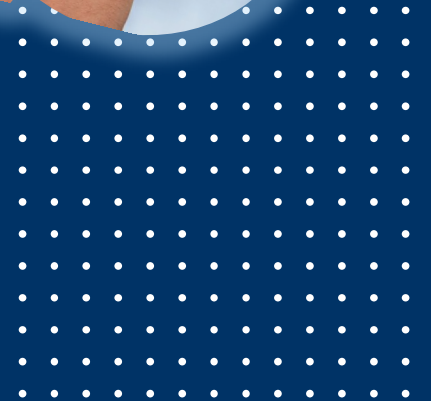


Cloud Services Contracting

Preparing for the Future



Ceotrid Gilbert, III

Ceotrid.gilbert@wisconsin.gov





Cloud Services Contracts- Background

- In 2016, NASPO issued an RFP for cloud services inclusive of SaaS, IaaS, PaaS (Utah was the lead state).
- Wisconsin actively participated on the solicitation team in order to add as many of our requirements as possible, including state standard terms and conditions.
- 31 vendors were awarded contracts initially. An additional 30 were awarded during the 2018 refresh.
- The 61 vendors with current awards cover the spectrum of cloud solutions, from Call Centers to Background Checks.
 - View the complete [Cloud Solution portfolio](#).



Cloud Services Contracts- Background

Sourcing Team

- Chris Hughes, Lead (UT)
- Stephen Fazekas (VT)
- Ceotrid Gilbert (WI)
- Roger Gibson (NJ)
- Jennifer Salts (UT)
- Michael Brown (CO)
- Elaine Williams (TN)
- Shannon Berry, CDC NASPO ValuePoint





Getting Started – Cloud Contracting Basics

The State of Wisconsin currently has Participating Addenda for statewide use with:



Carahsoft Technology
Corporation



Unisys Corporation



VMware, Inc.





Cloud Service Categories - PaaS

- Platform as a service (PaaS) is a complete development and deployment environment in the cloud, with resources that enable you to deliver everything from simple cloud-based apps to sophisticated, cloud-enabled enterprise applications.
- Platform as a Service (PaaS) is a complete cloud environment that includes everything developers need to build, run, and manage applications—from servers and operating systems to all the networking, storage, middleware, tools, and more.





Cloud Service Categories - IaaS

- Infrastructure as a service (IaaS) is a type of cloud computing service that offers essential compute, storage, and networking resources on demand, on a pay-as-you-go basis.
- IaaS is one of the four types of cloud services, along with software as a service (SaaS), platform as a service (PaaS), and serverless.





Cloud Service Categories - SaaS

- Software as a service (or SaaS) is a way of delivering applications over the Internet—as a service.
 - Instead of installing and maintaining software, you simply access it via the Internet, freeing yourself from complex software and hardware management.
- SaaS applications are sometimes called Web-based software, on-demand software, or hosted software
 - Whatever the name, SaaS applications run on a SaaS provider's servers.
 - The provider manages access to the application, including security, availability, and performance.





Cloud Contracting Basics – What Can Be Purchased

These contracts can be used to purchase both XaaS solutions and Services

- Carahsoft and Unisys have a price catalog on the NASPO site to serve as a reference guide to products and pricing
- NASPO Cloud Point of Contact:
 - NASPO@carahsoft.com & henry.rowland@unisys.com (Johnny Rowland)



Cloud Contracting Basics – How Do I Get Started?



Draft your requirements

- Work with you program area and IT resources to document specifically what you need
- Identify a specific product that meets your solution
- Contact Carahsoft or Unisys to determine if they can provide that product
- Unsure of the product that meets your requirements – just ask!



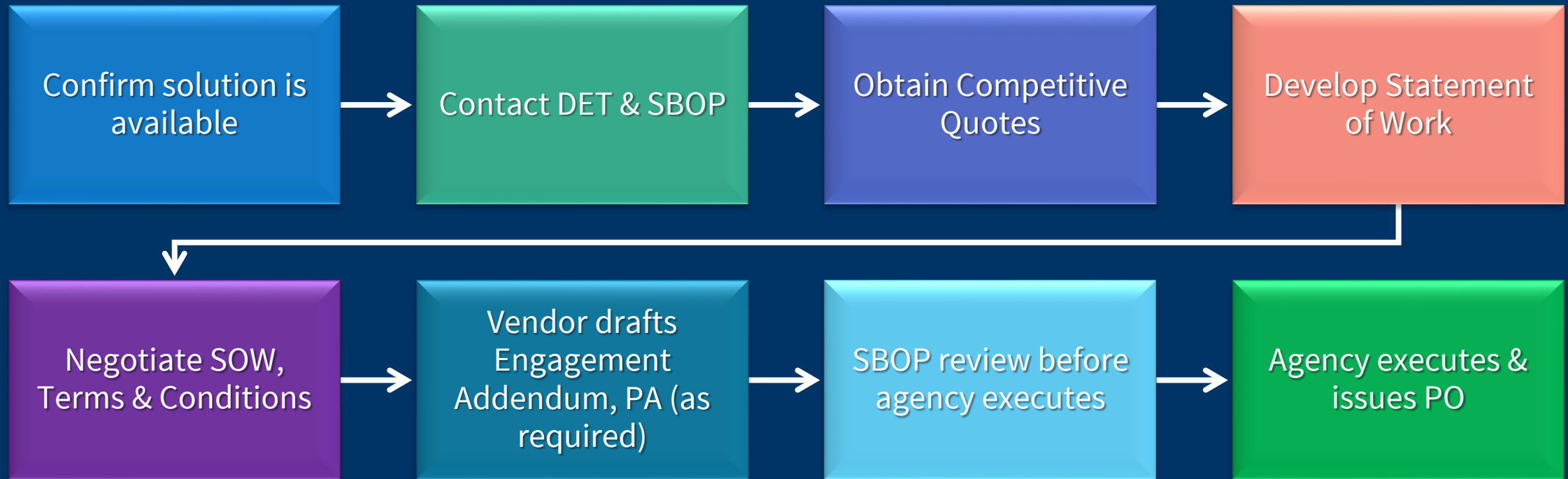


Cloud Contracting Basics – DET Involvement

- High Risk IT Approval Process:
<https://doa.wi.gov/ProcurementManual/Documents/PIM22001.pdf>
- Cloud Brokerage Process:
<https://detcc.wi.gov/IT-Architecture/Pages/CloudBrokerage.aspx>
- Solution Architecture Assessments:
<https://detcc.wi.gov/IT-Architecture/Pages/ArchAssessment.aspx>



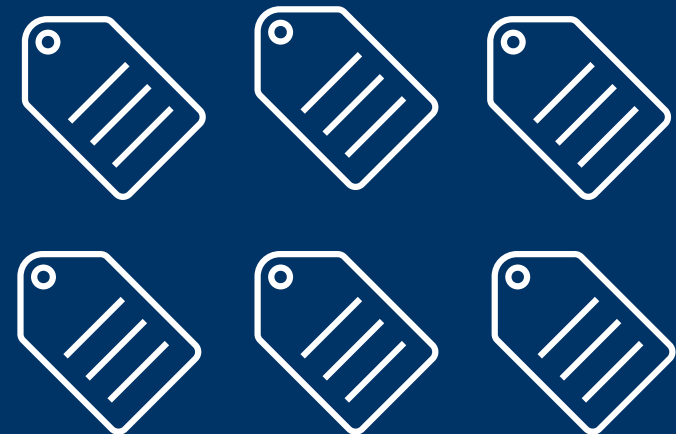
Cloud Contracting Basics – The Procurement Process





Cloud Contracting Basics – The Procurement Process: Competitive Bids

- Obtaining competitive quotes





Cloud Contracting Basics – The Procurement Process: Documents Involved

- Participating Addendum
- Engagement Addendum/Statement of Work
- License/ Service Agreement
- Data Security Terms
- Professional Services Terms





Cloud Contracting Basics – The Procurement Process: Documents Involved

Participating Addendum

Reflects the terms and conditions in the [solicitation](#) (link)

- State of Wisconsin standard Commodities terms (pg.223)
- Data Security (pg.65)





Cloud Contracting Basics – The Procurement Process: Documents Involved

Engagement Addendum

- Identifies the governing State Participating Addendum (PA)
- Details the scope of what is being purchased
- Includes any additional terms and conditions





Cloud Contracting Basics – The Procurement Process: Documents Involved

License/ Service Agreement

Software License vs. Software-as-a-Service agreement



Software Licensing - the software is made available to the licensee as a **tangible product**.

Software-as-a-Service (SaaS) – a “service” model offering with no tangible product.





Cloud Contracting Basics – The Procurement Process: Documents Involved

Software Licensing - the software is made available to the licensee as a tangible product.

- physical piece of software
- electronically provided (download)
- downloaded, installed, run, and operated on a piece of hardware (physically on site or data center)
- services associated:
 - implementation
 - customization
 - training
 - maintenance and technical support





Cloud Contracting Basics – The Procurement Process: Documents Involved

Software-as-a-Service (SaaS) – a “service” model offering with no tangible product.

- only available “on the cloud” as a hosted platform
- Includes maintenance service, hosting and technical support
- services associated:
 - implementation
 - customization
 - training
 - maintenance and technical support





Cloud Contracting Basics – The Procurement Process: Documents Involved

Data Security Terms – Why it's important

- you never receive a physical product
- no control over data security in the platform
 - Average cost of a data breach in the United States \$9.44M (IBM, 2022)
- Service Level Agreements (SLA):
 - Ability to access the platform (uptime)
 - accessing and downloading your data from the platform (specific format or understand the format offered. May be customized for a fee.





Cloud Contracting Basics – The Procurement Process: Documents Involved

Data Security Terms – What’s included under PA’s

- Solicitation included the [standards](#) (link) established by the Center for Digital Government published
- Used as the basis to develop standards for DOA





Cloud Contracting Basics – The Procurement Process: Documents Involved

Professional Services Terms

- Will govern any of the professional services (implementation, training, etc.)
- Are different from the “Services” available from the platform
- Obtain from Publisher
- Negotiate, Negotiate, Negotiate



Cloud Contracting Basics – Agency Specific Participating Addendums

- Submitting an RPA

Add New Request

Request

Enter the request basics. Once you fill out this form you can save it as a draft so you can come back to it later.

Agency ⓘ	RPA Number ⓘ
<input type="text" value="--please select--"/>	<input type="text"/>
Required	Required

Program Contact ⓘ	Contact Phone ⓘ	Contact Email
<input type="text"/>	<input type="text"/>	<input type="text"/>
Required	Required	Required

Method of Procurement	Delivery (F.O.B.)	Renewal Option ⓘ
<input type="text" value="--please select--"/>	<input type="text" value="--please select--"/>	<input type="text"/>
Required	Required	Required





Cloud Solutions Contracts

[505ENT-018-NASPOCLOUD-00](#)

PeopleSoft Contract Numbers

- Unisys: 505ENT-018-NASPOCLOUD-01
- VMware: 505ENT-018-NASPOCLOUD-02
- Carahsoft: 505ENT-018-NASPOCLOUD-03





Cloud Contracting Basics



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