Deployment Model	Pricing
Cloud Services Assessment and Proof of Concept	Partner with Customer to identify requirements for a proof of concept system and translate those requirements into a functional prototype, demonstrate potential ROI, and provide models for total cost of ownership (TCO). Includes Discovery Workshops to gather business and technical requirements within the scope of the CSP platform.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Architecture and Design	Conduct planning and create technical architecture and design documents for cloud services capabilities using industry best practices.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Provisioning and	All services required for the provisioning of cloud services as defined by purchase order	IaaS	All (Public, Private,	See rate card

Service Name	Description	Service Model	Deployment Model	Pricing
Development	requirements. Provision cloud environments for production, integration, development, and sandbox purposes to support the complete systems lifecycle. Provisioning and development capabilities include but are not limited to: systems development services; software development services; cloud development services; development and testing platform provision services; tools and applications development services; configuration and change management services.		Hybrid, Community)	(Section 5)
Migration, Deployment, and Optimization	All support operations necessary to fully migrate and deploy Customer target applications and services to the cloud. Accommodate enterprise considerations such as impact on Customer operating units, contracts, management, and technical components (e.g. application, infrastructure, and security). Provide communications plans for all affected parties of the migration(s) to ensure end-user adoption, customer satisfaction, successful organizational process changes, and alignment with Customer policies, requirements and goals. Additional capabilities include but are not limited to: Assistance with software license mobility and migration status reporting (e.g. milestone and migration test plans and related rollback capabilities and plans).	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Application Optimization	Full software development lifecycle services for both legacy on premise application workloads and new application solutions deployed in the CSP platform and optimized/refactored for a cloud utility model. This includes application design following an agile methodology and framework to utilize such cloud features as effective load balancing, auto scaling, high availability, security, elastic storage, and on-demand provisioning. Activities include requirements gathering, design, deployment, configuration, user acceptance testing, compliance, and ongoing support.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)

Service Name	Description	Service Model	Deployment Model	Pricing
Cloud Customer Support	U.S. based, U.S. Citizen 24x7 Cloud Customer Support help desk services including web, email, and phone support. The support framework includes knowledge capture and sharing, enabling trusted communications, timely response and appropriate escalation, performance management and reporting, and the ability to reach back to CSP support.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Training	System administrator, user, and power user level training covering architecture, basics and essentials, and system administration or operations. Available delivery mechanisms include classroom delivery at the Government or Contractor site.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Service Level Management	SLAs for management and delivery of contracted cloud services. This includes standard industry metrics and measures for establishing performance levels for each service, or relevant service component. Service Level Management includes, but is not limited to: SLA response time and resolution/mitigation time; Service level monitoring, reporting and notification of a failure to meet SLAs; SLA Enforcement Mechanisms (e.g. service credit, etc.); Key performance indicators/metrics; Service level reports (real-time and historical) to track service health, status, usage, volume of trouble calls, resource utilization, change metrics, security status, etc.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Quality Assurance and Quality Control	Quality Assurance and Quality Controls are integrated into all aspects of service delivery. Available deliverables include a Quality Assurance Surveillance Plan (QASP) and/or Quality Control Plan (QCP) that includes details for measuring performance and deliverables with metrics that may include data availability, storage capacity, uptime, etc. These documents are correlated with the “as-is” and “to-be” environments as defined in contract requirements.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)

Service Name	Description	Service Model	Deployment Model	Pricing
Security and Compliance	Robust security design, configuration, and support focused on the integration points of end-user authentication (e.g. SAML, AD, LDAP), cloud environment management authentication, and physical and logical security and certification, audit and logging, etc. Subject matter expertise and assistance in documenting controls and obtaining the authority to operate based on applicable standards and security controls.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Program and Project Management Support	Routine program and project management is available for all professional services and managed services. This includes regular meetings with customer leadership to review the following: progress, problems encountered, completed tasks, in-process tasks, upcoming tasks, management metrics, program budgets, status of deliverables, status of project timelines, and staffing plans. These management functions will be outlined in a contractor- provided Project Management Plan that also identifies key metrics that will be used to measure success.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)

1.2. Managed Service Provider (MSP) for PaaS Solution

Under the MSP model, GTRI assumes responsibility for a combination of underlying IaaS services and manages them under a Service Level Agreement (SLA). This combines the benefits of utility cloud computing with expert cloud architect, systems administration, and security consulting services as well as software licensing and professional consulting services. MSP services are billed as a combined offering on a per unit basis, generally per hour that the underlying cloud service is used. MSP services yield material cost savings because the end customer is only charged for the services they use.

GTRI offers the bundled MSP services as a rate per AWS price.

Service Name	Price
MSP Bundle	35%

This Managed services bundle includes the below services:

Managed Services Bundle	IaaS	PaaS
EC2 Instance Management	✓	✓
VPC and IP Management	✓	✓
Storage Management	✓	✓
Database Management	✓	✓
Backup Management	✓	✓
Billing and invoice management	✓	✓
Project Deliverables	✓	✓
Continuous monitoring and support	✓	✓
Reporting	✓	✓
User and Permission Management	✓	✓
Cross Account Access Security	✓	✓
Firewall/NACL Management	✓	✓
Operating System Hardening at Deployment	✓	✓
OS STIG Compliance (Web browser, Web Server)	✓	✓
STIG Compliance Updates	✓	✓
Operating System Patching	✓	✓
Monthly Vulnerability Scans	✓	✓
Vulnerability & Compliance Remediation and Troubleshooting	✓	✓
Continuous Monitoring Dashboard	✓	✓
Anti-Virus / Anti-Malware Management	✓	✓
Backups & Snapshots	✓	✓
SSP Documentation Support	✓	✓
Log Retention and Archiving (CloudWatch)	✓	✓

In addition to the MSP bundle above, the following managed services can be purchased on an hourly T&M basis:

Service Name	Description	Service Model	Deployment Models	Pricing
Cloud Patch and Stack Management	Patch management is one of the core services under managed service delivery. GTRI will maintain in scope customer applications in a consistent secure state, including all software licensing, maintenance, and regular patching of the system so that updates are applied within 30 days of release. Mature, repeatable processes are used to conduct major and minor updates from operating system patches to hosted application updates. These processes are invoked following each of the following migration activities: Baseline creation, Baseline Updates, Stack Deployment, Testing, and Migration.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Cloud Log File Management	Maintain an audit record of system activity so that system logs can be analyzed and reviewed for security, application tuning, and troubleshooting. These logs are provided in centralized repository for viewing and analysis, which decreases the labor required to complete tasks.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Cloud Customer Support	Support for System Owners, Managers, and Administrators to assist with incident management and troubleshooting. This falls under the Service Operation process area of an ITIL-based service delivery framework and includes Incident, Problem, and Knowledge Management along with Service Request Fulfillment. Support is provided by an Help Desk maintained by U.S. citizens and located in the United States. Representatives are available by phone, email and self-service web portal 24x7x365.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Cloud Administrative Capabilities	Capabilities to assist the customer with maintaining the integrity of the system baseline through configuration and change control processes. As part of Service Transition under an ITIL-based service delivery framework, this includes assessing, reviewing, approving, scheduling, and testing all modifications to the system baseline before introducing the modification to the production environment. These capabilities also include managing an internal Change Advisory Board that assists the	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)

Service Name	Description	Service Model	Deployment Models	Pricing
	customer with risk assessments, impact analysis, and other reviews.			
Cloud Data Archival	Maintain backup and recovery; identify specific data to retain in archive beyond standard backup retention windows for regulatory compliance or historical queries. This includes logs, databases, and static content.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Cloud Usage Support	CloudCheckr provides online reporting capabilities and a single pane of glass for customers to track system usage and associated costs. CloudCheckr seamlessly manages multiple accounts through a single interface, including account hierarchy, permissions, and cost allocation per organization. CloudCheckr also provides a centralized capability to perform resource level tagging with a standardized set of key value pairs across multiple accounts.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Cloud Administration Capabilities	Detailed reporting of server performance at up to one (1) minute reporting intervals. This provides near real-time insight into the status of every asset within the cloud environment.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Cloud Comprehensive Backup	Backup and recovery solutions to minimize data loss in the event of a service interruption while ensuring data integrity and removing single points of failure. Includes pre-architected solutions that leverage native CSP capabilities focused on servers, databases, and static content.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)
Splunk Logging Services	With Splunk, the entire environment can be developed into a continuous monitored environment with dashboards and alerts to integrate with a SIEM.	IaaS	All (Public, Private, Hybrid, Community)	See rate card (Section 5)

1.3. Infrastructure as a Service (IaaS) Offerings

GTRI currently has more than 50 distinct IaaS Offerings available from AWS. NASPO ValuePoint customers are guaranteed a minimum 2% discount from the current, real-time AWS list price for IaaS offerings. The current list prices are published on AWS public website.

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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
Amazon Route 53	Amazon Route 53 is a highly available and scalable Domain Name System (DNS) web service.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2%

Service Name	Description	Service Model	Deployment Models	Pricing
			Community)	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.	IaaS	AWS Direct Connect	Minimum 2% 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.	IaaS	Amazon S3	Minimum 2% 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.	IaaS	Amazon Glacier	Minimum 2% discount off list price
Amazon EBS	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.	IaaS	Amazon EBS	Minimum 2% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
Amazon CloudFront	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.	IaaS	Amazon CloudFront	Minimum 2% discount off list price
AWS Import/Export	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 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.	IaaS	AWS Import/Export	Minimum 2% discount off list price
AWS Storage Gateway	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
Amazon RDS	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
Amazon Dynamo DB	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
Amazon Redshift	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
Amazon ElastiCache	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
Amazon Elastic MapReduce	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
Amazon Kinesis	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.”	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
AWS Data Pipeline	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
Amazon Mobile Analytics	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	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2%

Service Name	Description	Service Model	Deployment Models	Pricing
	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.			discount off list price
AWS Identity & Access Management (IAM)	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
AWS Directory Service	AWS Directory Service is a managed service that allows customers to connect their AWS resources with an existing on-premises Microsoft Active Directory or to set up a new, standalone directory in the AWS Cloud. Connecting to an on-premises directory is easy, and when this connection is established, all users can access AWS resources and applications with their existing corporate credentials.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
AWS Service Catalog	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
AWS Config	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
AWS CloudHSM	AWS CloudHSM provides secure cryptographic key storage to customers by making Hardware Security Modules (HSMs) available in the AWS cloud.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
AWS Key Management Service	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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
AWS CloudTrail	With AWS CloudTrail, customers can get a history of AWS API calls for their 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. Customers can also identify which users and accounts called AWS APIs for services that support AWS CloudTrail, the source IP address that the calls were made from, and when the calls occurred. Customers can integrate AWS CloudTrail into applications using the API, automate trail creation for their organization, check the status of their trails, and control how administrators turn AWS CloudTrail logging on and off. AWS CloudTrail supports Amazon S3 Data Events. Customers can record all API actions on Amazon S3 objects and receive detailed information.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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."	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
	manual operations, and the service scales with your infrastructure so you can easily deploy to one Amazon EC2 instance or thousands.			
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% 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	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
	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.			
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price

Service Name	Description	Service Model	Deployment Models	Pricing
	devices, tablets, web browsers, and connected televisions.			
Amazon Cognito	<p>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 support unauthenticated guests.</p> <p>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.</p>	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
Amazon FPS	Amazon Flexible Payments Service facilitates the digital transfer of money between any two entities, humans or computers.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
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.	IaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price

1.4. AWS Marketplace and Related SaaS Offerings

Service Name	Description	Service Model	Deployment Models	Pricing
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AWS Marketplace	AWS Marketplace is an online store that helps customers find, buy, and immediately start using the software and services they need to build products and run their businesses.	SaaS	All (Public, Private, Hybrid, Community)	Per our AWS reseller agreement, there is no standard discount for Marketplace Offerings.
Amazon WorkDocs	Amazon WorkDocs is a fully managed, secure enterprise storage and sharing service with strong administrative controls and feedback capabilities that improve user productivity. Users can comment on files, send them to others for feedback, and upload new versions without having to resort to emailing multiple versions of their files as attachments.	SaaS	All (Public, Private, Hybrid, Community)	Minimum 2% discount off list price
Amazon Workspaces	Amazon WorkSpaces is a fully managed desktop computing service in the cloud. Amazon WorkSpaces allows customers to easily provision cloud-based desktops that allow end users to access the documents, applications, and resources they need with the device of their choice, including laptops, iPad, Kindle Fire, or Android tablets. With a few clicks in the AWS Management Console, customers can provision a high-quality cloud desktop experience for any number of users at a cost that is highly competitive with traditional desktops and half the cost of most Virtual Desktop Infrastructure (VDI) solutions.	SaaS	All (Public, Private, Hybrid, Community)	Per our AWS reseller agreement, there is no standard discount for Marketplace Offerings.
Splunk Licenses for Logging	As an Elite Splunk Partner, GTRI has the ability to obtain Splunk licenses for a full monitoring platform to be added to any AWS environment.	SaaS	All (Public, Private, Hybrid, Community)	1% off MSRP

1.5. Cloud Solutions Pricing

GTRI offers all AWS IaaS resale offerings at a minimum 2% discount off the AWS list price. This model has several advantages over traditional SKU- based price catalogs:

- **Real Time Discounts.** By providing a discount off list price, we are always able to pass along any price reductions immediately as they occur. This is significant because AWS frequently publishes price reductions and as of 2016 had reduced prices more than 50 times since inception. NASPO ValuePoint Participating Entities get those price reductions immediately without waiting for a formal catalog refresh.

- **Simple and Flexible:** AWS has more than 25,000 SKUs which must be priced individually in a traditional model. We instead use the AWS Calculator to price a complete configuration based on current list price. Our sales engineers can quickly create multiple configurations for comparison based on scenarios and inputs provided by the customer.
- **Transparent:** Customers can always view AWS list pricing in real time. AWS offers a Simple Monthly calculator that is easy to use and includes video tutorials for first-time users. AWS also provides tools that allow customers to evaluate their pricing against other Cloud Service Providers (CSPs).

States may include a wide range of consulting services in their Participating Addendums for all aspects of cloud transition, migration, operations, and optimization.

Rate Card - Hourly

Our hourly ceiling rates for these consulting services are provided below. GTRI does not have different rates for contractor versus customer sites. If necessary, we will negotiate with each purchasing entity for travel costs.

Labor Category	Rate
Enterprise Systems Engineer Level 1	\$117.90
Enterprise Systems Engineer Level 2	\$160.50
Enterprise Systems Engineer Level 3	\$199.80
Enterprise Systems Engineer Level 4	\$239.10
Network Engineer Level 1	\$91.70
Network Engineer Level 2	\$111.35
Network Engineer Level 3	\$147.40
Network Engineer Level 4	\$180.15
Network Engineer Level 5	\$222.70
Wireless Engineer Level 3	\$160.50
Wireless Engineer Level 4	\$186.70
Wireless Engineer Level 5	\$203.05
Project Coordinator Level 1	\$88.45
Project Coordinator Level 2	\$98.25
Project Coordinator Level 3	\$111.35
Project Manager Level 1	\$111.35

Labor Category	Rate
Project Manager Level 2	\$137.55
Project Manager Level 3	\$153.95
Network Security Engineer Level 2	\$117.90
Network Security Engineer Level 3	\$147.40
Network Security Engineer Level 4	\$183.40
Network Security Engineer Level 5	\$203.05
Subject Matter Expert Level 1	\$140.85
Subject Matter Expert Level 2	\$160.50
Subject Matter Expert Level 3	\$199.80
Subject Matter Expert Level 4	\$222.70
Cloud Architect	\$200.16
System Administrator Level 1	\$82.43
System Administrator Level 2	\$100.09
System Administrator Level 3	\$129.52
Cloud Administrator Level 1	\$117.75
Cloud Administrator Level 2	\$141.29
Cloud Administrator Level 3	\$164.84
Splunk Professional Services	\$299.00