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General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List



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**MAS – Multiple Award Schedule Special Item Numbers:**

**493110RM, 518210DC, 561990, 518210ERM, OLM**

Records Management Services/ Document Conversion Services/ Destruction Services/ Digital Solutions/ Data Center Services /InSight Services

**Contract Number: GS-03F-049GA**

**Contract Period:**

March 10, 2017 through March 09, 2027

**Business Size:** Large **Federal ID:** 23-2588479

**Pricing effective 09/23/2024 Modification 0083 dated 09/23/2024**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: [GSAAvantage.gov](https://GSAAvantage.gov). For more information on ordering from Federal Supply Schedules click on the FSS schedules button at [fss.gsa.gov](https://fss.gsa.gov)

## Section 1. Customer Information



<b>1a. Awarded Special Item Numbers</b>	493110RM – Records Management Service; 518210DC – Document Conversion Services; 561990 – Destruction Services; 518210 ERM – Electronic Records Management Solutions ; Order Level Materials
<b>1b. Lowest Price Model</b>	
<b>1c. Hourly Rates</b>	Records Management (see p. 6 and 12 of this Pricelist for details) Document Conversion (see p. 37-43 of this Pricelist for details)
<b>2. Maximum Order</b>	Except as otherwise provided in the contract, the total dollar value per order placed shall not exceed \$1,000,000 for Special Item Number (SINs) 493110RM, 518210DC, 561990
<b>3. Minimum Order</b>	See Service Line
<b>4. Geographic Coverage</b>	CONUS
<b>5. Point(s) of Production</b>	Multiple
<b>6. Net Prices</b>	The prices in this Pricelist reflect net, and all discounts have been deducted.
<b>7. Quantity Discounts</b>	See Service Line
<b>8. Prompt Payment</b>	No additional discount offered
<b>9a. Government Purchase Cards</b>	MasterCard and Visa are accepted for purchases below the micro-purchase threshold
<b>10. Foreign Items</b>	None
<b>11a. Time of Delivery</b>	Regular Delivery
<b>11b. Expedited Delivery</b>	Expedited delivery is not available to all locations
<b>11c. Overnight and 2-Day Delivery</b>	Overnight and 2-day delivery is not available to all locations
<b>11d. Urgent Requirements</b>	Four-hour rush delivery is available to some locations. Please contact the local Iron Mountain office to check availability and to request this service (open market item).
<b>12. F.O.B Point</b>	Origin

<b>13a. Ordering Address</b>	<b>All Services:</b> Fax: +1 (703) 738-7757 Email: <a href="mailto:nassgovernmentall.groups@ironmountain.com">nassgovernmentall.groups@ironmountain.com</a>
<b>13b. Ordering Procedures</b>	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage ( <a href="http://fss.gsa.gov/schedules">fss.gsa.gov/schedules</a> ).
<b>14. Payment Address</b>	For Records Management Services, Document Conversion and Image on Demand Services, Data Management Services, Secure Shred Services, Secure IT Asset Disposition and Data Center Colocation Services payment shall be sent to the remittance address as noted on the applicable invoice.
<b>15. Warranty Provision</b>	The warranty applicable to each respective type of service provided under this Pricelist is stated in the Special Terms and Conditions in Section 2 of this Pricelist (Listing of Products and Services and Appendix).
<b>16. Export Packing Charges</b>	Not applicable
<b>17. Terms and Conditions of Government Purchase Card Acceptance</b>	Contractor will accept government purchase card for orders.
<b>18. Terms and Conditions of Rental, Maintenance, and Repair</b>	Not applicable
<b>19. Terms and Conditions of Installation</b>	Not applicable
<b>20. Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and Any Discounts from List Prices</b>	Not applicable
<b>20a. Terms and Conditions for any other services</b>	Special Terms and Conditions applicable to each respective type of service as stated in Section 2 of this Pricelist (Listing of Products and Services and Appendix).
<b>21. List of service and distribution points</b>	Place of performance is offered at multiple locations – list available on request.
<b>22. List of Participating Dealers</b>	None
<b>23. Preventive Maintenance</b>	Not applicable
<b>24a. Environmental Attributes</b>	Not applicable
<b>24b. Section 508 Compliance</b>	Not applicable
<b>25. DUNS Number / UEID</b>	621417633 / KJB1WJG4NXS7
<b>26. Central Contractor Registration (CCR)</b>	Iron Mountain Information Management, LLC, has registered in the System for Award Management (SAM) database.
<b>27. CAGE Code</b>	1F2Y7

## Section 2. Listing of Products and Services



This section of the Pricelist provides a listing of the services available from Iron Mountain Information Management, LLC. Under SINs 493110RM, 518210DC, 561990, and 518210 ERM Iron Mountain provides (1) Records Management Services, (2) Document Conversion Services and Image on Demand, (3) Data Management Services for Federal Records, (4) Commercial Data Management Services, (5) Secure Shred Services (6) Secure IT Asset Disposition Services, (7) Federal Data Center Colocation Services, and (8) InSight Services. Pricing for each of the three respective service groupings are provided below. For all services, the net price to the Government for each service is reflected (i.e., the prices reflect all discounts and are inclusive of the IFF).

Any questions regarding the services and prices included in this Pricelist should be referred to the following:

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### Federal Records Management Services (Special Item No. 493110RM)

#### Records Storage Services For Federal Records

**Service Overview** Iron Mountain offers customers full services for all facets of records storage, including retrieval, transportation and processing. The Company also designs and implements enterprise-wide records management programs encompassing policy, roll-out and records management systems. Iron Mountain’s solution is cost effective and provides customers with quick and easy access to records in storage.

With a wide variety of cartons and supplies for all storage requirements, Iron Mountain offers assured quality, convenience and security to all customers.

The following identifies the specific Iron Mountain Records Management Records Storage Services and related prices available under this Pricelist.

Federal Records Storage		
(see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
ITEM	Task / Description	Unit
RM01	<p><b>Storage – Temporary Records (&lt;100,000 cubic feet)</b></p> <p>Storage of temporary records. Not available in all Iron Mountain locations. Less than 100,000 cubic feet of storage. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot

## Federal Records Storage

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>RM02</b>	<p><b>Storage – Temporary Records (&gt;=100,000 cubic feet)</b></p> <p>Storage of temporary records. Not available in all Iron Mountain locations. Greater than or equal to 100,000 cubic feet of storage. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot
<b>RM03</b>	<p><b>Minimum Storage Minimum</b></p> <p>A minimum monthly storage charge that is applied to a customer's account when the storage charges do not meet the customer's contractual minimum storage requirement. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per month
<b>RM04</b>	<p><b>Administration Fee – Summary Billing</b></p> <p>Monthly fee for account maintenance, support, and administrative services for those accounts receiving summary billing. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per account ID
<b>RM05</b>	<p><b>Administration Fee – Detailed Billing</b></p> <p>Monthly fee for account maintenance, support and administrative services for those accounts receiving detailed billing. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per account ID
<b>RM06</b>	<p><b>Receiving and Entry – Cartons</b></p> <p>The act of processing new deposits when they are first received at an Iron Mountain facility, resulting in an increased storage volume. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot
<b>RM07</b>	<p><b>Regular Retrieval – Carton</b></p> <p>Temporary removal of Cartons from storage, scheduled for Regular Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR.</p>	Per cubic foot
<b>RM08</b>	<p><b>Regular Retrieval – File from Carton</b></p> <p>Temporary removal of Files from a Carton, scheduled for Regular Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR.</p>	Each
<b>RM09</b>	<p><b>Rush Retrieval – Carton</b></p> <p>Temporary removal of Cartons from storage, scheduled for Rush Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot

## Federal Records Storage

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>RM10</b>	<b>Rush Retrieval – File from Carton</b> Temporary removal of Files from a Carton, scheduled for Rush Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Each
<b>RM11</b>	<b>Archival Destruction – Carton</b> The process of securely shredding Cartons, and their paper based contents, stored with Iron Mountain upon authorization by the Customer. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per cubic foot plus Regular Retrieval Charge
<b>RM11a</b>	<b>Archival Destruction – File from Carton</b> The process of securely shredding Files from a Carton stored with Iron Mountain upon authorization by the Customer. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per file plus Regular Retrieval Charge
<b>RM12</b>	<b>Permanent Withdrawal – Carton</b> The act of processing a Permanent Withdrawal order to prepare and confirm items retrieved at Iron Mountain’s dock for transportation and to update the status of the item in the inventory system as permanently removed. The standard monthly destruction volume for PW service is 1,200 cubic feet per Iron Mountain Market per month. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per cubic foot plus Regular Retrieval Charge
<b>RM12a</b>	<b>Permanent Withdrawal – File from Carton</b> The act of processing a Permanent Withdrawal order of Files from a Carton to prepare and confirm items retrieved at Iron Mountain’s dock for transportation and to update the status of the item in the inventory system as permanently removed. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per file plus Regular Retrieval Charge
<b>RM13</b>	<b>Regular Refile – Carton</b> A Carton previously retrieved by a customer that is returned to storage at an Iron Mountain facility. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per cubic foot
<b>RM14</b>	<b>Regular Refile – File to Carton</b> A File previously retrieved by a customer that is returned to storage at an Iron Mountain facility. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Each



## Federal Records Storage

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>RM15</b>	<p><b>Interfile</b></p> <p>A new File that is sent to storage and inserted into an existing Carton. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Each
<b>RM16</b>	<p><b>Document Insert</b></p> <p>A new Document that is sent to storage and inserted into an existing File. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Each
<b>RM17</b>	<p><b>Individual Listing of Files</b></p> <p>Data entry of file descriptions into Iron Mountain database. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Each
<b>RM18</b>	<p><b>Minimum Service Order Charge</b></p> <p>Minimum charge for an Order, excluding transportation related services. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per order
<b>RM19</b>	<p><b>Photocopy Service</b></p> <p>Photocopy of pages contained in customer's inventory. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per page
<b>RM20</b>	<p><b>Facsimile Services</b></p> <p>Facsimile of pages contained in customer's inventory. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per page
<b>RM28</b>	<p><b>Transportation Handling Fee</b></p> <p>Use this service in conjunction with RM12 and RMT01 - RMT17 for each cubic foot of material that is to be Permanently Withdrawn or transported to or from an address. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot
<b>RM29</b>	<p><b>Third-party Shipping – Handling Fee</b></p> <p>Use this service when material is to be delivered using a third party courier outside of Iron Mountain's partner network.*Note – Third-party transportation quotes using Iron Mountain trusted partner network can be obtained using an open market quote. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic Foot

<b>RM30</b>	<b>Onsite Review Room</b> A service in which a customer leverages an Onsite Review Room within an Iron Mountain facility. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per Day
<b>RM31</b>	<b>Re-boxing Charge</b> The re-boxing of customer material when the condition of the Carton will not support other Cartons in a standard storage configuration, or when the Carton is not safe for transport or handling. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per Carton
<b>RM32</b>	<b>Computer Change Fee - Individual File</b> This charge is applied when files have been retrieved and not returned to Iron Mountain for a period of twenty-four months from the date of their retrieval, or when files have been retrieved and are out when the file's associated box is destroyed.	Per File
<b>RM33</b>	<b>Storage - Climate Control</b> <b>Monthly storage of records subject to NARA facility standards of 36 CFR Subpart B and NARA 1571. Applies to Federal records as defined in 44.U.S.C. 3301. Not available in all Iron Mountain locations.</b>	Per cubic foot

### Federal Records Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>RM01</b>	<b>Storage – Temporary Records (&lt; 100,000 cubic feet)</b>	\$0.364	\$0.375	\$0.386	\$0.398
<b>RM02</b>	<b>Storage – Temporary Records (&gt;= 100,000 cubic feet)</b>	\$0.221	\$0.227	\$0.234	\$0.241
<b>RM03</b>	<b>Minimum Storage Minimum</b>	\$352.64	\$363.22	\$374.12	\$385.34
<b>RM04</b>	<b>Administration Fee – Summary Billing</b>	\$31.82	\$32.77	\$33.76	\$34.77
<b>RM05</b>	<b>Administration Fee – Detailed Billing</b>	\$79.53	\$81.92	\$84.38	\$86.91
<b>RM06</b>	<b>Receiving and Entry – Cartons</b>	\$1.38	\$1.42	\$1.46	\$1.50
<b>RM07</b>	<b>Regular Retrieval – Carton</b>	\$2.39	\$2.46	\$2.54	\$2.61
<b>RM08</b>	<b>Regular Retrieval – File from Carton</b>	\$3.14	\$3.23	\$3.33	\$3.43
<b>RM09</b>	<b>Rush Retrieval – Carton</b>	\$4.81	\$4.95	\$5.10	\$5.25
<b>RM10</b>	<b>Rush Retrieval – File from Carton</b>	\$6.18	\$6.37	\$6.56	\$6.76
<b>RM11</b>	<b>Archival Destruction – Carton</b>	\$3.20	\$3.29	\$3.39	\$3.49
<b>RM11a</b>	<b>Archival Destruction – File from Carton</b>	\$3.02	\$3.11	\$3.20	\$3.30
<b>RM12</b>	<b>Permanent Withdrawal – Carton</b>	\$4.67	\$4.81	\$4.95	\$5.10
<b>RM12a</b>	<b>Permanent Withdrawal – File from Carton</b>	\$2.71	\$2.79	\$2.87	\$2.96

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
RM13	Regular Refile – Carton	\$2.30	\$2.37	\$2.44	\$2.51
RM14	Regular Refile – File to Carton	\$3.06	\$3.15	\$3.24	\$3.34
RM15	Interfile	\$3.32	\$3.42	\$3.53	\$3.63
RM16	Document Insert	\$3.35	\$3.45	\$3.55	\$3.66
RM17	Individual Listing of Files	\$0.45	\$0.47	\$0.48	\$0.50
RM18	Minimum Service Order Charge	\$13.37	\$13.77	\$14.18	\$14.61
RM19	Photocopy Service	\$0.16	\$0.17	\$0.17	\$0.18
RM20	Facsimile Services	\$0.65	\$0.67	\$0.69	\$0.71
RM28	Transportation Handling Fee	\$2.19	\$2.26	\$2.33	\$2.40
RM29	Third-party Shipping – Handling Fee	\$3.37	\$3.47	\$3.58	\$3.68
RM30	Onsite Review Room	\$220.59	\$227.21	\$234.02	\$241.04
RM31	Re-boxing Charge	\$6.31	\$6.50	\$6.69	\$6.90
RM32	Computer Change Fee - Individual File	\$1.25	\$1.29	\$1.33	\$1.37
RM33	Storage - Climate Control	\$1.078	\$1.110	\$1.144	\$1.178

## Records Storage Services For Classified Records

**Service Overview** Iron Mountain offers customers full services for all facets of classified records storage, including retrieval, transportation and processing at the Secret classification level. Iron Mountain's network of cleared facilities provides agencies with secure, cost-effective storage and management services and confidence that classified materials are securely handled and safeguarded. Facilities and processes utilized by Iron Mountain meet or exceed all of the requirements as set forth in the National Industrial Security Program Operating Manual (NISPOM) (1-201) to provide storage and services in both standard and climate controlled environments at the Secret classification level.

For an added level of service, Iron Mountain also offers classified records management solutions in facilities that satisfy both (a) the NARA facility standards for Federal Records of 36 Code of Federal Regulations (CFR) Part 1234 and (b) requirements as set forth in the National Industrial Security Program Operating Manual (NISPOM) (1-201). The combination of providing records management solutions in compliance with NARA facility standards and NISPOM provides agencies with cost-effective records storage and management services to meet unique circumstances calling for both service levels.

The following identifies the specific Iron Mountain Classified Records Management Records Storage Services and related prices available under this Pricelist.

<b>Classified Records Storage</b> (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
ITEM	Task / Description	Unit
RMC01	<b>Storage-Classified / NARA Compliant (&lt;=15,000 cubic feet)</b> Monthly storage of classified records. Not available in all Iron Mountain locations. Less than or equal to 15,000 cubic feet of storage. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	Per cubic foot
RMC02	<b>Storage-Classified / NARA Compliant (&gt;15,000 cubic feet)</b> Monthly storage of classified records. Not available in all Iron Mountain locations. Greater than 15,000 cubic feet of storage. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	Per cubic foot

## Classified Records Storage

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>RMC03</b>	<p><b>Storage – Classified</b></p> <p>Monthly storage of classified records subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Not available in all Iron Mountain locations. Classification Level: Secret</p>	Per cubic foot
<b>RMC04</b>	<p><b>Storage – Climate Controlled Classified</b></p> <p>Monthly storage of classified records in a climate controlled environment subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Not available in all Iron Mountain locations. Classification Level: Secret</p>	Per cubic foot
<b>RMC05</b>	<p><b>Receiving and Entry – Classified/NARA Cartons</b></p> <p>The act of processing new deposits when they are first received at an Iron Mountain facility, resulting in an increased storage volume. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per cubic foot
<b>RMC06</b>	<p><b>Receiving and Entry – Classified Cartons</b></p> <p>The act of processing new deposits when they are first received at an Iron Mountain facility, resulting in an increased storage volume. Applies to Classified and Climate Controlled Classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per cubic foot
<b>RMC07</b>	<p><b>Regular Retrieval – Classified/NARA Carton</b></p> <p>Temporary removal of Classified/NARA Cartons from storage, scheduled for Standard Dedicated Trip. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per cubic foot

## Classified Records Storage

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>RMC08</b>	<p><b>Regular Retrieval – Classified Carton</b></p> <p>Temporary removal of Classified Cartons from storage, scheduled for Standard Dedicated Trip. Applies to Classified and Climate Controlled Classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per cubic foot
<b>RMC09</b>	<p><b>Regular Refile – Classified/NARA Carton</b></p> <p>The act of refiling a Classified/NARA Carton previously retrieved by a customer that is returned to storage at an Iron Mountain facility. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per cubic foot
<b>RMC10</b>	<p><b>Regular Refile – Classified Carton</b></p> <p>The act of refiling a Classified Carton previously retrieved by a customer that is returned to storage at an Iron Mountain facility. Applies to Classified and Climate Controlled Classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per cubic foot
<b>RMC11</b>	<p><b>Classified Standard Dedicated Trip – 1 Driver (within 50 mile round trip)</b></p> <p>Use this service to request delivery or pick-up of Classified or Classified/NARA material for trips up to 50 miles (round trip) between a customer address and the Iron Mountain storage facility, utilizing only one vehicle driver. Order by 3:00 p.m. for pickup or delivery next Business Day. Classification Level: Secret</p>	Per transportation visit
<b>RMC12</b>	<p><b>Climate Controlled Classified Standard Dedicated Trip – 1 Driver (within 50 mile round trip)</b></p> <p>Use this service to request delivery or pick-up of Climate Controlled Classified material for trips up to 50 miles (round trip) between a customer address and the Iron Mountain storage facility, utilizing only one vehicle driver. Order by 3:00 p.m. for pickup or delivery next Business Day. Classification Level: Secret</p>	Per transportation visit

<b>RMC13</b>	<p><b>Transportation Handling Fee – Classified</b></p> <p>Use this service in conjunction with Dedicated Trip charges for each cubic foot of material that is to be transported to or from an address. Applies to Classified/NARA, Classified, and Climate Controlled Classified materials. Classification Level: Secret</p>	Per cubic foot
<b>RMC14</b>	<p><b>Third-party Shipping Handling Fee – Classified</b></p> <p>Use this service when classified material is to be delivered using a third party courier outside of Iron Mountain's partner network.</p> <p>*Note -Third-party transportation quotes using Iron Mountain's trusted partner network can be obtained using an open market quote. Applies to Classified/NARA, Classified, and Climate Controlled Classified materials. Classification Level: Secret</p>	Per cubic foot
<b>RMC15</b>	<p><b>Archival Destruction – Classified</b></p> <p>The process of securely destroying classified cartons and their paper based contents stored with Iron Mountain upon authorization by either by incineration or through the use of an NSA approved shredding device. Applies to Classified/NARA, Classified, and Climate Controlled Classified materials. Classification Level: Secret</p>	Per cubic foot plus corresponding Regular Retrieval and Transportation Charge
<b>RMC16</b>	<p><b>Archival Destruction - Classified - Order Minimum</b></p> <p>Minimum charge for an Archival Destruction - Classified Order, excluding transportation related services. Applies to Classified/NARA, Classified, and Climate Controlled Classified materials. Classification Level: Secret</p>	Per order
<b>RMC17</b>	<p><b>Miscellaneous Hourly Labor - Classified/NARA</b></p> <p>Charges for Classified/NARA miscellaneous services requested by a customer that are not specifically described and provided for in the customer's Pricing Schedule or in the Additional Services section of Iron Mountain's online Customer Information Center.</p> <p>Miscellaneous Services are billed in 15 minute increments. Examples include transmittal preparation, file packing and purging. Applies to classified records (1) for which customer desires storage in a facility meeting NARA facility standards of 36 CFR Subpart B, AND (2) that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements.</p> <p>Minimum years of experience: 1 year. Minimum education requirement: High School or equivalent. Cleared for handling classified materials. Classification Level: Secret</p>	Per hour

<b>RMC18</b>	<p><b>Miscellaneous Hourly Labor – Classified</b></p> <p>Charges for classified miscellaneous services requested by a customer that are not specifically described and provided for in the customer's Pricing Schedule or in the Additional Services section of Iron Mountain's online Customer Information Center. Miscellaneous Services are billed in 15 minute increments.</p> <p>Examples include transmittal preparation, file packing and purging. Applies to Classified and Climate Controlled Classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements.</p> <p>Minimum years of experience: 1 year. Minimum education requirement: High School or equivalent. Cleared for handling Classification Level: Secret classified materials.</p>	Per hour
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**Federal Classified Records Management Services Out-Year Pricelist**

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
RMC01	Storage-Classified/NARA Compliant(<=15,000 cubic feet)	\$1.003	\$1.033	\$1.064	\$1.096
RMC02	Storage-Classified/NARA Compliant(>15,000 cubic feet)	\$0.838	\$0.863	\$0.889	\$0.916
RMC03	Storage - Classified	\$0.838	\$0.863	\$0.889	\$0.916
RMC04	Storage - Climate Controlled Classified	\$1.466	\$1.510	\$1.556	\$1.602
RMC05	Receiving and Entry - Classified/NARA Cartons	\$3.23	\$3.33	\$3.43	\$3.53
RMC06	Receiving and Entry - Classified Cartons	\$2.85	\$2.93	\$3.02	\$3.11
RMC07	Regular Retrieval - Classified/NARA Carton	\$4.54	\$4.67	\$4.81	\$4.96
RMC08	Regular Retrieval - Classified Carton	\$3.85	\$3.96	\$4.08	\$4.21
RMC09	Regular Refile - Classified/NARA Carton	\$4.54	\$4.67	\$4.81	\$4.96
RMC10	Regular Refile - Classified Carton	\$3.85	\$3.96	\$4.08	\$4.21
RMC11	Classified Standard Dedicated Trip - 1 Driver (within 50 mile round trip)	\$245.28	\$252.64	\$260.22	\$268.03
RMC12	Climate Controlled Classified Standard Dedicated Trip - 1 Driver (within 50 mile round trip)	\$283.54	\$292.05	\$300.81	\$309.83
RMC13	Transportation Handling Fee - Classified	\$4.54	\$4.67	\$4.81	\$4.96
RMC14	Third-party Shipping Handling Fee - Classified	\$6.16	\$6.34	\$6.53	\$6.73
RMC15	Archival Destruction - Classified	\$10.38	\$10.69	\$11.01	\$11.34



ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>RMC16</b>	<b>Archival Destruction - Classified - Order Minimum</b>	\$129.74	\$133.63	\$137.64	\$141.77
<b>RMC17</b>	<b>Miscellaneous Hourly Labor - Classified/NARA</b>	\$53.33	\$54.40	\$55.49	\$56.60
<b>RMC18</b>	<b>Miscellaneous Hourly Labor – Classified</b>	\$46.36	\$47.29	\$48.24	\$49.20

## Dark Storage Services for Federal Records

### Service Overview

Dark Storage is a solution for customers who have physical records with long retention periods, but very low servicing needs. Dark Storage is performed in facilities complying with the facility standards of 36 CFR Part 1234 (“NARA Standards”). Dark Storage is offered only in the following Dark Storage Facilities and only for materials not currently held by IM: Fredericksburg, VA; Redlands, CA; and Elgin, IL. (“Dark Storage Facilities”). Notes: Iron Mountain’s offering is based upon the available space in each such location. If a particular location reaches capacity, IM will not be able to accept orders in that facility until additional space becomes available.

The following identifies the specific Iron Mountain Records Management Dark Storage Services and related prices available under this Pricelist.

<b>Federal Records Dark Storage</b> (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
<b>ITEM</b>	<b>Task / Description</b>	<b>Unit</b>
<b>DS01</b>	<b>Dark Storage – Temporary Records</b> Storage of low-activity temporary records in Iron Mountain's Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per cubic foot
<b>DS03</b>	<b>Dark Storage Monthly Minimum</b> A minimum monthly storage charge that is applied to a customer’s account when the Dark Storage material charges do not meet the customer’s contractual minimum storage requirement. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Account per month
<b>DS04</b>	<b>Dark Storage Administration Fee – Summary Billing</b> Monthly fee for account maintenance, support, and administrative services for those Dark Storage accounts receiving summary billing. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per account ID
<b>DS05</b>	<b>Dark Storage Administration Fee – Detailed Billing</b> Monthly fee for account maintenance, support and administrative services for those Dark Storage accounts receiving detailed billing. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per account ID

## Federal Records Dark Storage

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>DS06</b>	<p><b>Dark Storage Receiving and Entry – Cartons</b></p> <p>The act of processing new Dark Storage deposits when they are first received in either Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities, resulting in an increased storage volume. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot
<b>DS07</b>	<p><b>Dark Storage Regular Retrieval – Carton</b></p> <p>Temporary removal of Dark Storage Cartons from storage, scheduled for four (4) Business Day Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot
<b>DS08</b>	<p><b>Dark Storage Regular Retrieval – File from Carton</b></p> <p>Temporary removal of Files from a Dark Storage Carton, scheduled for four (4) Business Day Delivery. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Each
<b>DS11</b>	<p><b>Dark Storage Archival Destruction – Carton</b></p> <p>The process of securely shredding Dark Storage Cartons, and their paper based contents, stored with Iron Mountain upon authorization by the Customer. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot plus Dark Storage Regular Retrieval Charge
<b>DS11a</b>	<p><b>Dark Storage Archival Destruction – File from Carton</b></p> <p>The process of securely shredding Files from a Dark Storage Carton stored with Iron Mountain upon authorization by the Customer. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per file plus Dark Storage Regular Retrieval Charge
<b>DS12</b>	<p><b>Dark Storage Permanent Withdrawal – Carton</b></p> <p>The act of processing a Permanent Withdrawal order to prepare and confirm Dark Storage items retrieved at Iron Mountain’s dock for transportation and to update the status of the dark storage item in the inventory system as permanently removed. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot plus Dark Storage Regular Retrieval Charge

<b>DS12a</b>	<p><b>Dark Storage Permanent Withdrawal – File from Carton</b></p> <p>The act of processing a Permanent Withdrawal order of Files from a Dark Storage Carton to prepare and confirm items retrieved at Iron Mountain’s dock for transportation and to update the status of the item in the inventory system as permanently removed. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per file plus Dark Storage Regular Retrieval Charge
<b>DS13</b>	<p><b>Dark Storage Regular Refile – Carton</b></p> <p>A Dark Storage Carton previously retrieved by a customer that is returned to storage at either Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot
<b>DS14</b>	<p><b>Dark Storage Regular Refile – File to Carton</b></p> <p>A File from a Dark Storage Carton previously retrieved by a customer that is returned to storage at either Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Each
<b>DS15</b>	<p><b>Dark Storage Interfile</b></p> <p>A new File that is sent to storage and inserted into an existing Dark Storage Carton within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Each
<b>DS16</b>	<p><b>Dark Storage Document Insert</b></p> <p>A new Document that is sent to storage and inserted into an existing Dark Storage File within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Each
<b>DS17</b>	<p><b>Dark Storage Individual Listing of Files</b></p> <p>Data entry of File descriptions of Dark Storage Cartons into Iron Mountain database. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Each

<b>DS18</b>	<p><b>Dark Storage Minimum Service Order Charge</b></p> <p>Minimum charge for a Dark Storage Order, excluding transportation related services. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per order
<b>DS19</b>	<p><b>Dark Storage Photocopy Service</b></p> <p>Photocopy of pages contained in customer's Dark Storage inventory within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per page
<b>DS20</b>	<p><b>Dark Storage Facsimile Services</b></p> <p>Facsimile of pages contained in customer's Dark Storage inventory within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per page
<b>DS22</b>	<p><b>Dark Storage 4 Business Day Pick-up (within 50 mile radius)</b></p> <p>Use this service to schedule the pickup of material from an address located within 50 miles of either the Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Pickup orders placed before 4:00 p.m. on a Business Day will be picked up within the following four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per transportation visit
<b>DS24</b>	<p><b>Dark Storage 4 Business Day Delivery (within 50 mile radius)</b></p> <p>Use this service to request the delivery of material to an address located within 50 miles of either the Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Order by 3:00 p.m. for delivery within four (4) Business Days. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per transportation visit
<b>DS28</b>	<p><b>Dark Storage Transportation Handling Fee</b></p> <p>Use this service in conjunction with "4 Business Day Pick-up" and "4 Business Day Delivery" for each cubic foot of Dark Storage material that is to be transported to or from an address. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per cubic foot

<b>DS29</b>	<b>Dark Storage Third-party Shipping – Handling Fee</b> Use this service when Dark Storage material is to be delivered using a third party courier outside of Iron Mountain’s partner network.*Note – Third-party transportation quotes using Iron Mountain trusted partner network can be obtained using an open market quote. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per cubic foot
<b>DS30</b>	<b>Dark Storage Onsite Review Room</b> A service in which a Dark Storage customer leverages an Onsite Review Room in either the Fredericksburg (VA), Redlands (CA), or Elgin (IL) facilities. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per Day
<b>DS31</b>	<b>Dark Storage Re-boxing Charge</b> The re-boxing of customer material when the condition of the Dark Storage Carton will not support other Cartons in a standard storage configuration, or when the dark storage Carton is not safe for transport or handling. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Per Carton
<b>DS32</b>	<b>Dark Storage Standard Carton</b> Use this service to request a Standard 1.2 cubic feet Dark Storage Carton. Applies to Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.	Each
<b>DS33</b>	<b>Dark Storage Computer Change Fee - Individual File</b> This charge is applied when files have been retrieved and not returned to Iron Mountain for a period of twenty-four months from the date of their retrieval, or when files have been retrieved and are out when the file’s associated box is destroyed.	Per File

**Federal Dark Storage Records Management Services Out-Year Pricelist**

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>DS01</b>	<b>Dark Storage – Temporary Records</b>	\$0.175	\$0.181	\$0.186	\$0.192
<b>DS03</b>	<b>Dark Storage Monthly Minimum</b>	\$352.64	\$363.22	\$374.12	\$385.34
<b>DS04</b>	<b>Dark Storage Administration Fee – Summary Billing</b>	\$31.82	\$32.77	\$33.76	\$34.77
<b>DS05</b>	<b>Dark Storage Administration Fee – Detailed Billing</b>	\$79.53	\$81.92	\$84.38	\$86.91

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
DS06	Dark Storage Receiving and Entry – Cartons	\$2.39	\$2.46	\$2.54	\$2.61
DS07	Dark Storage Regular Retrieval – Carton	\$4.08	\$4.20	\$4.33	\$4.46
DS08	Dark Storage Regular Retrieval – File from Carton	\$5.40	\$5.56	\$5.73	\$5.90
DS11	Dark Storage Archival Destruction – Carton	\$5.51	\$5.67	\$5.84	\$6.02
DS11a	Dark Storage Archival Destruction – File from Carton	\$5.18	\$5.33	\$5.49	\$5.66
DS12	Dark Storage Permanent Withdrawal – Carton	\$4.67	\$4.81	\$4.95	\$5.10
DS12a	Dark Storage Permanent Withdrawal – File from Carton	\$2.71	\$2.79	\$2.87	\$2.96
DS13	Dark Storage Regular Refile – Carton	\$3.92	\$4.04	\$4.16	\$4.28
DS14	Dark Storage Regular Refile – File to Carton	\$5.25	\$5.41	\$5.57	\$5.74
DS15	Dark Storage Interfile	\$5.72	\$5.89	\$6.06	\$6.25
DS16	Dark Storage Document Insert	\$5.77	\$5.95	\$6.13	\$6.31
DS17	Dark Storage Individual Listing of Files	\$0.75	\$0.77	\$0.79	\$0.82
DS18	Dark Storage Minimum Service Order Charge	\$22.94	\$23.63	\$24.34	\$25.07
DS19	Dark Storage Photocopy Service	\$0.27	\$0.28	\$0.28	\$0.29
DS20	Dark Storage Facsimile Services	\$1.13	\$1.17	\$1.20	\$1.24
DS22	Dark Storage 4 Business Day Pick-up (within 50 mile radius)	\$41.11	\$42.35	\$43.62	\$44.92
DS24	Dark Storage 4 Business Day Delivery (within 50 mile radius)	\$41.11	\$42.35	\$43.62	\$44.92
DS28	Dark Storage Transportation Handling Fee	\$3.74	\$3.86	\$3.97	\$4.09
DS29	Dark Storage Third-party Shipping – Handling Fee	\$5.79	\$5.96	\$6.14	\$6.32
DS30	Dark Storage Onsite Review Room	\$220.59	\$227.21	\$234.02	\$241.04
DS31	Dark Storage Re-boxing Charge	\$6.31	\$6.50	\$6.69	\$6.90
DS32	Dark Storage Standard Carton	\$2.59	\$2.67	\$2.75	\$2.83
DS33	Dark Storage Computer Change Fee - Individual File	\$1.25	\$1.29	\$1.33	\$1.37

## Non-Federal Records Management Services (Special Item No. 493110RM)

### Records Storage Services For Non-Federal Records

**Service Overview** Iron Mountain offers customers full services for all facets of records storage, including retrieval, transportation and processing. The Company also designs and implements enterprise-wide records management programs encompassing policy, roll-out and records management systems. Iron Mountain's solution is cost effective and provides customers with quick and easy access to records in storage.

With a wide variety of cartons and supplies for all storage requirements, Iron Mountain offers assured quality, convenience and security to all customers. The following identifies the specific Iron Mountain Records Management Records Storage Services and related prices available under this Pricelist.

Non-Federal Records Services (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for more information)		
Item	Task / Description	Unit
RMN01	<b>Carton Storage</b> Storage of records at an Iron Mountain facility.	Cubic Foot
RMN02	<b>Receiving and Entry - Carton</b> The act of processing new deposits when they are first received at an Iron Mountain facility, resulting in an increased storage volume.	Cubic Foot
RMN03	<b>Regular Retrieval - Carton</b> Temporary removal of Cartons from storage, scheduled for Regular Delivery.	Cubic Foot
RMN04	<b>Regular Refile - Carton</b> A Carton previously retrieved by a customer that is returned to storage at an Iron Mountain facility.	Cubic Foot
RMN05	<b>Regular Retrieval - File from Carton</b> Temporary removal of Files from a Carton, scheduled for Regular Delivery.	File
RMN06	<b>Regular Refile - File to Carton</b> A File previously retrieved by a customer that is returned to storage at an Iron Mountain facility.	File
RMN07	<b>Archival Destruction - File from Carton</b> The process of securely shredding Files from a Carton stored with Iron Mountain upon authorization by the Customer.	File
RMN08	<b>Archival Destruction - Carton</b> The process of securely shredding Cartons, and their paper based contents, stored with Iron Mountain upon authorization by the Customer.	Cubic Foot
RMN09	<b>Permanent Withdrawal - File from Carton</b> The act of processing a Permanent Withdrawal order of Files from a Carton to prepare and confirm items retrieved at Iron Mountain's dock for transportation and to update the status of the item in the inventory system as permanently removed.	File
RMN10	<b>Permanent Withdrawal - Carton</b> The act of processing a Permanent Withdrawal order to prepare and confirm items retrieved at Iron Mountain's dock for transportation and to update the status of the item in the inventory system as permanently removed.	Cubic Foot
RMN11	<b>Rush Retrieval - File from Carton</b> Temporary removal of Files from a Carton, scheduled for Rush Delivery.	File
RMN12	<b>Rush Retrieval - Carton</b> Temporary removal of Cartons from storage, scheduled for Rush Delivery.	Cubic Foot
RMN13	<b>Individual Listing / Indexing</b> Data entry of file descriptions into Iron Mountain database.	Each
RMN14	<b>Interfile</b> A new File that is sent to storage and inserted into an existing Carton.	Each



RMN15	<b>Fax Transmission</b> Facsimile of pages contained in customer's inventory.	Page
RMN16	<b>Photocopy</b> Photocopy of pages contained in customer's inventory.	Page
RMN17	<b>Transportation Handling</b> Use this service in conjunction with appropriate Transportation Trip Charges for each cubic foot of material that is to be transported to or from an address.	Cubic Foot
RMN18	<b>Shipping / Courier Handling</b> Use this service when material is to be delivered using a third party courier outside of Iron Mountain's partner network.*Note – Third-party transportation quotes using Iron Mountain trusted partner network can be obtained using an open market quote.	Cubic Foot
RMN19	<b>Re-boxing Charge</b> The re-boxing of customer material when the condition of the Carton will not support other Cartons in a standard storage configuration, or when the Carton is not safe for transport or handling.	Cubic Foot
RMN20	<b>Monthly Storage Minimum</b> A minimum monthly storage charge that is applied to a customer's account when the storage charges do not meet the customer's contractual minimum storage requirement.	Account per month
RMN21	<b>Minimum Service Charge Per Order</b> Minimum charge for an Order, excluding transportation related services.	Order
RMN22	<b>Administration Fee - Summary</b> Monthly fee for account maintenance, support, and administrative services for those accounts receiving summary billing.	Account ID
RMN23	<b>Administration Fee - Detailed</b> Monthly fee for account maintenance, support and administrative services for those accounts receiving detailed billing.	Account ID
RMN24	<b>Open Shelf Storage - Medical</b> Storage of Open Shelf Medical records at an Iron Mountain facility.	Linear Foot
RMN25	<b>Open Shelf Storage - X-Ray</b> Storage of Open Shelf X-Ray records at an Iron Mountain facility.	Linear Foot
RMN26	<b>Open Shelf - Regular Retrieval - File</b> Temporary removal of an Open Shelf File from storage, scheduled for Regular Delivery.	File
RMN27	<b>Open Shelf - Regular Refile - File</b> An Open Shelf File previously retrieved by a customer that is returned to storage at an Iron Mountain facility.	File
RMN28	<b>Open Shelf - Archival Destruction</b> The process of securely shredding an Open Shelf File stored with Iron Mountain upon authorization by the Customer.	Linear Foot
RMN29	<b>Open Shelf - Permanent Withdrawal</b> The act of processing a Permanent Withdrawal order of an Open Shelf File to prepare and confirm items retrieved at Iron Mountain's dock for transportation and to update the status of the item in the inventory system as permanently removed.	Linear Foot
RMN30	<b>Open Shelf - Receiving and Entry</b> The act of processing new Open Shelf deposits when they are first received at an Iron Mountain facility, resulting in an increased storage volume.	Linear Foot
RMN31	<b>Open Shelf - Rush Retrieval - File</b> Temporary removal of an Open Shelf File from storage, scheduled for Rush Delivery.	File
RMN32	<b>Open Shelf - Interfile</b> A new File that is sent to storage and inserted into an existing location.	Each
RMN33	<b>Open Shelf - Individual Listing</b> Data entry of Open Shelf file descriptions into Iron Mountain database.	Each

RMN34	<b>Computer Change Fee - Individual File</b> This charge is applied when files have been retrieved and not returned to Iron Mountain for a period of twenty-four months from the date of their retrieval, or when files have been retrieved and are out when the file's associated box is destroyed.	Per File
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## Non-Federal Records Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
RMN01	Carton Storage	\$0.341	\$0.351	\$0.361	\$0.372
RMN02	Receiving and Entry - Carton	\$2.57	\$2.64	\$2.72	\$2.80
RMN03	Regular Retrieval - Carton	\$3.22	\$3.32	\$3.42	\$3.52
RMN04	Regular Refile - Carton	\$3.22	\$3.32	\$3.42	\$3.52
RMN05	Regular Retrieval - File	\$4.33	\$4.46	\$4.59	\$4.73
RMN06	Regular Refile - File	\$4.33	\$4.46	\$4.59	\$4.73
RMN07	Archival Destruction - File from Carton	\$3.66	\$3.77	\$3.89	\$4.00
RMN08	Archival Destruction - Carton	\$3.92	\$4.04	\$4.16	\$4.28
RMN09	Permanent Withdrawal - File from Carton	\$2.43	\$2.50	\$2.57	\$2.65
RMN10	Permanent Withdrawal - Carton	\$4.86	\$5.01	\$5.16	\$5.31
RMN11	Rush Retrieval - File	\$11.58	\$11.93	\$12.29	\$12.66
RMN12	Rush Retrieval - Carton	\$8.78	\$9.05	\$9.32	\$9.60
RMN13	Individual Listing / Indexing	\$0.90	\$0.93	\$0.95	\$0.98
RMN14	Interfile	\$10.66	\$10.98	\$11.31	\$11.65
RMN15	Fax Transmission	\$1.33	\$1.37	\$1.41	\$1.45
RMN16	Photocopy	\$1.01	\$1.05	\$1.08	\$1.11
RMN17	Transportation Handling	\$2.93	\$3.02	\$3.11	\$3.20
RMN18	Shipping / Courier Handling	\$8.29	\$8.54	\$8.80	\$9.06
RMN19	Re-boxing Charge	\$6.93	\$7.14	\$7.35	\$7.57
RMN20	Monthly Storage Minimum	\$352.64	\$363.22	\$374.12	\$385.34
RMN21	Minimum Service Charge Per Order	\$19.97	\$20.57	\$21.18	\$21.82
RMN22	Administration Fee - Summary	\$51.43	\$52.97	\$54.56	\$56.20
RMN23	Administration Fee - Detailed	\$106.12	\$109.30	\$112.58	\$115.96
RMN24	Open Shelf Storage - Medical	\$0.70	\$0.72	\$0.74	\$0.77

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
RMN25	Open Shelf Storage - X-Ray	\$1.06	\$1.09	\$1.12	\$1.16
RMN26	Open Shelf - Regular Retrieval - File	\$2.53	\$2.61	\$2.69	\$2.77
RMN27	Open Shelf - Regular Refile - File	\$2.53	\$2.61	\$2.69	\$2.77
RMN28	Open Shelf - Archival Destruction	\$2.43	\$2.50	\$2.57	\$2.65
RMN29	Open Shelf - Permanent Withdrawal	\$2.43	\$2.50	\$2.57	\$2.65
RMN30	Open Shelf - Receiving and Entry	\$4.69	\$4.83	\$4.97	\$5.12
RMN31	Open Shelf - Rush Retrieval - File	\$9.19	\$9.47	\$9.75	\$10.04
RMN32	Open Shelf - Interfile	\$6.31	\$6.50	\$6.69	\$6.90
RMN33	Open Shelf - Individual Listing	\$0.90	\$0.93	\$0.95	\$0.98
RMN34	Computer Change Fee - Individual File	\$1.25	\$1.29	\$1.33	\$1.37

# Records Management Materials (Special Item No. 493110RM)

## Records Materials for Federal and Non-Federal Records

**Service Overview** As a supplement to its Records Management Storage and Service offerings, Iron Mountain offers a number of Records Management Materials. With a wide variety of cartons and supplies for all storage requirements, Iron Mountain offers assured quality, convenience and security to all customers.

The following identifies the specific Iron Mountain Records Management Materials and related prices available under this Pricelist for both Federal and Non-Federal Customers.

Records Management Materials (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for more information)		
Item	Task / Description	Unit
RMM01	<b>#200 X-Ray Carton</b> Use this service to request a Standard #200 X-Ray Carton	Each
RMM02	<b>#2000A Auto-Fold Letter / Legal (1.2 CF)</b> Use this service to request a #2000A Auto-Fold Letter / Legal (1.2 CF) Carton	Each
RMM03	<b>#2000 Standard Carton Letter / Legal (1.2 CF)</b> Use this service to request a #2000 Standard Carton Letter / Legal (1.2 CF) Carton	Each
RMM04	<b>#450 Letter Transfile Carton (2.4 CF)</b> Use this service to request a #450 Letter Transfile Carton (2.4 CF) Carton	Each
RMM05	<b>#550 Legal Transfile Carton (3.6 CF)</b> Use this service to request a #550 Legal Transfile Carton (3.6 CF) Carton	Each
RMM06	<b>#844 Check Carton</b> Use this service to request a #844 Check Carton	Each
RMM07	<b>RFID Label</b> Use this service to request a RFID Label	Each

## Records Management Materials Out-Year Pricelist

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
RMM01	<b>#200 X-Ray Carton</b>	\$5.77	\$5.94	\$6.12	\$6.30
RMM02	<b>#2000A Auto-Fold Letter / Legal (1.2 CF)</b>	\$6.67	\$6.87	\$7.08	\$7.29
RMM03	<b>#2000 Standard Carton Letter / Legal (1.2 CF)</b>	\$4.32	\$4.45	\$4.58	\$4.72
RMM04	<b>#450 Letter Transfile Carton (2.4 CF)</b>	\$4.12	\$4.25	\$4.37	\$4.51
RMM05	<b>#550 Legal Transfile Carton (3.6 CF)</b>	\$7.14	\$7.36	\$7.58	\$7.81
RMM06	<b>#844 Check Carton</b>	\$5.15	\$5.30	\$5.46	\$5.63
RMM07	<b>RFID Label</b>	\$0.75	\$0.77	\$0.80	\$0.82

# Records Management Transportation (Special Item No. 493110RM)

## Transportation for Federal and Non-Federal Records

**Service Overview** Iron Mountain offers secure Pickup and Delivery services to transport customer records to and from Iron Mountain storage facilities. These are based on the distance of customer locations to Iron Mountain facilities, and can service both Federal and Non-Federal customers.

The following identifies the specific Iron Mountain Records Management Transportation and related prices available under this Pricelist for both Federal and Non-Federal Customers.

Records Management Transportation (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for more information)		
Item	Task / Description	Unit
RMT01	<b>Trip Charge - Standard Delivery</b> Use this service to request the delivery of material to an address located within 20 miles of the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT05 or RMT06.* Orders of 2 boxes or less or 10 files or less that are ordered by 3:00 p.m. will be delivered within 48 hours by a third party transportation vendor. Orders greater than 2 boxes or greater than 10 files will be delivered one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT02	<b>Trip Charge - Standard Delivery - Zone 2</b> Use this service to request the delivery of material to an address located between 21 - 40 miles of the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT05 or RMT06.* Orders of 2 boxes or less or 10 files or less that are ordered by 3:00 p.m. will be delivered within 48 hours by a third party transportation vendor. Orders greater than 2 boxes or greater than 10 files will be delivered one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT03	<b>Trip Charge - Standard Delivery - Zone 3</b> Use this service to request the delivery of material to an address located between 41 - 60 miles of the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT05 or RMT06.* Orders of 2 boxes or less or 10 files or less that are ordered by 3:00 p.m. will be delivered within 48 hours by a third party transportation vendor. Orders greater than 2 boxes or greater than 10 files will be delivered one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT04	<b>Trip Charge - Standard Delivery - Zone 4</b> Use this service to request the delivery of material to an address located 61 – 80 miles of the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT05 or RMT06.* Orders of 2 boxes or less or 10 files or less that are ordered by 3:00 p.m. will be delivered within 48 hours by a third party transportation vendor. Orders greater than 2 boxes or greater than 10 files will be delivered one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT05	<b>Trip Charge - Standard Delivery - Zone Metro</b> An additional charge assessed on Transportation Visits at Customer Locations located in certain metropolitan markets.*	Trip
RMT06	<b>Trip Charge - Standard Delivery - Zone Metro NY</b> An additional charge assessed on Transportation Visits at Customer Locations located in the New York metropolitan market.*	Trip
RMT07	<b>Trip Charge - Standard Pickup</b> Use this service to schedule the pickup of material from an address located within 20 miles of the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT11 or RMT12.* Orders greater than 2 boxes or greater than 10 files will be picked up one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT08	<b>Trip Charge - Standard Pickup - Zone 2</b> Use this service to schedule the pickup of material from an address located between 21 - 40 miles of the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT11 or RMT12.* Orders greater than 2 boxes or greater than 10 files will be picked up one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT09	<b>Trip Charge - Standard Pickup - Zone 3</b> Use this service to schedule the pickup of material from an address located between 41 - 60 miles of	Trip

	the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT11 or RMT12.* Orders greater than 2 boxes or greater than 10 files will be picked up one time per week via a predetermined schedule and be serviced by Iron Mountain.	
RMT10	<b>Trip Charge - Standard Pickup - Zone 4</b> Use this service to schedule the pickup of material from an address located 61 - 80 miles of the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT11 or RMT12.* Orders greater than 2 boxes or greater than 10 files will be picked up one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT11	<b>Trip Charge - Standard Pickup - Zone Metro</b> An additional charge assessed on Transportation Visits at Customer Locations located in certain metropolitan markets.* Orders greater than 2 boxes or greater than 10 files will be picked up one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT12	<b>Trip Charge - Standard Pickup - Zone Metro NY</b> An additional charge assessed on Transportation Visits at Customer Locations located in the New York metropolitan market.* Orders greater than 2 boxes or greater than 10 files will be picked up one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT13	<b>Trip Charge - Rush Delivery</b> Use this service to request the delivery of material to an address located within 40 miles of the Iron Mountain storage facility. Delivery within 3 hours of placement of Order (for orders received not later than 2:00 p.m.) on a Business Day.	Trip
RMT14	<b>Trip Charge - Rush After Hours Delivery</b> Use this service to request the delivery of material to an address located within 40 miles of the Iron Mountain storage facility. Delivery within 4 hours of placement of Order on a weekend, holiday, or after Business Hours.	Trip
RMT15	<b>Trip Charge - Rush Pickup</b> Use this service to request the pickup of material to an address located within 40 miles of the Iron Mountain storage facility. Pickup orders placed before 4:00 p.m. on a Business Day will be picked up on the following Business Day.	Trip
RMT16	<b>Trip Charge - Standard Delivery - Zone 5</b> Use this service to request the delivery of material to an address located between 81 - 100 miles of the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT05 or RMT06.* Orders of 2 boxes or less or 10 files or less that are ordered by 3:00 p.m. will be delivered within 48 hours by a third party transportation vendor. Orders greater than 2 boxes or greater than 10 files will be delivered one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
RMT17	<b>Trip Charge - Standard Pickup - Zone 5</b> Use this service to schedule the pickup of material from an address located between 81 - 100 miles of the Iron Mountain storage facility and not in a Metro or NY Metro location as defined in Item #RMT11 or RMT12.* Orders greater than 2 boxes or greater than 10 files will be picked up one time per week via a predetermined schedule and be serviced by Iron Mountain.	Trip
*Transportation Zone distances subject to change.		

## Records Management Transportation Out-Year Pricelist

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
RMT01	<b>Trip Charge - Standard Delivery</b>	\$30.98	\$31.91	\$32.87	\$33.85
RMT02	<b>Trip Charge - Standard Delivery - Zone 2</b>	\$53.09	\$54.68	\$56.32	\$58.01
RMT03	<b>Trip Charge - Standard Delivery - Zone 3</b>	\$60.46	\$62.27	\$64.14	\$66.07
RMT04	<b>Trip Charge - Standard Delivery - Zone 4</b>	\$67.83	\$69.86	\$71.96	\$74.12
RMT05	<b>Trip Charge - Standard Delivery - Zone Metro</b>	\$39.58	\$40.77	\$41.99	\$43.25

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
RMT06	Trip Charge - Standard Delivery - Zone Metro NY	\$49.41	\$50.90	\$52.42	\$54.00
RMT07	Trip Charge - Standard Pickup	\$30.98	\$31.91	\$32.87	\$33.85
RMT08	Trip Charge - Standard Pickup - Zone 2	\$53.09	\$54.68	\$56.32	\$58.01
RMT09	Trip Charge - Standard Pickup - Zone 3	\$60.46	\$62.27	\$64.14	\$66.07
RMT10	Trip Charge - Standard Pickup - Zone 4	\$67.83	\$69.86	\$71.96	\$74.12
RMT11	Trip Charge - Standard Pickup - Zone Metro	\$39.58	\$40.77	\$41.99	\$43.25
RMT12	Trip Charge - Standard Pickup - Zone Metro NY	\$49.41	\$50.90	\$52.42	\$54.00
RMT13	Trip Charge - Rush Delivery	\$154.35	\$158.98	\$163.75	\$168.66
RMT14	Trip Charge - Rush After Hours Delivery	\$310.05	\$319.35	\$328.93	\$338.79
RMT15	Trip Charge - Rush Pickup	\$154.35	\$158.98	\$163.75	\$168.66
RMT16	Trip Charge - Standard Delivery - Zone 5	\$77.93	\$80.27	\$82.68	\$85.16
RMT17	Trip Charge - Standard Pickup - Zone 5	\$77.93	\$80.27	\$82.68	\$85.16

## Document Conversion Services and Image on Demand (Special Item No. 493110RM)

### Image on Demand

**Service Overview** Image on Demand (IOD) provides a cost-effective conversion solution for paper-based documents that have low retrieval needs. Rather than scanning all documents, which can be costly — and is often unnecessary — you can outsource a complete document library to Iron Mountain and have users request specific documents on demand as needed. Those documents are quickly retrieved, scanned, and made available to your users. This pay-as-you-go service minimizes costs by digitizing only requested documents.

### Features

- Scan the documents you need when you need them without the high cost of a full digital conversion
- Meets your unique records management challenges, providing fast access to your most essential business documents while adhering to your budget requirements.
- Fast, easy and convenient retrieval, including rush delivery if requested.
- Pay-as-you-go service model with no up-front capital expenditure.
- Secure chain of custody; the original document never leaves the security of the Iron Mountain facility.

### Image on Demand Conversion Overview

Source documents to be converted come from existing hard copy deposits stored at Iron Mountain. Individual files can be requested for retrieval through Iron Mountain's on-line customer portal (IMConnect). Upon receipt of the request the file is retrieved from storage, prepared for imaging, scanned and re-filed to the original storage location. Once the scan of the file is complete, the requestor will receive an email notification; in order to retrieve the imaged file, the requestor will authenticate their credentials through IMConnect. When authentication is complete, the user can download their scanned image via their PC. All users must be authorized users of IMConnect In order to retrieve files from the server.

### **Definition of Service**

The IOD conversion process includes several steps: Document Preparation, Scanning, Quality Control, and Re-Assembly (scope of activities are defined below). Eight (8) minutes of labor are provided for each file requested for IOD conversion; this labor amount has been deemed adequate to accommodate the majority of IOD file applications. For file applications requiring more complex processes, additional labor costs may be applied (charged in 15-minute increments).

### **Document Preparation**

Upon receipt of the file to the imaging center, it will be prepared for imaging. Typical preparation includes insertion of a single separator sheet, removal of fasteners and bindings, flattening bent corners, document orientation, making minor repairs, and repositioning of smaller documents. Flatbed scanning may be required in some instances and will be charged per page (photocopy fee applies). A single standard separator sheet will be used for each file processed.

### **Scanning and Image Processing**

The physical source documents will be converted to an electronic format at 300 DPI, in black and white as a PDF multi-page image. The images will be scanned in duplex mode set with automatic blank page deletion at 5K or less per page; images over 5K that contain no appreciable information will be considered as a viable digital image. Deskewing, auto orientation and edge cleanup will be an automated process. The output of the automated process will be accepted as is.

### **Image Quality Control**

Iron Mountain provides quality control by comparing each physical page (100% of volume) with the converted digital image.

### **Document Reassembly**

Upon completion of the scan process, the deposits are returned to original folder without any applied bindings.

### **Image Indexing**

IOD files will contain a single index field identified as the SKP order number. In addition to receipt of the scanned image, requestor will also receive an XML file that includes additional data fields (only data that has been previously indexed into SKP will be included in the XML file).

### **Image Output – Secure Email Delivery**

The requestor will receive an email notification that the image is ready for retrieval. By selecting the link embedded in the email, the retriever will be validated as authorized through their user credentials established within IMConnect (must be pre-registered). Once authorized, the user will be able to retrieve both the scanned image and the XML data file. The link will be valid, and image available for retrieval, for a period of 30 days from initial notification.



## Post Processing – Source Document Disposition

The file folder will be returned to its original location after the conversion process is complete.

<b>Image on Demand</b> (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> )		
ITEM	Task / Description	GSA Price/Unit
IOD01	<p><b>Image on Demand File Scan (includes first 15 pages)</b></p> <p>Use this service when source documents to be converted (scanned) come from existing hard copy (paper) documents stored at Iron Mountain. The Image On Demand (IOD) conversion process includes several steps: Document</p>	Per file plus Regular Retrieval and Refile
IOD02	<p><b>Digital Images Scanned (in excess of cap)</b></p> <p>This is the price for Image on Demand (IOD) scanning beyond the first 15 pages included in the Image On Demand File Scan service described in CLIN IOD01.</p>	Per image
IOD03	<p><b>Image Transmission – Next Day</b></p> <p>Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for Customer’s Records Management services. The default service includes the transmission of images to the customer under which Orders that are placed by 3:00 p.m. local time are scheduled for delivery on the next Business Day. This delivery schedule is premised on the Order not exceeding fifty (50) Items.</p>	Per order
IOD04	<p><b>Image Transmission – Half Day</b></p> <p>Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for Customer’s records management services. The default service includes the transmission of images to the customer under which Orders that are placed by 10:00 a.m. local time on a Business Day are scheduled for delivery on the same Business Day; or, if Orders are placed later than 10:00 a.m., but prior to 3:00 p.m. on a Business Day, delivery is scheduled for no later than 12:00 p.m. on the next Business Day. This delivery schedule is premised on the Order not exceeding fifty (50) Items.</p>	Per order
IOD05	<p><b>Image Transmission – After Hours, Holiday, Weekend</b></p> <p>Use this service when image on demand transmission service is requested outside of normal business hours – Monday through Friday 8:00 a.m. to 5:00 p.m. Requests for service on weekends and communicated holidays are also considered After Hours services.</p>	Per order

<b>IOD06</b>	<b>Order Minimum (Image on Demand)</b> A minimum order charge applied to a customer's account when the service order does not meet the customer's contractual service order minimum, as set forth in the Pricing Schedule.	Per order
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**Notes**

The IOD File scan rate includes up to 8-minutes of total labor covering document preparation, scanning, quality control, extra indexing, scanning non-letter legal documents and reassembly; file conversion work that exceeds 8-minutes per file will be charged an hourly rate in 15-minute increments (per order) at open market rates.

Flatbed Scanning may be required and will be invoiced at the current photocopy rate.

Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for Customer's records management services.

Activation is required in order to enable receipt of images can begin; activation is contingent on an agreed statement of work defining the deliverables.

Rates defined above do not include charges for retrieval, refile, disposition, or physical delivery of source documentation. Pricing for these services are based on existing rates. All other services, not specifically listed herein or quoted on a separate Schedule A, will be charged at Iron Mountain's then current rates.

Order Minimum includes all actions specific to the Image on Demand Order.

Note: Image On Demand services not available at all locations.

**Image on Demand Out-Year Pricelist**

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
IOD01	Image on Demand File Scan (includes first 15 pages)	\$5.96	\$6.14	\$6.32	\$6.51
IOD02	Digital Images Scanned (in excess of cap)	\$0.21	\$0.22	\$0.22	\$0.23
IOD03	Image Transmission - Next Day	\$0.00	\$0.00	\$0.00	\$0.00
IOD04	Image Transmission - Half Day	\$32.40	\$33.37	\$34.38	\$35.41
IOD05	Image Transmission - After Hours, Holiday, Weekend	\$163.51	\$168.41	\$173.46	\$178.67
IOD06	Order Minimum (Image on Demand)	\$25.52	\$26.29	\$27.08	\$27.89

## Dark Storage - Image on Demand

**Service Overview** Dark Storage Image on Demand provides a cost-effective conversion solution for paper-based documents that have low retrieval needs.

<b>Image on Demand</b> (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
ITEM	Task / Description	Unit
DS- IOD01	<b>Dark Storage Image on Demand File Scan (includes first 15 pages)</b> Use this service when source documents to be converted (scanned) come from existing Dark Storage hard copy (paper) documents stored at Iron Mountain. The Image On Demand (IOD) conversion process includes several steps: Document Preparation, Scanning, Quality Control, and Re-Assembly. The Dark Storage Image on Demand File Scan Rate is a flat fee that includes up to 15 pages of imaging.	Per file plus Regular Retrieval and Refile
DS- IOD02	<b>Dark Storage Digital Images Scanned (in excess of cap)</b> This is the price for Image on Demand (IOD) scanning beyond the first 15 pages included in the Dark Storage Image on Demand File Scan service.	Per image
DS- IOD03	<b>Dark Storage Image Transmission – Four Day</b> Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for Dark Storage Customer's Records Management services. The default service includes the transmission of images to the customer under which Orders that are placed by 3:00 p.m. local time are scheduled for delivery within four (4) Business Days. This delivery schedule is premised on the Order not exceeding fifty (50) Items.	Per order
DS- IOD06	<b>Dark Storage Order Minimum (Image on Demand)</b> A minimum order charge applied to a dark storage customer's account when the service order does not meet the customer's contractual service order minimum, as set forth in the Pricing Schedule.	Per order

### Notes

The IOD File scan rate includes up to 8-minutes of total labor covering document preparation, scanning, quality control, extra indexing, scanning non-letter legal documents and reassembly; file conversion work that exceeds 8-minutes per file will be charged an hourly rate in 15-minute increments (per order) at open market rates.

Flatbed Scanning may be required and will be invoiced at the current photocopy rate.

Turnaround times for Image on Demand services will be equivalent to the service levels currently in effect for Customer's Dark Storage records management services.

Activation is required in order to enable receipt of images can begin; activation is contingent on an agreed

statement of work defining the deliverables.

Rates defined above do not include charges for retrieval, refill, disposition, or physical delivery of source documentation. Pricing for these services are based on existing rates. All other services, not specifically listed herein or quoted on a separate Schedule A, will be charged at Iron Mountain's then current rates.

Order Minimum includes all actions specific to the Image on Demand Order.

Note: Image On Demand services not available at all locations.

**Image on Demand Out-Year Pricelist**

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
DS- IOD01	Dark Storage Image on Demand File Scan (includes first 15 pages)	\$5.84	\$6.02	\$6.20	\$6.39
DS- IOD02	Dark Storage Digital Images Scanned (in excess of cap)	\$0.38	\$0.40	\$0.41	\$0.42
DS- IOD03	Dark Storage Image Transmission – Four Day	\$0.00	\$0.00	\$0.00	\$0.00
DS- IOD06	Dark Storage Order Minimum (Image on Demand)	\$43.80	\$45.11	\$46.47	\$47.86

# Document Conversion (Special Item No. 518210DC)

## Document Conversion

**Service Overview** Iron Mountain offers customers full services for all facets of document conversion (DMS) including: Document Preparation, Scanning of textual and graphical documents into digital data, Quality Assurance, Indexing, Document Reassembly, Transfer of Digital Data to a new media. These services can be provided offsite at Iron Mountain imaging facilities, onsite at client locations, and/or at third-party locations. (For client and third-party locations, there could be Other Direct Costs above-and-beyond the listed DMS prices in the CLIN charts below.)

### Scanning Options

Iron Mountain's document conversion services encompass a wide range of scanning options including paper and microform conversion. On this schedule, pricing is determined by the scanning type, volume tier, and associated add-on services selected for paper scanning projects.

### Scanning Types

Customers may select from the following scanning type options which will determine the base price for services purchased. Base pricing for each scanning type includes pre-determined configuration settings described in this Pricelist and Document Conversion Summary Matrix found in the Appendix:

– **Paper (Up to 8.5" by 14")**

- Standard Scanning
- Bound Book Scanning
- Flatbed Scanning

– **Wide Format Paper**

- Up to 12" by 18"
- Up to 18" by 24"
- Up to 24" by 36"
- Up to 36" by 48"

– **Microform**

- Microfilm
- Microfiche
- Aperture Cards

### Volume Tiers

Pricing volume tiers are based on the total number of images delivered for a distinct, time-bound conversion project in which all documents to be scanned are made available to Iron Mountain for conversion either: (1) in a single batch prior to the start of the project, or (2) in multiple batches received on an agreed upon recurring schedule (i.e., weekly, bi-weekly, monthly) until all documents are received. Image volumes for differing conversion requirements or projects that do not run concurrently may not be combined to qualify for higher volume tier pricing. Pages with information to be scanned on both the front and back sides will be considered two images.

### Definition of Project

"Per Project" in this Pricelist refers to a distinct, time-bound period of conversion services that utilizes the same

scanning requirements and configurations, and in which all documents to be scanned are made available to Iron Mountain for conversion either: (1) in a single batch prior to the start of the project, or (2) in multiple batches received on an agreed upon recurring schedule (i.e., weekly, bi-weekly, monthly) until all documents are received.

### **Paper Add-On Services**

Paper and Wide Format Paper scanning types include pre-determined scan configurations as described in this Pricelist and Document Conversion Summary Matrix found in the Appendix. Adjustments to the default settings may be made by purchasing one or more add-on services described at the listed add-on fee that will be charged in addition to the initial base price for the respective scanning type. Add-on services and listed prices are only valid when combined with an associated scanning type base price. Add-on services are not available as separate service offerings independent of scanning work. Descriptions of available add-on services are listed below:

- **Color Mode:** By default, documents will be scanned in black and white. Scanning projects requiring color or grayscale scanning will incur a one-time setup fee per project. Customers should note that scanning in color will increase the document size.
- **Document Classification:** Document classification refers to the requirement for separation within files at the document level. In this schedule, classification services include the following ranges of different document types: None (Default), 2 to 5 Types, 6-10 Types and 11-25 Types.
- **Document Preparation:** Document preparation includes the removal of all fasteners and bindings, flattening bent corners, photocopying, document orientation, making minor repairs, repositioning of smaller documents, inserting applicable separator sheets, and tearing tri-folds when necessary. Document preparation levels include: Customer Prepared (default), Light, Standard and Heavy.
- **Document Reassembly:** Document reassembly refers to the action(s) taken upon completion of the scan process in which deposits either are returned to the original folder without any applied bindings or require of restoration actions beyond simply placing them into the original file folders. Document reassembly levels include: None (Default), Simple, Partial and Full.
- **Scan Resolution:** By default, documents will be scanned at 200 DPI. Scanning projects requiring 300 DPI scan resolution will be priced at the associated add-on fee.
- **Quality Assurance:** By default, Iron Mountain provides quality assurance by perform statistical quality control utilizing the ANSI/ASQC Standard Z1.4 at a 1.0 Acceptable Quality Level (AQL) to establish the sample size(s), acceptance, rejection and re-sampling parameters. Re-scanning will be conducted as required. Customers may select an alternative quality assurance option, at the listed add-on fee, in which Iron Mountain compares each physical page (100% of volume) with the converted digital image. Customer may also choose to select image clean-up services at an additional add-on fee.
- **Image Release:** By default, Iron Mountain will prepare images for release per the customer's choice of DVD, USB or Hard Drive according to the customer's file naming, directory structure and metadata requirements.
- **Image Output:** Default image output will be a multi-page, image-only PDF or multi-page TIFF image file for each document. Scanning projects requiring a Searchable PDF output in which OCR conversion produces the recognized text equivalent of the image contents, allowing Adobe Acrobat search functionality within PDF files will be priced according to the listed add-on fee.

**Indexing:** Indexing creates necessary metadata fields to support standard search functionality to access the documents or data captured to facilitate a transaction or decision. The customer will provide examples of the [ironmountain.com/government](http://ironmountain.com/government) | 1.800.899.IRON

documentation with index fields identified prior to implementation of project. Samples will be complete and representative of documents Iron Mountain will receive during the course of the project. Any document type or variation not included in this sample will be indexed at best effort, but not applicable to Iron Mountain quality requirements. For manually indexed fields, Iron Mountain will only capture data present on image. Blank or default values will be provided for missing or illegible data as defined by the customer.

<b>Federal Document Conversion</b> <b>Up to 8.5 x 14 Paper Scanning Services</b> (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
ITEM	Task / Description	Unit
<b>DMS01</b>	<b>Standard Scanning – Minimum Fee</b> Minimum fee for standard scanning of up to 8.5 x 14 standard paper for a volume of less than 2,000,000 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.	Per Project
<b>DMS02</b>	<b>Standard Scanning - Tier 1</b> Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 10,000 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.	Per Image
<b>DMS03</b>	<b>Standard Scanning - Tier 2</b> Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 10,001 - 49,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.	Per Image
<b>DMS04</b>	<b>Standard Scanning - Tier 3</b> Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 50,000 - 1,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.	Per Image

<b>DMS05</b>	<p><b>Standard Scanning – Tier 4+ Minimum Fee</b></p> <p>Minimum fee for standard scanning of up to 8.5 x 14 standard paper for a volume of 2,000,000 images or more. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.</p>	Per Project
<b>DMS06</b>	<p><b>Standard Scanning - Tier 4</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 2,000,000 - 4,999,999 images. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.</p>	Per Image
<b>DMS07</b>	<p><b>Standard Scanning - Tier 5</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 5,000,000 - 19,999,999 images. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed using scanning.</p>	Per Image
<b>DMS08</b>	<p><b>Standard Scanning - Tier 6</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 standard paper for a volume of 20,000,000 images or more. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% autofeed scanning.</p>	Per Image
<b>DMS09</b>	<p><b>Bound Book Scanning - Minimum Fee</b></p> <p>Minimum fee for standard scanning of up to 8.5 x 14 bound book paper for a volume of less than 2,000,000 images. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	Per Project
<b>DMS10</b>	<p><b>Bound Book Scanning - Tier 1</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 10,000 images or less. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	Per Image



<b>DMS11</b>	<p><b>Bound Book Scanning - Tier 2</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 10,001 - 49,999 images. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	Per Image
<b>DMS12</b>	<p><b>Bound Book Scanning - Tier 3</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 50,000 - 1,999,999 images. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	Per Image
<b>DMS13</b>	<p><b>Bound Book Scanning – Tier 4+ Minimum Fee</b></p> <p>Minimum fee for standard scanning of up to 8.5 x 14 bound book paper for a volume of 2,000,000 images or more. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	Per Project
<b>DMS14</b>	<p><b>Bound Book Scanning - Tier 4</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 2,000,000 - 4,999,999 images. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	Per Image
<b>DMS15</b>	<p><b>Bound Book Scanning - Tier 5</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 5,000,000 - 19,999,999 images. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	Per Image
<b>DMS16</b>	<p><b>Bound Book Scanning - Tier 6</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 bound book paper for a volume of 20,000,000 images or more. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual flatbed book scanning.</p>	Per Image

<b>DMS17</b>	<b>Flatbed Scanning - Minimum Fee</b> Minimum fee for standard scanning of up to 8.5 x 14 flatbed paper for a volume of less than 2,000,000 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	Per Project
<b>DMS18</b>	<b>Flatbed Scanning - Tier 1</b> Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 10,000 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	Per Image
<b>DMS19</b>	<b>Flatbed Scanning - Tier 2</b> Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 10,001 - 49,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	Per Image
<b>DMS20</b>	<b>Flatbed Scanning - Tier 3</b> Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 50,000 - 1,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	Per Image
<b>DMS21</b>	<b>Flatbed Scanning - Tier 4+ Minimum Fee</b> Minimum fee for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	Per Project
<b>DMS22</b>	<b>Flatbed Scanning - Tier 4</b> Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 2,000,000 - 4,999,999 images. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.	Per Image

<b>DMS23</b>	<p><b>Flatbed Scanning - Tier 5</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 5,000,000 - 19,999,999 images. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.</p>	Per Image
<b>DMS24</b>	<p><b>Flatbed Scanning - Tier 6</b></p> <p>Price per image for standard scanning of up to 8.5 x 14 flatbed paper for a volume of 20,000,000 images or more. Features black &amp; white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive. 100% manual single page flatbed scanning.</p>	Per Image
<b>DMS25</b>	<p><b>Color Setup</b></p> <p>Includes add-on service for color or grayscale setup. Applies to standard bound book, and flatbed scanning services.</p>	Per Project
<b>DMS26</b>	<p><b>Document Preparation - Light</b></p> <p>Includes light document preparation services for lightly fastened documents (less than 1 fastener every 20 pages); 99% bond paper; 99%+ letter size and less than 1% require repair or mounting to the carrier sheets. Less than 5 manual sorts. Less than 1% outsort (non-scan documents). Iron Mountain will insert the applicable separate sheets.</p>	Per Image
<b>DMS27</b>	<p><b>Document Preparation - Standard</b></p> <p>Includes standard document preparation services for moderately fastened documents (less than 1 fastener every 5 pages); 95% bond paper, remaining office type documents; 95%+ letter size and less than 1% require repair or mounting to the carrier sheets. Between 5 to 10 manual sorts. Less than 1% outsort (non-scan documents). Iron Mountain will insert the applicable separator sheets.</p>	Per Image
<b>DMS28</b>	<p><b>Document Preparation - Heavy</b></p> <p>Includes heavy document preparation services for heavily fastened documents (more than 1 fastener every 5 pages) including documents contained in envelopes which require opening and extracting; 80% bond paper, remaining office type documents; 80%+ letter size and less than 2% require repair or mounting to carrier sheets. The documents may vary in condition and file structure.</p>	Per Image
<b>DMS29</b>	<p><b>Document Reassembly - Simple</b></p> <p>Includes simple document reassembly services in which scanned documents will be placed back in the original file folder without applying any fasteners.</p>	Per Image

<b>DMS30</b>	<b>Document Reassembly - Partial</b> Includes partial document reassembly services which consists of one or more actions of restoring converted documents to any state short of the “as received state” and greater than simply placing them into the original file folders.	Per Image
<b>DMS31</b>	<b>Document Reassembly - Full</b> Includes full document reassembly services which requires restoration of the converted documents back to their “as received” state.	Per Image
<b>DMS32</b>	<b>Scan Resolution 300 dpi - Standard</b> Includes add-on service for Standard Scanning at 300 dpi scan resolution.	Per Image
<b>DMS33</b>	<b>Scan Resolution 300 dpi - Bound Book</b> Includes add-on service for Bound Book Scanning at 300 dpi scan resolution.	Per Image
<b>DMS34</b>	<b>Scan Resolution 300 dpi – Flatbed</b> Includes add-on service for Flatbed Scanning at 300 dpi scan resolution.	Per Image
<b>DMS35</b>	<b>Quality Assurance - 100% vs. Image</b> Includes conducting quality assurance on 100% of the documentation to its matching image to assure the capture process was accurately performed.	Per Image
<b>DMS36</b>	<b>Quality Assurance - With Clean-up</b> Includes add-on service in addition to either Statistical vs. Image Review or 100% vs. Image Review to perform post virtual rescan (VRS) modifications which includes image orientation cleanup and blank page deletion.	Per Image
<b>DMS37</b>	<b>Image Output - Searchable PDF</b> Includes image output in the form of one multi-page image-plus- text PDF image file for each document. Optical Character Recognition (OCR) conversion produces the recognized text equivalent of the image contents, allowing Adobe Acrobat search functionality within PDF files.	Per Image
<b>DMS38</b>	<b>Indexing - Standard</b> Includes data entry validation and verification services for Standard Scanning to create necessary metadata fields to support standard search functionality to access the documents.	Per Keystroke

<b>DMS39</b>	<b>Indexing - Bound Book</b> Includes data entry validation and verification services for Bound Book Scanning to create necessary metadata fields to support standard search functionality to access the documents.	Per Keystroke
<b>DMS40</b>	<b>Indexing - Flatbed</b> Includes data entry validation and verification services for Flatbed Scanning to create necessary metadata fields to support standard search functionality to access the documents.	Per Keystroke
<b>DMS41</b>	<b>Document Classification - Standard 2-5 Doc Types</b> Includes additional services for Standard Scanning of separation within files at a document level in which each file contains two to five different document types that will be separated by Iron Mountain prior to scanning.	Per Image
<b>DMS42</b>	<b>Document Classification - Standard 6-10 Doc Types</b> Includes additional services for Standard Scanning of separation within files at a document level in which each file contains six to ten different document types that will be separated by Iron Mountain prior to scanning.	Per Image
<b>DMS43</b>	<b>Document Classification - Standard 11-25 Doc Types</b> Includes additional services for Standard Scanning of separation within files at a document level in which each file contains eleven to twenty-five different document types that will be separated by Iron Mountain prior to scanning.	Per Image
<b>DMS44</b>	<b>Document Classification - Flatbed 2-5 Doc Types</b> Includes additional services for Flatbed Scanning of separation within files at a document level in which each file contains two to five different document types that will be separated by Iron Mountain prior to scanning.	Per Image
<b>DMS45</b>	<b>Document Classification - Flatbed 6-10 Doc Types</b> Includes additional services for Flatbed Scanning of separation within files at a document level in which each file contains six to ten different document types that will be separated by Iron Mountain prior to scanning.	Per Image
<b>DMS46</b>	<b>Document Classification - Flatbed 11-25 Doc Types</b> Includes additional services for Flatbed Scanning of separation within files at a document level in which each file contains eleven to twenty-five different document types that will be separated by Iron Mountain prior to scanning.	Per Image
<b>DMS47</b>	<b>Wide Format B Scanning - Minimum Fee</b> Minimum fee for wide format scanning of 12 x 18 paper. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Project

<b>DMS48</b>	<b>Wide Format B Scanning - Tier 1</b> Price per image for wide format scanning of 12 x 18 paper for a volume of 1,999,999 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Image
<b>DMS49</b>	<b>Wide Format B Scanning - Tier 2</b> Price per image for wide format scanning of 12 x 18 paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Image
<b>DMS50</b>	<b>Wide Format C Scanning - Minimum Fee</b> Minimum fee for wide format scanning of 18 x 24 paper. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Project
<b>DMS51</b>	<b>Wide Format C Scanning - Tier 1</b> Price per image for wide format scanning of 18 x 24 paper for a volume of 1,999,999 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Image
<b>DMS52</b>	<b>Wide Format C Scanning - Tier 2</b> Price per image for wide format scanning of 18 x 24 paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Image
<b>DMS53</b>	<b>Wide Format D Scanning - Minimum Fee</b> Minimum fee for wide format scanning of 24 x 36 paper. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Project
<b>DMS54</b>	<b>Wide Format D Scanning - Tier 1</b> Price per image for wide format scanning of 24 x 36 paper for a volume of 1,999,999 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Image
<b>DMS55</b>	<b>Wide Format D Scanning - Tier 2</b> Price per image for wide format scanning of 24 x 36 paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Image

<b>DMS56</b>	<b>Wide Format E Scanning - Minimum Fee</b> Minimum fee for wide format scanning of 36 x 48 paper. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Project
<b>DMS57</b>	<b>Wide Format E Scanning - Tier 1</b> Price per image for wide format scanning of 36 x 48 paper for a volume of 1,999,999 images or less. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Image
<b>DMS58</b>	<b>Wide Format E Scanning - Tier 2</b> Price per image for wide format scanning of 36 x 48 paper for a volume of 2,000,000 images or more. Features black & white scanning, a scan resolution of 200 dpi, statistical vs. image quality review, standard TIFF or PDF image output, and image release on a DVD, USB or hard drive.	Per Image
<b>DMS59</b>	<b>Color Setup</b> Includes add-on service for color or grayscale setup. Applies to standard bound book, and flatbed scanning services.	Per Project
<b>DMS60</b>	<b>Document Preparation - Light</b> Includes light document preparation services for lightly fastened documents (less than 1 fastener every 20 pages); 99% bond paper; 99%+ letter size and less than 1% require repair or mounting to the carrier sheets. Less than 5 manual sorts. Less than 1% outsort (non-scan documents). Iron Mountain will insert the applicable separate sheets.	Per Image
<b>DMS61</b>	<b>Document Preparation - Standard</b> Includes standard document preparation services for moderately fastened documents (less than 1 fastener every 5 pages); 95% bond paper, remaining office type documents; 95%+ letter size and less than 1% require repair or mounting to the carrier sheets. Between 5 to 10 manual sorts. Less than 1% outsort (non-scan documents). Iron Mountain will insert the applicable separator sheets.	Per Image
<b>DMS62</b>	<b>Document Preparation - Heavy</b> Includes heavy document preparation services for heavily fastened documents (more than 1 fastener every 5 pages) including documents contained in envelopes which require opening and extracting; 80% bond paper, remaining office type documents; 80%+ letter size and less than 2% require repair or mounting to carrier sheets. The documents may vary in condition and file structure.	Per Image

<b>DMS63</b>	<b>Document Reassembly - Simple</b> Includes simple document reassembly services in which scanned documents will be placed back in the original file folder without applying any fasteners.	Per Image
<b>DMS64</b>	<b>Document Reassembly - Partial</b> Includes partial document reassembly services which consists of one or more actions of restoring converted documents to any state short of the “as received state” and greater than simply placing them into the original file folders.	Per Image
<b>DMS65</b>	<b>Document Reassembly - Full</b> Includes full document reassembly services which requires restoration of the converted documents back to their “as received” state.	Per Image
<b>DMS66</b>	<b>Scan Resolution 300 dpi - Wide Format B</b> Includes add-on service for Wide Format B (12 x 18) Scanning at 300 dpi scan resolution.	Per Image
<b>DMS67</b>	<b>Scan Resolution 300 dpi - Wide Format C</b> Includes add-on service for Wide Format C (18 x 24) Scanning at 300 dpi scan resolution.	Per Image
<b>DMS68</b>	<b>Scan Resolution 300 dpi - Wide Format D</b> Includes add-on service for Wide Format D (24 x36) Scanning at 300 dpi scan resolution.	Per Image
<b>DMS69</b>	<b>Scan Resolution 300 dpi - Wide Format E</b> Includes add-on service for Wide Format E (36 x 48) Scanning at 300 dpi scan resolution.	Per Image
<b>DMS70</b>	<b>Quality Assurance - 100% vs. Image</b> Includes conducting quality assurance on 100% of the documentation to its matching image to assure the capture process was accurately performed.	Per Image
<b>DMS71</b>	<b>Quality Assurance - With Clean-up</b> Includes add-on service in addition to either Statistical vs. Image Review or 100% vs. Image Review to perform post virtual rescan (VRS) modifications which includes image orientation cleanup and blank page deletion.	Per Image
<b>DMS72</b>	<b>Image Output - Searchable PDF</b> Includes image output in the form of one multi-page image-plus- text PDF image file for each document. Optical Character Recognition (OCR) conversion produces the recognized text equivalent of the image contents, allowing Adobe Acrobat search functionality within PDF files.	Per Image
<b>DMS73</b>	<b>Indexing</b> Includes data entry validation and verification services for wide format scanning to create necessary metadata fields to support standard search functionality to access the documents.	Per Keystroke



<b>DMS74</b>	<b>Microfilm Scanning - Minimum Fee</b> Minimum fee for microfilm scanning of 16mm or 35mm film. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Roll Level information only. Quality assurance is offered at 100% validation.	Per Roll
<b>DMS75</b>	<b>Microfilm Scanning - 16mm</b> Price for microfilm scanning of 16mm film. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Roll Level information only. Quality assurance is offered at 100% validation.	Per Image
<b>DMS76</b>	<b>Microfilm Scanning - 35mm</b> Price for microfilm scanning of 35mm film. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Roll Level information only. Quality assurance is offered at 100% validation.	Per Image
<b>DMS77</b>	<b>Microfiche Scanning - Minimum Fee</b> Minimum fee for microfiche scanning of COM or Jacketed fiche. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Quality assurance is offered at 100% validation.	Per Sheet
<b>DMS78</b>	<b>Microfiche Scanning - COM</b> Price for microfiche scanning of COM fiche. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Quality assurance is offered at 100% validation.	Per Image
<b>DMS79</b>	<b>Microfiche Scanning - Jacketed / Step &amp; Repeat</b> Price for microfiche scanning of Jacketed / Step & Repeat fiche. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Quality assurance is offered at 100% validation.	Per Image
<b>DMS80</b>	<b>Aperture Card Scanning - Minimum Fee</b> Minimum fee for aperture card scanning of Hollerith or Non- Hollerith Punch Code cards. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Hollerith Punch Code or Header information only. Quality assurance is offered at 100% validation.	Per Project

<b>DMS81</b>	<b>Aperture Card Scanning - Hollerith Punch Code</b> Price for aperture card scanning of Hollerith Punch Code cards. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Hollerith Punch Code or Header information only. Quality assurance is offered at 100% validation.	Per Image
<b>DMS82</b>	<b>Aperture Card Scanning - Non-Hollerith Punch Code</b> Price for aperture card scanning of Non-Hollerith Punch Code cards. Features black & white scanning, a scan resolution of 300 dpi, multipage TIFF or PDF image output, automatic crop, descew and image enhancement. Indexing captured from Hollerith Punch Code or Header information only. Quality assurance is offered at 100% validation.	Per Image
<b>DMS83</b>	<b>Digital Archive Writer (DAW)</b> Price for conversion of digital images to 16mm Microfilm.	Per Image
<b>DMS84</b>	<b>16mm Duplicate - Silver Halide</b> Price for duplication of 16mm Silver Halide - 100' Microfilm.	Per Roll
<b>DMS85</b>	<b>16mm Duplicate - Diazo</b> Price for duplication of 16mm Diazo - 100' Microfilm.	Per Roll
<b>DMS86</b>	<b>35mm Duplicate - Silver Halide</b> Price for duplication of 35mm Silver Halide - 100' Microfilm.	Per Roll
<b>DMS87</b>	<b>35mm Duplicate – Diazo</b> Price for duplication of 35mm Diazo - 100' Microfilm.	Per Roll
<b>DMS88</b>	<b>Diazo Duplicate – Microfiche</b> Price for duplication of Diazo – Microfiche.	Per Sheet
<b>DMS89</b>	<b>Diazo Duplicate - Aperture Cards</b> Price for duplication of Diazo - Aperture Cards.	Per Sheet

<p><b>DMS90</b></p>	<p><b>Imaging Data Entry Specialist</b></p> <p>Perform document preparation, imaging, film processing, duplicating and copying files following standard operating procedures. Essential job functions include:</p> <ul style="list-style-type: none"> <li>- Preparing hardcopy documents for scanning</li> <li>- Scan hardcopy files to electronic images, assuring a quality image</li> <li>- Follow production procedures and complete project documentation</li> <li>- Maintain document preparation area and scanning workstations</li> </ul> <p>Minimum experience: 1 year data entry experience in a service oriented environment with exposure to customer service, or other relevant experience.</p> <p>Minimum education: Some High School.</p>	<p>Per Hour</p>
<p><b>DMS91</b></p>	<p><b>Imaging Operations Manager</b></p> <p>Manage and performs day to day operations for the Branch / District Imaging Operations and facilities. Responsibilities for this position include:</p> <ul style="list-style-type: none"> <li>- Managing the workflow processes</li> <li>- Ensuring imaging standards practiced and followed</li> <li>- Assessment of facility performance and capacity</li> <li>- Liaison for all implementations and represent the branch / district on the DMS operations call.</li> <li>- Setting of batch classes (including documentation)</li> <li>- Analyzing and modifying workflow performance</li> <li>- Supporting local sales staff and training of new staff in all phases of the imaging process.</li> </ul> <p>Included as part of the operation responsibility is capacity planning which includes:</p> <ul style="list-style-type: none"> <li>- Managing the throughput of each phase of imaging</li> <li>- System utilization including local disk, supplies and imaging process</li> <li>- Ensure the proper backup of all related components and maintain a proper DR process</li> </ul> <p>Minimum experience: Typically requires 5-7 years of computer experience with 2-3 years of management and operations related experience, or other relevant experience.</p> <p>Minimum education: Bachelor's degree in business or computer science; may have post- graduate education or training.</p>	<p>Per Hour</p>

<p><b>DMS92</b></p>	<p><b>Imaging Production Coordinator</b></p> <p>Performs all DMS Imaging Center production tasks along with pre-prep, job setup and scheduling. This role is vital in working each phase of the imaging production process from the first phase through the last phase. Key responsibilities include:</p> <ul style="list-style-type: none"> <li>- Perform inbound and pre-prep functions</li> <li>- Scheduling and job setup with staging</li> <li>- Perform Sort, Prep, Scan, QC, Indexing, Packaging and Release functions</li> <li>- Training</li> <li>- Troubleshoot scanner or batch class issues</li> <li>- Adhere and utilize DMS Imaging Center SOP's/guidelines and forms</li> <li>- Other duties, as specified by Supervisor/Manager</li> </ul> <p>Minimum experience: 1-2 years preferred. Minimum education: Some High School.</p>	<p>Per Hour</p>
<p><b>DMS93</b></p>	<p><b>Imaging Production Specialist I</b></p> <p>Perform document preparation and scanning tasks. These tasks are performed within all DMS Imaging Centers. This role is vital in initiating the imaging process and obtaining our conversion objectives.</p> <ul style="list-style-type: none"> <li>- Sorting and/or preparing hard copy records for scanning – document preparation</li> <li>- Scan hardcopy files to electronic images. Assuring a quality image</li> <li>- Follow production procedures and completing internal documentation &amp; tracking</li> <li>- Adhere to Imaging Center guidelines of maintaining clean work environment</li> <li>- Other duties, as specified by Supervisor/Manager</li> </ul> <p>Minimum experience: 0-2 years Minimum education: Some High School.</p>	<p>Per Hour</p>

<p><b>DMS94</b></p>	<p><b>Imaging Production Specialist II</b></p> <p>Perform scanning, auditing, QC functions, packaging of product, data entry and CD burning. Act a resource for questions, assist in the training of new Specialists.</p> <ul style="list-style-type: none"> <li>- Scan hardcopy files to electronic images, assuring a quality image. Burn project CDs</li> <li>- Perform some basic quality control auditing functions</li> <li>- Prepare product for delivery and assure all projected documentation is complete</li> <li>- Prepare hard copy records for scanning</li> </ul> <p>Minimum experience: 1-2 years proven experience as Imaging Production Specialist I, or equivalent experience.</p> <p>Minimum education: Some High School.</p>	<p>Per Hour</p>
<p><b>DMS95</b></p>	<p><b>Imaging Production Supervisor</b></p> <p>Oversee the day-to-day projects and personnel within the Imaging Center. Interface and communicate daily with customers (internal/external), resolve issues, plan and staff for projects, adhere to department standards, monitor timelines and results.</p> <p>Provide daily direction to employees in order to accomplish projects. Manage project timelines, quality and outcome of Customers orders.</p> <p>Lead, mentor, cross train and provide accountable standards and measures to the department employees.</p> <ul style="list-style-type: none"> <li>- Perform time studies for Sales/Account Management</li> <li>- Research and resolve customer issues, modify work procedures as needed to meet customer demand</li> <li>- Manage HR related items: scheduling vacation, managing timecards, assist in performance reviews, assist in hiring and termination processes</li> <li>- Assist in the invoicing process</li> </ul> <p>Minimum experience: 2-4 years preferred.</p> <p>Minimum education: High School or GED equivalent.</p>	<p>Per Hour</p>

## Federal Document Conversion

### Labor Categories

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>DMS96</b>	<p><b>Implementation Manager – DMS</b></p> <p>Leader within the DMS Implementation organization responsible for managing all facets of a technical implementation to include Customer Relationship Management, Project Management, Technical Design, Operational Performance and Financial Performance. This role requires an individual to perform these implementation responsibilities as a “working manager” while leading a small team responsible the execution of similar tasks. The Manager, Technical Implementations is a customer facing role that also works closely within a matrixed organization comprised of sales, field operations, account management and DMS Management to coordinate and execute the successful implementation of larger and more complex DMS solutions. This individual will also be responsible for leading the development / enhancement of custom solutions with a technical team comprised of both onshore and offshore resources. Key responsibilities include:</p> <ul style="list-style-type: none"> <li>- Manage Customer and Internal Resources through established DMS implementation methodology and standards; delivering successful DMS solutions for larger and more complex projects</li> <li>- Lead and mentor team in completion of assigned implementations, special project and individual goals and objectives</li> <li>- Provide training / mentoring / industry best practices to other Implementation Managers on the team</li> <li>- Serve as a liaison with districts/division to ensure that proper resources are available along with troubleshooting operational issues that may arise</li> </ul> <p>Minimum experience: Typically requires 5 plus years of proven project management experience in a matrix environment, or other relevant experience.</p> <p>Minimum education: Bachelor’s degree in Management or related field preferred.</p>	Per Hour

<p><b>DMS97</b></p>	<p><b>Software Engineer</b></p> <p>Overall responsibility is to deliver projects successfully on or ahead of schedule and on or under budget, ensure customer and team satisfaction, and to gain follow-on project at existing customers. Essential duties and responsibilities include:</p> <ul style="list-style-type: none"> <li>- Design, develop and implement key components of customized web-based applications and programs in 3GL, 4 GL, and graphical development environments on time</li> <li>- Installs, configure, tune and test web-centric package applications on a variety of platforms to meet project performance standards</li> </ul> <p>Minimum experience: 0-1 year professional experience. Minimum education: BS, MS or MBA from accredited/recognized university</p>	<p>Per Hour</p>
<p><b>DMS98</b></p>	<p><b>Principal Software Engineer</b></p> <p>Responsible for developing and maintaining any application without supervision. Leads developers on project / product initiatives. Works with other developers and business analysts to define business problems, analyze existing systems and perform code changes and enhancements. Designs new applications and new functionality and handles very complex coding assignments per project and customer requirements. Also responsible for resolving code bugs, performing unit tests, leading code reviews and authoring application documentation. Leads technical aspects of software development through developing and improving technical standards, leading design efforts and mentoring other engineers. Is proficient in the entire software development lifecycle and regularly plays multiple roles within a project. Proposes and implements improvements within the organization's software engineering practices.</p> <p>Essential job functions include:</p> <ul style="list-style-type: none"> <li>- Perform complex application code development, maintenance, and debugging under no supervision</li> <li>- Implements and runs unit tests</li> <li>- Prepares application technical documentation spanning multiple lifecycle phases</li> <li>- Learns and defines technical standards</li> <li>- Leads and participates in code reviews</li> <li>- Leads well-defined multi-person projects, including analysis, design, and scheduling</li> <li>- Oversees technical work of others on projects</li> </ul> <p>Minimum experience: 8+ of years relevant experience preferred. Master's degree reduces experience requirement by 1-2 years. Minimum education: Bachelor's or Master's Degree in engineering or science, or equivalent experience.</p>	<p>Per Hour</p>

<b>DMS99</b>	<b>Document Conversion Services Order Minimum</b> A minimum charge that is applied to a One-Time Order when the overall charges do not meet the customer's contractual minimum billing requirement. Does not apply to accounts using only CLINs DMS90 - DMS99 or DRC01 - DRC04.	Per Order
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# Document Conversion Summary Matrix

Scanning Options	Paper (Up to 8.5" by 14")			Wide Format Paper				Microform		
Scanning Types	Standard	Bound Book	Flatbed	Up to 12" by 18"	Up to 18" by 24"	Up to 24" by 36"	Up to 36" by 48"	Microfilm	Microfiche	Aperture Cards
Volume Tier 1	1 - 10,000 images			1 - 1,999,999 images				n/a		
Volume Tier 2	10,001 - 49,999 images			2,000,000+ images						
Volume Tier 3	50,000 - 1,999,999 images			n/a						
Volume Tier 4	2,000,000 - 4,999,999 images									
Volume Tier 5	5,000,000 - 19,999,999 images									
Volume Tier 6	20,000,000+ images									
Color Mode	Default: Black & White	Add-On Option: Color		Default: Black & White	Add-On Option: Color			Default: Black & White		
Document Classification	Default: None	Add-On Options: 2 to 5 Types, 6 to 10 Types, 11 to 25 Types			n/a				n/a	
Document Preparation	Default: Customer Prepared	Add-On Options: Light, Standard, Heavy		Default: Customer Prepared	Add-On Options: Light, Standard, Heavy				n/a	
Document Reassembly	Default: None	Add-On Options: Simple, Partial, Full		Default: None	Add-On Options: Simple, Partial, Full				n/a	
Scan Resolution	Default: 200 DPI	Add-On Option: 300 DPI		Default: 200 DPI	Add-On Option: 300 DPI			Default: 300 DPI		
Quality Assurance	Default: Statistical vs. Image	Add-On Options: 100% vs. Image With Clean-Up		Default: Statistical vs. Image	Add-On Options: 100% vs. Image With Clean-Up			Default: 100% vs. Image		
Image Release	Default: DVD, USB or Hard Drive per customer's choice			Default: DVD, USB or Hard Drive per customer's choice				Default: DVD, USB or Hard Drive per customer's choice		
Image Output	Default: Standard TIFF or PDF	Add-On Option: Searchable PDF		Default: Standard TIFF or PDF	Add-On Option: Searchable PDF			Default: Standard TIFF or PDF		
Indexing	Default: No indexing included initial base price			Default: No indexing included initial base price				Default: Indexing for microfilm captured at roll level only; Indexing captured from Hollerith Punch code or Header information only.		

## Document Conversion Out-Year Pricelist

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
DMS01	Standard Scanning - Minimum Fee	\$404.66	\$416.80	\$429.30	\$442.18
DMS02	Standard Scanning - Tier 1	\$0.094	\$0.097	\$0.100	\$0.103
DMS03	Standard Scanning - Tier 2	\$0.076	\$0.078	\$0.080	\$0.083
DMS04	Standard Scanning - Tier 3	\$0.063	\$0.065	\$0.067	\$0.069
DMS05	Standard Scanning - Tier 4+ Minimum Fee	\$114,551.30	\$117,987.84	\$121,527.48	\$125,173.30
DMS06	Standard Scanning - Tier 4	\$0.057	\$0.059	\$0.061	\$0.062
DMS07	Standard Scanning - Tier 5	\$0.052	\$0.054	\$0.056	\$0.057
DMS08	Standard Scanning - Tier 6	\$0.049	\$0.050	\$0.052	\$0.054

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
DMS09	Bound Book Scanning - Minimum Fee	\$1,245.12	\$1,282.47	\$1,320.95	\$1,360.58
DMS10	Bound Book Scanning - Tier 1	\$0.303	\$0.312	\$0.322	\$0.331
DMS11	Bound Book Scanning - Tier 2	\$0.289	\$0.298	\$0.307	\$0.316
DMS12	Bound Book Scanning - Tier 3	\$0.275	\$0.284	\$0.292	\$0.301
DMS13	Bound Book Scanning - Tier 4+ Minimum Fee	\$62,256.12	\$64,123.81	\$66,047.52	\$68,028.95
DMS14	Bound Book Scanning - Tier 4	\$0.231	\$0.238	\$0.245	\$0.252
DMS15	Bound Book Scanning - Tier 5	\$0.213	\$0.220	\$0.226	\$0.233
DMS16	Bound Book Scanning - Tier 6	\$0.213	\$0.220	\$0.226	\$0.233
DMS17	Flatbed Scanning - Minimum Fee	\$2,490.24	\$2,564.95	\$2,641.90	\$2,721.15
DMS18	Flatbed Scanning - Tier 1	\$0.524	\$0.539	\$0.556	\$0.572
DMS19	Flatbed Scanning - Tier 2	\$0.511	\$0.526	\$0.542	\$0.558
DMS20	Flatbed Scanning - Tier 3	\$0.497	\$0.512	\$0.527	\$0.543
DMS21	Flatbed Scanning - Tier 4+ Minimum Fee	\$62,256.12	\$64,123.81	\$66,047.52	\$68,028.95
DMS22	Flatbed Scanning - Tier 4	\$0.416	\$0.429	\$0.442	\$0.455
DMS23	Flatbed Scanning - Tier 5	\$0.387	\$0.399	\$0.411	\$0.423
DMS24	Flatbed Scanning - Tier 6	\$0.387	\$0.399	\$0.411	\$0.423
DMS25	Color Setup	\$373.55	\$384.76	\$396.30	\$408.19
DMS26	Document Preparation - Light	\$0.021	\$0.022	\$0.022	\$0.023
DMS27	Document Preparation - Standard	\$0.038	\$0.040	\$0.041	\$0.042
DMS28	Document Preparation - Heavy	\$0.078	\$0.080	\$0.083	\$0.085
DMS29	Document Reassembly - Simple	\$0.003	\$0.004	\$0.004	\$0.004
DMS30	Document Reassembly - Partial	\$0.016	\$0.017	\$0.017	\$0.018
DMS31	Document Reassembly - Full	\$0.040	\$0.041	\$0.042	\$0.043
DMS32	Scan Resolution - Standard	\$0.006	\$0.006	\$0.006	\$0.006
DMS33	Scan Resolution - Bound Book	\$0.090	\$0.093	\$0.095	\$0.098
DMS34	Scan Resolution - Flatbed	\$0.188	\$0.193	\$0.199	\$0.205
DMS35	Quality Assurance - 100% vs. Image	\$0.037	\$0.038	\$0.040	\$0.041

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
DMS36	Quality Assurance - With Clean-up	\$0.010	\$0.011	\$0.011	\$0.011
DMS37	Image Output - Searchable PDF	\$0.005	\$0.005	\$0.005	\$0.005
DMS38	Indexing - Standard	\$0.008	\$0.008	\$0.009	\$0.009
DMS39	Indexing - Bound Book	\$0.009	\$0.010	\$0.010	\$0.010
DMS40	Indexing - Flatbed	\$0.010	\$0.011	\$0.011	\$0.011
DMS41	Document Classification - Standard 2-5 Doc Types	\$0.003	\$0.004	\$0.004	\$0.004
DMS42	Document Classification - Standard 6-10 Doc Types	\$0.007	\$0.007	\$0.007	\$0.008
DMS43	Document Classification - Standard 11-25 Doc Types	\$0.013	\$0.013	\$0.014	\$0.014
DMS44	Document Classification - Flatbed 2-5 Doc Types	\$0.014	\$0.014	\$0.015	\$0.015
DMS45	Document Classification - Flatbed 6-10 Doc Types	\$0.036	\$0.037	\$0.038	\$0.040
DMS46	Document Classification - Flatbed 11-25 Doc Types	\$0.065	\$0.067	\$0.069	\$0.071
DMS47	Wide Format B Scanning - Minimum Fee	\$4,357.93	\$4,488.66	\$4,623.32	\$4,762.02
DMS48	Wide Format B Scanning - Tier 1	\$0.951	\$0.979	\$1.009	\$1.039
DMS49	Wide Format B Scanning - Tier 2	\$0.745	\$0.768	\$0.791	\$0.814
DMS50	Wide Format C Scanning - Minimum Fee	\$4,980.48	\$5,129.90	\$5,283.79	\$5,442.31
DMS51	Wide Format C Scanning - Tier 1	\$1.039	\$1.070	\$1.103	\$1.136
DMS52	Wide Format C Scanning - Tier 2	\$0.818	\$0.842	\$0.867	\$0.893
DMS53	Wide Format D Scanning - Minimum Fee	\$6,225.61	\$6,412.38	\$6,604.75	\$6,802.90
DMS54	Wide Format D Scanning - Tier 1	\$1.246	\$1.283	\$1.322	\$1.361
DMS55	Wide Format D Scanning - Tier 2	\$0.975	\$1.004	\$1.034	\$1.066
DMS56	Wide Format E Scanning - Minimum Fee	\$8,093.30	\$8,336.10	\$8,586.18	\$8,843.77
DMS57	Wide Format E Scanning - Tier 1	\$1.678	\$1.729	\$1.781	\$1.834

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
DMS58	Wide Format E Scanning - Tier 2	\$1.317	\$1.356	\$1.397	\$1.439
DMS59	Color Setup	\$373.551	\$384.758	\$396.301	\$408.190
DMS60	Document Preparation - Light	\$0.097	\$0.100	\$0.103	\$0.106
DMS61	Document Preparation - Standard	\$0.495	\$0.509	\$0.525	\$0.540
DMS62	Document Preparation - Heavy	\$1.226	\$1.263	\$1.301	\$1.340
DMS63	Document Reassembly - Simple	\$0.048	\$0.049	\$0.051	\$0.052
DMS64	Document Reassembly - Partial	\$0.101	\$0.105	\$0.108	\$0.111
DMS65	Document Reassembly - Full	\$0.259	\$0.267	\$0.275	\$0.283
DMS66	Scan Resolution - Wide Format B	\$0.670	\$0.690	\$0.710	\$0.732
DMS67	Scan Resolution - Wide Format C	\$0.777	\$0.800	\$0.824	\$0.849
DMS68	Scan Resolution - Wide Format D	\$1.007	\$1.037	\$1.068	\$1.100
DMS69	Scan Resolution - Wide Format E	\$1.503	\$1.549	\$1.595	\$1.643
DMS70	Quality Assurance - 100% vs. Image	\$0.028	\$0.029	\$0.030	\$0.031
DMS71	Quality Assurance - With Clean-up	\$0.006	\$0.006	\$0.006	\$0.006
DMS72	Image Output - Searchable PDF	\$0.005	\$0.005	\$0.005	\$0.005
DMS73	Indexing	\$0.009	\$0.010	\$0.010	\$0.010
DMS74	Microfilm Scanning - Minimum Fee	\$18.67	\$19.23	\$19.81	\$20.41
DMS75	Microfilm Scanning - 16mm	\$0.009	\$0.010	\$0.010	\$0.010
DMS76	Microfilm Scanning - 35mm	\$0.040	\$0.041	\$0.042	\$0.043
DMS77	Microfiche Scanning - Minimum Fee	\$0.62	\$0.64	\$0.66	\$0.68
DMS78	Microfiche Scanning - COM	\$0.016	\$0.017	\$0.017	\$0.018
DMS79	Microfiche Scanning - Jacketed / Step & Repeat	\$0.037	\$0.038	\$0.040	\$0.041
DMS80	Aperture Card Scanning - Minimum Fee	\$31.12	\$32.05	\$33.01	\$34.01
DMS81	Aperture Card Scanning - Hollerith Punch Code	\$0.224	\$0.231	\$0.238	\$0.245
DMS82	Aperture Card Scanning - Non-Hollerith Punch Code	\$0.311	\$0.321	\$0.330	\$0.340
DMS83	Digital Archive Writer (DAW)	\$0.023	\$0.024	\$0.025	\$0.025

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
DMS84	16mm Duplicate - Silver Halide	\$50.341	\$51.851	\$53.406	\$55.009
DMS85	16mm Duplicate - Diazo	\$11.368	\$11.709	\$12.060	\$12.422
DMS86	35mm Duplicate - Silver Halide	\$58.185	\$59.930	\$61.728	\$63.580
DMS87	35mm Duplicate - Diazo	\$15.500	\$15.965	\$16.444	\$16.938
DMS88	Diazo Duplicate - Microfiche	\$1.158	\$1.193	\$1.229	\$1.266
DMS89	Diazo Duplicate - Aperture Cards	\$1.182	\$1.217	\$1.254	\$1.291
DMS90	Imaging Data Entry Specialist	\$41.21	\$41.88	\$42.56	\$43.27
DMS91	Imaging Operations	\$97.40	\$99.35	\$101.34	\$103.37
DMS92	Imaging Production Coordinator	\$55.98	\$56.98	\$58.01	\$59.07
DMS93	Imaging Production Specialist I	\$38.90	\$39.51	\$40.14	\$40.79
DMS94	Imaging Production Specialist II	\$41.09	\$41.71	\$42.36	\$43.03
DMS95	Imaging Production Supervisor	\$62.91	\$64.80	\$66.74	\$68.74
DMS96	Implementation Manager - DMS	\$99.82	\$102.81	\$105.90	\$109.08
DMS97	Software Engineer	\$120.61	\$124.23	\$127.96	\$131.80
DMS98	Principal Software Engineer	\$144.21	\$148.53	\$152.99	\$157.58
DMS99	Document Conversion Services Order Minimum	\$21,158.69	\$21,793.45	\$22,447.25	\$23,120.67

## Federal Data Management Services (Special Item No. 493110RM)

### Offsite Tape Vaulting, Data Backup, Disaster Recovery for Federal Records

**Services Overview** Iron Mountain’s off-site data management services provide secure, protected transport and off-site vaulting of backup tapes, managed continuous online data backup, recovery and off-premises vaulting for Windows NT and Windows 2000 servers in our NARA compliant Data Management facility in Columbia, MD. Iron Mountain’s complete portfolio of data management services include disaster recovery planning, testing, consultation and more.

For organizations that place a high value on disaster recovery services, Iron Mountain’s off-site data management services solution ensures that data is safe and securely vaulted off premises. Iron Mountain vaults your critical backup data securely offsite and out of reach, so your data is accessible for recovery whenever and wherever you need it. Iron Mountain vaults are designed to ensure that your backup data is available for recovery from natural and manmade disasters, utility outages, viruses and worms, internal technology or hardware failures as well as human errors or sabotage.

The following identifies the specific Iron Mountain Off-Site Federal Data Management Services and related prices available under this Pricelist.

Federal Data Management Services (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
ITEM	Task / Description	Unit
DM01	<p><b>Slotted Media Storage</b></p> <p>Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types. Slotted Media is billed by slot in 20 slot increments based on maximum usage by Media type within a calendar month. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per slot monthly
DM02	<p><b>Round Reel Tape Storage</b></p> <p>Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types billed in increments of 20. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per slot monthly

<p><b>DM03</b></p>	<p><b>Closed Container (Small)</b></p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a small container; typically container fits 20 media or less when the media is similar to a standard DLT or LTO tape. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per container monthly</p>
<p><b>DM04</b></p>	<p><b>Closed Container (Medium)</b></p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a medium container; typically container fits 20-40 media when the media is similar to a standard DLT or LTO tape. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per container monthly</p>
<p><b>DM05</b></p>	<p><b>Closed Container (Large)</b></p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a large container; typically container fits 40 media or more when the media is similar to a standard DLT or LTO tape. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per container monthly</p>
<p><b>DM06</b></p>	<p><b>Tape Handling</b></p> <p>Manual handling of individually managed media at Iron Mountain facility and/or at Customer Location. This service includes the verification, both inbound and outbound, of each Item against an electronic listing. Verification of manual listings may be assessed additional charges. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per tape handled</p>
<p><b>DM07</b></p>	<p><b>Closed and Transport Container handling</b></p> <p>Manual handling of Closed Containers between an Iron Mountain facility and a Customer Location or within an Iron Mountain facility. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per container handled</p>

<p><b>DM08</b></p>	<p><b>Transport Container</b> Use of Transport Containers between an Iron Mountain facility and a Customer Location for transporting slotted media. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per container monthly</p>
<p><b>DM09</b></p>	<p><b>Transport Carts</b> A cart assigned to a Customer for use during transport of Slotted Media. The quantity supplied depends on the normal quantity of tapes moving each service day and a monthly rental charge is applicable. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per cart monthly</p>
<p><b>DM10</b></p>	<p><b>Storage Carts</b> A cart assigned to a Customer for the storage of individually managed media items. A handling and rental charge is applied on a monthly basis based on the size of the cart required and the normal quantity of tapes moving each service day. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per cart monthly</p>
<p><b>DM11</b></p>	<p><b>Scheduled Service (Within 50 Mile Radius)</b> The service of picking up or delivering Items on a scheduled basis within 50 miles of the servicing facility. Scheduled Service is generally performed by one Iron Mountain Service Representative. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per trip</p>
<p><b>DM12</b></p>	<p><b>Standard Special Delivery</b> A transportation service in which delivery or pickup is scheduled to occur within twenty-four (24) hours of the Customer's verified telephone notification within 50 miles of the servicing facility. A Standard Special is available only for Customer locations within a Service Location's Service Territory and is charged per trip, per site and is in addition to the regularly scheduled trip charge. Routine use of the Standard Special service in lieu of Scheduled Service for transportation may require the use of Iron Mountain Dedicated Transportation. The Standard Special Delivery charge is in addition to the Scheduled Service and Weekend/ Holiday trip charge. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per request</p>



<p><b>DM13</b></p>	<p><b>Critical Special Delivery</b></p> <p>Emergency transportation service in which delivery or pickup of Media is scheduled to occur within three (3) hours of the Authorized Customer employees telephone notification: also refers to a Customer request for non-scheduled deliveries where the request is entered at a time such that Iron Mountain cannot consolidate the requested Items on an existing scheduled route and effect delivery within the desired schedule within 50 miles of the servicing facility. A Critical Special is available only for Customer locations within a Service Location's Iron Mountain Service Territory and is charged per trip, per site. The Critical Special Delivery charge is in addition to the Scheduled Service and Weekend/ Holiday trip charge. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per request</p>
<p><b>DM14</b></p>	<p><b>Scheduled Service - Same Building/ Same Campus</b></p> <p>Scheduled Service where Customer may have several account numbers all being serviced in the same building (but on different floors) or in another building on the same campus during a single transportation visit within 50 miles of the servicing facility. The first account to be serviced pays the regular contracted Scheduled Service transportation rate and the other accounts pay a lower transportation fee for Iron Mountain to pickup or deliver Media on a different floor or at another campus building during a single visit. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per request</p>
<p><b>DM15</b></p>	<p><b>Holiday/ Weekend Service</b></p> <p>An additional charge for service provided on Weekends and Holidays. If Customer's normal Scheduled Service day falls on an Iron Mountain Holiday, Customer has the option of moving service to the prior or subsequent Business Day at no additional charge. Holidays will be published in advance to ensure Customers have time to plan accordingly. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per trip</p>
<p><b>DM16</b></p>	<p><b>Monthly Minimum Fee</b></p> <p>A minimum monthly charge that is applied to a customer's account when the overall charges do not meet the customer's contractual minimum billing requirement. Does not apply to Classified or Climate Controlled Accounts.</p>	<p>Account per month</p>

<b>DM17</b>	<p><b>Administration Fee</b></p> <p>A monthly fee charged to all accounts for the supply and maintenance of Authorized User ID cards issued to Customer personnel and other administrative services associated with the management of each account. Applies to Data Management of Federal records as defined in 44.U.S.C. 3301; subject to NARA facility standards of 36 CFR Subpart B.</p>	Per month
<b>DM18</b>	<p><b>Data Management One-Time Order Minimum</b></p> <p>A minimum charge that is applied to a customer's One-Time Order when the overall charges do not meet the customer's contractual minimum billing requirement. This is intended for projects that are not connected with the scheduled or recurring services.</p>	Per Order

**Federal Data Management Services Out-Year Pricelist**

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>DM01</b>	<b>Slotted Media Storage</b>	\$0.430	\$0.443	\$0.456	\$0.470
<b>DM02</b>	<b>Round Reel Tape Storage</b>	\$0.992	\$1.022	\$1.053	\$1.084
<b>DM03</b>	<b>Closed Container (Small)</b>	\$18.279	\$18.828	\$19.393	\$19.974
<b>DM04</b>	<b>Closed Container (Medium)</b>	\$20.584	\$21.201	\$21.837	\$22.492
<b>DM05</b>	<b>Closed Container (Large)</b>	\$29.701	\$30.592	\$31.510	\$32.455
<b>DM06</b>	<b>Tape Handling</b>	\$0.47	\$0.48	\$0.49	\$0.51
<b>DM07</b>	<b>Closed and Transport Container handling</b>	\$2.25	\$2.32	\$2.39	\$2.46
<b>DM08</b>	<b>Transport Container</b>	\$6.85	\$7.05	\$7.26	\$7.48
<b>DM09</b>	<b>Transport Carts</b>	\$142.23	\$146.50	\$150.90	\$155.42
<b>DM10</b>	<b>Storage Carts</b>	\$148.76	\$153.22	\$157.82	\$162.55
<b>DM11</b>	<b>Scheduled Service (Within 50 Mile Radius)</b>	\$57.11	\$58.82	\$60.58	\$62.40
<b>DM12</b>	<b>Standard Special Delivery</b>	\$165.41	\$170.37	\$175.48	\$180.74
<b>DM13</b>	<b>Critical Special Delivery</b>	\$210.41	\$216.72	\$223.22	\$229.92
<b>DM14</b>	<b>Scheduled Service - Same Building/ Same Campus</b>	\$14.04	\$14.46	\$14.90	\$15.35

<b>ITEM</b>	<b>Task / Description</b>	<b>GFY 2024 GSA Price/Unit</b>	<b>GFY 2025 GSA Price/Unit</b>	<b>GFY 2026 GSA Price/Unit</b>	<b>GFY 2027 GSA Price/Unit</b>
<b>DM15</b>	<b>Holiday/Weekend Service</b>	\$106.24	\$109.42	\$112.71	\$116.09
<b>DM16</b>	<b>Monthly Minimum Fee</b>	\$881.61	\$908.06	\$935.30	\$963.36
<b>DM17</b>	<b>Administration Fee</b>	\$31.40	\$32.34	\$33.31	\$34.31
<b>DM18</b>	<b>Data Management One-Time Order Minimum</b>	\$10,579.35	\$10,896.73	\$11,223.63	\$11,560.34

## Commercial Data Management Services (Special Item No. 493110RM)

### Offsite Tape Vaulting, Data Backup, Disaster Recovery for Commercial Non-Record Materials

**Services Overview** Iron Mountain's off-site commercial data management services provide secure, protected transport and off-site vaulting of non-record backup tapes, managed continuous online data backup, recovery and off-premises vaulting for non-record Windows NT and Windows 2000 servers, disaster recovery planning, testing, consultation and more.

For organizations that place a high value on disaster recovery services, Iron Mountain's commercial off-site data management services solution ensures that data is safe and securely vaulted off premises. Iron Mountain vaults your critical non-record backup data securely offsite and out of reach, so your data is accessible for recovery whenever and wherever you need it. Iron Mountain vaults are designed to ensure that your backup data is available for recovery from natural and manmade disasters, utility outages, viruses and worms, internal technology or hardware failures as well as human errors or sabotage.

The following identifies the specific Iron Mountain Off-Site Commercial Data Management Services and related prices available under this Pricelist.

<b>Commercial Data Management Services</b> (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
ITEM	Task / Description	Unit
<b>DMC01</b>	<b>Slotted Media Storage Commercial</b> Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types. Slotted Media is billed by slot in 20 slot increments based on maximum usage by Media type within a calendar month. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per slot monthly
<b>DMC02</b>	<b>Round Reel Tape Storage Commercial</b> Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types billed in increments of 20. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per slot monthly

<p><b>DMC03</b></p>	<p><b>Closed Container (Small) Commercial</b></p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a small container; typically container fits 20 media or less when the media is similar to a standard DLT or LTO tape. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per container monthly</p>
<p><b>DMC04</b></p>	<p><b>Closed Container (Medium) Commercial</b></p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a medium container; typically container fits 20-40 media when the media is similar to a standard DLT or LTO tape. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per container monthly</p>
<p><b>DMC05</b></p>	<p><b>Closed Container (Large) Commercial</b></p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a large container; typically container fits 40 media or more when the media is similar to a standard DLT or LTO tape. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per container monthly</p>
<p><b>DMC06</b></p>	<p><b>Tape Handling Commercial</b></p> <p>Manual handling of individually managed media at Iron Mountain facility and/or at Customer Location. This service includes the verification, both inbound and outbound, of each Item against an electronic listing. Verification of manual listings may be assessed additional charges. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per tape handled</p>
<p><b>DMC07</b></p>	<p><b>Closed and Transport Container Handling Commercial</b></p> <p>Manual handling of Closed Containers between an Iron Mountain facility and a Customer Location or within an Iron Mountain facility. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart</p>	<p>Per container handled</p>
<p><b>DMC08</b></p>	<p><b>Transport Container Commercial</b></p> <p>Use of Transport Containers between an Iron Mountain facility and a Customer Location for transporting slotted media. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.</p>	<p>Per container monthly</p>

<b>DMC09</b>	<b>Transport Carts Commercial</b> A cart assigned to a Customer for use during transport of Slotted Media. The quantity supplied depends on the normal quantity of tapes moving each service day and a monthly rental charge is applicable. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per cart monthly
<b>DMC10</b>	<b>Scheduled Service (Within 50 Mile Radius) Commercial</b> The service of picking up or delivering Items on a scheduled basis within 50 miles of the servicing facility. Scheduled Service is generally performed by one Iron Mountain Service Representative. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per trip

### Commercial Data Management Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>DMC11</b>	<b>Standard Special Delivery Commercial</b> A transportation service in which delivery or pickup is scheduled to occur within twenty-four (24) hours of the Customer's verified telephone notification within 50 miles of the servicing facility. A Standard Special is available only for Customer locations within a Service Location's Service Territory and is charged per trip, per site and is in addition to the regularly scheduled trip charge. Routine use of the Standard Special service in lieu of Scheduled Service for transportation may require the use of Iron Mountain Dedicated Transportation. The Standard Special Delivery charge is in addition to the Scheduled Service, and Weekend/ Holiday trip charge. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per request
<b>DMC12</b>	<b>Critical Special Delivery Commercial</b> Emergency transportation service in which delivery or pickup of Media is scheduled to occur within three (3) hours of the Authorized Customer employees telephone notification: also refers to a Customer request for non-scheduled deliveries where the request is entered at a time such that Iron Mountain cannot consolidate the requested Items on an existing scheduled route and effect delivery within the desired schedule within 50 miles of the servicing facility. A Critical Special is available only for Customer locations within a Service Location's Iron Mountain Service Territory and is charged per trip, per site. The Critical Special Delivery charge is in addition to the Scheduled Service and Weekend/ Holiday trip charge. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per request

<b>DMC13</b>	<b>Scheduled Service - Same Building/ Same Campus Commercial</b> Scheduled Service where Customer may have several account numbers all being serviced in the same building (but on different floors) or in another building on the same campus during a single transportation visit within 50 miles of the servicing facility. The first account to be serviced pays the regular contracted Scheduled Service transportation rate and the other accounts pay a lower transportation fee for Iron Mountain to pickup or deliver Media on a different floor or at another campus building during a single visit. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per request
<b>DMC14</b>	<b>Holiday/Weekend Service Commercial</b> An additional charge for service provided on Weekends and Holidays. If Customer's normal Scheduled Service day falls on an Iron Mountain Holiday, Customer has the option of moving service to the prior or subsequent Business Day at no additional charge. Holidays will be published in advance to ensure Customers have time to plan accordingly. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per trip
<b>DMC15</b>	<b>Monthly Minimum Fee Commercial</b> The minimum monthly billing charge for each Customer account number. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per invoice
<b>DMC16</b>	<b>Administration Fee Commercial</b> A monthly fee charged to all accounts for the supply and maintenance of Authorized User ID cards issued to Customer personnel and other administrative services associated with the management of each account. Applies to storage of non-record materials only; not subject to NARA facility standards of 36 CFR Subpart B.	Per monthly

### Commercial Data Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>DMC01</b>	<b>Slotted Media Storage Commercial</b>	\$0.187	\$0.193	\$0.199	\$0.205
<b>DMC02</b>	<b>Round Reel Tape Storage Commercial</b>	\$0.375	\$0.386	\$0.398	\$0.410
<b>DMC03</b>	<b>Closed Container (Small) Commercial</b>	\$8.357	\$8.608	\$8.866	\$9.132
<b>DMC04</b>	<b>Closed Container (Medium) Commercial</b>	\$13.241	\$13.638	\$14.047	\$14.469
<b>DMC05</b>	<b>Closed Container (Large) Commercial</b>	\$14.057	\$14.479	\$14.913	\$15.360
<b>DMC06</b>	<b>Tape Handling Commercial</b>	\$0.21	\$0.22	\$0.22	\$0.23

<b>ITEM</b>	<b>Task / Description</b>	<b>GFY 2024 GSA Price/Unit</b>	<b>GFY 2025 GSA Price/Unit</b>	<b>GFY 2026 GSA Price/Unit</b>	<b>GFY 2027 GSA Price/Unit</b>
<b>DMC07</b>	<b>Closed and Transport Container Handling Commercial</b>	\$1.53	\$1.57	\$1.62	\$1.67
<b>DMC08</b>	<b>Transport Container Commercial</b>	\$5.15	\$5.30	\$5.46	\$5.63
<b>DMC09</b>	<b>Transport Carts Commercial</b>	\$137.93	\$142.07	\$146.33	\$150.72
<b>DMC10</b>	<b>Scheduled Service (Within 50 Mile Radius) Commercial</b>	\$40.25	\$41.46	\$42.70	\$43.98
<b>DMC11</b>	<b>Standard Special Delivery Commercial</b>	\$22.97	\$23.66	\$24.37	\$25.10
<b>DMC12</b>	<b>Critical Special Delivery Commercial</b>	\$162.95	\$167.83	\$172.87	\$178.06
<b>DMC13</b>	<b>Scheduled Service – Same Building/ Same Campus</b>	\$0.51	\$0.53	\$0.54	\$0.56
<b>DMC14</b>	<b>Holiday/ Weekend Service Commercial</b>	\$33.76	\$34.77	\$35.81	\$36.89
<b>DMC15</b>	<b>Monthly Minimum Fee Commercial</b>	\$193.30	\$199.10	\$205.07	\$211.23
<b>DMC16</b>	<b>Administration Fee Commercial</b>	\$19.03	\$19.60	\$20.19	\$20.79



# Classified Data Management Services (Special Item No. 493110RM)

## Offsite Tape Vaulting, Data Backup, Disaster Recovery for Classified Materials

**Services Overview** Iron Mountain’s off-site classified data management services provide secure, protected transport and off-site vaulting of classified backup tapes, managed continuous online data backup, recovery and off-premises vaulting for Windows NT and Windows 2000 servers, disaster recovery planning, testing, consultation and more at the Secret classification level. Iron Mountain’s network of cleared facilities provides agencies with secure, cost-effective storage and management services and confidence that classified materials are securely and compliantly handled and safeguarded. Facilities and processes utilized by Iron Mountain meet or exceed all of the requirements as set forth in the National Industrial Security Program Operating Manual (NISPOM) (1-201) to provide storage and services at the Secret classification level.

For organizations that place a high value on disaster recovery services, Iron Mountain’s off-site classified data management services solution ensures that data is safe and securely vaulted off premises. Iron Mountain vaults your critical backup data securely offsite and out of reach, so your data is accessible for recovery whenever and wherever you need it. Iron Mountain vaults are designed to ensure that your backup data is available for recovery from natural and manmade disasters, utility outages, viruses and worms, internal technology or hardware failures as well as human errors or sabotage.

The following identifies the specific Iron Mountain Off-Site Classified Data Management Services and related prices available under this Pricelist.

Federal Data Management Services (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
ITEM	Task / Description	Unit
DMCL01	<b>Round Reel Tape Storage Classified</b> Media Items that are stored in individual slots (one Item of Media per slot) in racks designed to hold specific Media types billed in increments of 20. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	Per slot monthly

<b>DMCL02</b>	<p><b>Closed Container (Small) Classified</b></p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a small container; typically container fits 20 media or less when the media is similar to a standard DLT or LTO tape. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per container monthly
<b>DMCL03</b>	<p><b>Closed Container (Medium) Classified</b></p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a medium container; typically container fits 20-40 media when the media is similar to a standard DLT or LTO tape. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per container monthly
<b>DMCL04</b>	<p><b>Closed Container (Large) Classified</b></p> <p>A locked metal or plastic device used to transport and/or store Media. Containers vary significantly in size, design and capacity. Media type/size determines the number of pieces of media that can be stored/transported in a large container; typically container fits 40 media or more when the media is similar to a standard DLT or LTO tape. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per container monthly
<b>DMCL05</b>	<p><b>Individual Media Handling Classified</b></p> <p>Manual handling of individually managed media at Iron Mountain facility and/or at Customer Location. This service includes the verification, both inbound and outbound, of each Item against an electronic listing. Verification of manual listings may be assessed additional charges. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per tape handled
<b>DMCL06</b>	<p><b>Container Handling Classified</b></p> <p>Manual handling of Closed Containers between an Iron Mountain facility and a Customer Location or within an Iron Mountain facility. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per container handled

<b>DMCL07</b>	<p><b>Scheduled Dedicated Service (Within 50 Round Trip) Classified</b></p> <p>The service of picking up or delivering items on a scheduled basis for trips up to 50 miles (round trip) between a customer address and the Iron Mountain facility. Scheduled Service is generally performed by one Iron Mountain Service Representative. **If pickups or deliveries require more than 20 minutes (including time related to volume of Items or Containers) to service on a regular, recurring basis, such Scheduled Service is subject to an additional charge based on the cost of Labor, which will be added to the Scheduled Service trip rate. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per trip
<b>DMCL08</b>	<p><b>Standard Special Delivery Classified</b></p> <p>A transportation service in which a dedicated delivery or pickup is scheduled to occur within twenty-four (24) hours of the Customer's verified telephone notification up to 50 miles (round trip) between a customer address and the Iron Mountain facility. A Standard Special is available only for Customer locations within a Service Location's Iron Mountain Service Territory and is charged per trip, per site. The Standard Special Delivery charge is in addition to the Weekend/ Holiday trip charge. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per request
<b>DMCL09</b>	<p><b>Critical Special Delivery Classified</b></p> <p>Emergency transportation service in which a dedicated delivery or pickup of Media is scheduled to occur within five (5) hours of the Authorized Customer employees telephone notification: also refers to a Customer request for non-scheduled deliveries where the request is entered at a time such that Iron Mountain cannot consolidate the requested Items on an existing scheduled route and effect delivery within the desired schedule up to 50 miles (round trip) between a customer address and the Iron Mountain facility. A Critical Special is available only for Customer locations within a Service Location's Iron Mountain Service Territory and is charged per trip, per site. The Critical Special Delivery charge is in addition to the Weekend/ Holiday trip charge. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret</p>	Per request

<b>DMCL10</b>	<b>Holiday/ Weekend Service Classified</b>  An additional charge for service provided on Weekends and Holidays. If Customer's normal Scheduled Service day falls on an Iron Mountain Holiday, Customer has the option of moving service to the prior or subsequent Business Day at no additional charge. Holidays will be published in advance to ensure Customers have time to plan accordingly. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	Per Trip
<b>DMCL11</b>	<b>Monthly Minimum Fee Classified</b>  The minimum monthly billing charge for each Customer account number. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	Per Invoice
<b>DMCL12</b>	<b>Administration Fee Classified</b>  A monthly fee charged to all accounts for the supply and maintenance of Authorized User ID cards issued to Customer personnel and other administrative services associated with the management of each account. Applies to classified materials that are subject to National Industrial Security Program Operating Manual (NISPOM) storage and security requirements. Classification Level: Secret	Per Month

**Classified Data Management Services Out-Year Pricelist**

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>DMCL01</b>	<b>Round Reel Tape Storage Classified</b>	\$1.158	\$1.192	\$1.228	\$1.265
<b>DMCL02</b>	<b>Closed Container (Small) Classified</b>	\$19.625	\$20.213	\$20.820	\$21.444
<b>DMCL03</b>	<b>Closed Container (Medium) Classified</b>	\$24.531	\$25.267	\$26.025	\$26.805
<b>DMCL04</b>	<b>Closed Container (Large) Classified</b>	\$33.108	\$34.101	\$35.124	\$36.178
<b>DMCL05</b>	<b>Individual Media Handling Classified</b>	\$0.57	\$0.59	\$0.61	\$0.62
<b>DMCL06</b>	<b>Container Handling Classified</b>	\$2.59	\$2.67	\$2.75	\$2.83
<b>DMCL07</b>	<b>Scheduled Dedicated Service (Within 50 Mile Round Trip) Classified</b>	\$227.06	\$233.87	\$240.89	\$248.12
<b>DMCL08</b>	<b>Standard Special Delivery Classified</b>	\$259.50	\$267.29	\$275.30	\$283.56
<b>DMCL09</b>	<b>Critical Special Delivery Classified</b>	\$350.34	\$360.85	\$371.68	\$382.83
<b>DMCL10</b>	<b>Holiday/Weekend Service Classified</b>	\$167.82	\$172.86	\$178.04	\$183.38

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
DMCL11	Monthly Minimum Fee Classified	\$306.61	\$315.80	\$325.28	\$335.04
DMCL12	Administration Fee Classified	\$30.80	\$31.73	\$32.68	\$33.66

## Operations and Program Management Services (Special Item No. 493110RM)

**Services Overview:** Iron Mountain offers customers specialized labor services via Hourly Labor Projects that can be categorized into two groups: Operations Services and Program Management Services.

Operations Services include day-to-day type of work such as records management, document preparation, document imaging, data management preparation, packaging services, transmittal preparation, file packing and purging, re-labeling, re-boxing, data capture/indexing, data entry, transportation, and other services that may be required as part of, or in addition to, the Records Management and Data Management solutions offered in this schedule.

Program Management Services include labor for the oversight of larger projects, which could include implementation, account management, transitioning records, special projects, and other program management type functions. Both of these functions are offered on an hourly basis.

**Hourly Labor Project Criteria:** An “Hourly Labor Project” refers to a distinct, time-bound service provided to a customer outside the scope of routine services offered via the other products and services available in this Pricelist. These projects are billed on an hourly rate basis and include all labor titles required to complete the requested task. Labor may be provided onsite at the customer’s location or offsite at an Iron Mountain facility.

The following identifies the specific Iron Mountain Operations and Program Management Services and related prices available under this Pricelist.

<b>Operations Services</b> (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
Item	Task / Description	Unit
OS1	<p><b>Vault Specialist</b>                      Entry level. Performs regular processing of media, containers, inventory maintenance, and required documentation of customer data. Processes open-slot media and containers by filing media in/out of slots and cycling containers to/from shelving/racks. Completes and maintains all records and forms with respect to receiving and/or releasing customer data which includes the filing of vault paperwork. Inputs and tracks all media/container processing. Unloads route vehicles as required. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-2 years’ experience in a warehouse, distribution, operations, or other service-related environment</p> <p>Minimum education requirement: High school degree or equivalent</p>	Hour

**Operations Services**

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
<p><b>OS2</b></p>	<p><b>Vault Coordinator</b>                      Performs regular processing of media, containers, inventory maintenance, and required documentation of customer data. Processes open-slot media and containers by filing media in/out of slots and cycling containers to/from shelving/racks. Completes and maintains all records and forms with respect to receiving and/or releasing customer data which includes the filing of vault paperwork. Inputs and tracks all media/container processing. Unloads route vehicles as required. Maintains customer inventories through performing and coordinating workflow. Responsible for planning of daily work assignments for team, communicating targets, and monitoring results. Responsible for measuring and reporting results to direct team and leadership. Provides daily oversight of team under assigned control to ensure that high levels of service, production and quality metrics are achieved. Ensures prompt and accurate completion of all service requests and recommends solutions and changes for improving operational excellence. Performs other duties as assigned.</p> <p>Minimum years of experience: 1 year of experience with a preference for 2-4 years of experience in a service or related industry                      Minimum education requirement: High school degree or equivalent</p>	<p>Hour</p>
<p><b>OS3</b></p>	<p><b>Records Specialist</b>                      Entry level. Maintains and processes physical assets. Processes incoming and outgoing orders while also loading/moving boxed items and wheeled bins. Handles destructions, internal moves, permanent withdrawals and special projects. Processes incoming orders; scans carton barcodes and locations on tracking system. Process retrieval orders including pulling the items, verifying items, manifesting all orders and preparing for shipment to customer. Process destructions including pulling required material, verifying it for accuracy, preparing it for destruction, investigating and resolving all exceptions. Researches and resolves discrepancies encountered during above processes. Investigates and resolves order discrepancies for incoming or outgoing orders; manifests all orders, bundles, and prepares for shipment. Accurately prepares all necessary paperwork. Inspects and maintains all equipment as required. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-2 years of experience in a warehouse / physical atmosphere, service industry, and/or team-focused environment                      Minimum education requirement: High school degree or equivalent</p>	<p>Hour</p>

## Operations Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
<b>OS4</b>	<p><b>Records Coordinator</b></p> <p>Maintains and processes physical assets. Processes incoming and outgoing orders while also loading/moving boxed items and wheeled bins. Handles destructions, internal moves, permanent withdrawals and special projects.</p> <p>Processes incoming orders; scans carton barcodes and locations on tracking system. Investigates and resolves order discrepancies for incoming or outgoing orders; manifests all orders, bundles, and prepares for shipment. Process retrieval orders including pulling the items, verifying items, manifesting all orders and preparing for shipment to customer. Process destructions including pulling required material, verifying it for accuracy, preparing it for destruction, investigating and resolving all exceptions. Researches and resolves discrepancies encountered during above processes. Accurately prepares all necessary paperwork. Inspects and maintains all equipment as required. Services customers by maintaining inventory through performing and coordinating workflow of tasks including put-away, retrievals, internal moves, destructions, permanent withdrawals and any other projects requested. Responsible for executing services requested by clients in Iron Mountain facilities or at customer sites. Responsible for the workflow coordination of Record Specialists by defining and assigning daily work duties.</p> <p>Responsible for productivity, quality and, completion of daily work assigned. Prepares and process all record center paperwork necessary to accomplish the above processes. Performs other duties as assigned.</p> <p>Minimum years of experience: 1 year of experience with a preference for 2-4 years of experience in a service or related industry</p> <p>Minimum education requirement: High school degree or equivalent</p>	Hour
<b>OS5</b>	<p><b>Operations Supervisor</b></p> <p>Oversees daily operations and leadership of assigned business scope, which may include multiple business lines, including but not limited to Records Management, Data Management, and Project Management. Responsibility for management and supervision of operations personnel, including assignment of responsibilities and human resources activities. Provides relief coverage for operational duties as necessary. Prepares and submits accurate reports. Ensures compliance of all federal, state, and company regulations. Performs other duties as assigned.</p> <p>Minimum years of experience: 2 years supervisory experience in a warehouse, distribution, operations, or other service-related environment, with a preference for 2-4 years of experience</p> <p>Minimum education requirement: High school diploma or equivalent; college degree preferred.</p>	Hour



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(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
<p><b>OS6</b></p>	<p><b>Project Specialist</b>                      Entry level. Services customers on a project basis by maintaining inventory through performing tasks including retrievals, file listing projects, internal moves, inventory audits, pack-and-purges, and any special projects as requested. As needed, performs the function of Courier by performing the delivery and pick-up of Iron Mountain customer's media. Supports projects that might take place onsite at a customer's facility or onsite at an Iron Mountain facility. Processes incoming orders including creating boxes, pulling files from an open shelf, putting files in a box, creating box transmittal information, loading boxes on a pallet and a truck, and transporting order as needed. Prepares and process paperwork necessary to accomplish the above processes. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-2 years of experience in a warehouse / physical atmosphere, service industry, and/or team-focused environment                      Minimum education requirement: High school degree or equivalent</p>	<p>Hour</p>
<p><b>OS7</b></p>	<p><b>Project Coordinator</b>                      Services customers on a project basis by maintaining inventory through performing tasks including retrievals, file listing projects, internal moves, inventory audits, pack-and-purges, and any special projects as requested. As needed, performs the function of Courier by performing the delivery and pick-up of Iron Mountain customer's media. Supports projects that might take place onsite at a customer's facility or onsite at an Iron Mountain facility. Processes incoming orders including creating boxes, pulling files from an open shelf, putting files in a box, creating box transmittal information, loading boxes on a pallet and a truck, and transporting order as needed. Prepares and process paperwork necessary to accomplish the above processes. Supports the management of various projects, responsible for reporting as well as the support of process/procedural updates. Assists in preparation, management, and execution of project plans. Responsible for the workflow coordination of Project Specialists by defining and assigning daily work duties. Responsible for productivity, quality and, completion of daily work assigned. Ensures that projects remain on schedule. Coordinates with internal and external groups to secure project resources. Manages project deliverables and progress through continuous communication with project members. Serves as liaison between departments and/or customers on project status or other project information. Communicates written and oral project status updates to appropriate audience. Performs other duties as assigned.</p>	<p>Hour</p>

## Operations Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
	<p>Minimum years of experience: 1 year of experience with a preference for 2-4 years of experience in a service or related industry</p> <p>Minimum education requirement: High school degree or equivalent</p>	
<b>OS8</b>	<p><b>Project Supervisor</b></p> <p>Oversees daily operations and leadership of assigned business scope, which may include multiple business lines, including but not limited to Records Management, Data Management, and Special Project Management. Responsibility for management and supervision of operations personnel, including assignment of responsibilities and human resources activities. Provides relief coverage for operational duties as necessary. Prepares and submits accurate reports. Ensures compliance of all federal, state, and company regulations. Responsible for "Project Scoping", general administrative tasks (including supervising employees, scheduling, etc.) and communicating with employees and customers. Assists in preparation, management, and execution of project plans and ensures that projects remain on schedule. Manages project deliverables and progress through continuous communication with project members. Travels to customer and potential customer worksites in order to estimate the scope of work that is required for a particular job and following-up on the progress of jobs. Performs the tasks of a Project/Records Specialist or Project/Records Coordinator as needed. Performs other duties as assigned.</p> <p>Minimum years of experience: 2 years of supervisory experience in a warehouse, distribution, operations, or other service-related environment, with a preference for 2-4 years of experience</p> <p>Minimum education requirement: High school degree or equivalent</p>	Hour
<b>OS9</b>	<p><b>Operations Manager</b></p> <p>Oversees daily operations and leadership of assigned business scope, which may include multiple business lines, including but not limited to Records Management, Data Management, and Special Project Management. Responsible for managing an assigned business scope at Iron Mountain or customer site. Insures that all orders are processed within guidelines. Responsible for all logistics processes and meeting goals and objectives of the facility and/or customer site. Responsibility for management and supervision of operations personnel to include Specialists, Coordinators, and Supervisors, including assignment of responsibilities and human resources activities. For onsite and offsite customer projects, responsible for "Project Scoping" and project management in the role of Operations Project Manager. Responsible for the efficient, timely and accurate fulfillment of orders, custom assembly, processing inquiries, shipping, and</p>	Hour

**Operations Services**

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
	<p>inventory control. Establishes production processes and continuously measure performance. Manages team workload to meet workloads, goals, and guidelines. Continuously reviews areas of responsibility to increase productivity and improve efficiency. Ensures all work is performed by the specified turnaround time. Responsible for the efficient allocation and utilization of manpower, equipment, and resources. Performs the tasks of a Project/Records Specialist or Project/Records Coordinator as needed. Performs other duties as assigned.</p> <p>Minimum years of experience: 2 years of experience in a supervisory role with a preference for 4-8 years of experience as a supervisor                      Minimum education requirement: High school degree or equivalent with a preference for a Bachelor's Degree or 4-8 years of experience as a supervisor.</p>	
<b>OS10</b>	<p><b>Data Entry Specialist</b>                      Entry Level. Supports the incoming data input process including customer data capture, keying label information, investigating and resolving exceptions. Verifies that all information is keyed accurately and in a timely manner. Supports the internal move data input process including the keying of all information, physically and electronically moving cartons to new locations, and investigating and resolving exceptions. Updates customer contract information. Researches and resolves problems and discrepancies through contact with customer, special project team, contract administrator, and/or account manager. Prints &amp; mails receipt acknowledgements, month-end and quarter-end customer reports as required. Performs Quality Assurance Specialist duties as necessary. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-3 years of experience in a service or related industry.                      Minimum education requirement: High school degree or equivalent</p>	Hour
<b>OS11</b>	<p><b>Data Entry Coordinator</b>                      Supports the incoming data input process including customer data capture, keying label information, investigating and resolving exceptions. Verifies that all information is keyed accurately and in a timely manner. Supports the internal move data input process including the keying of all information, physically and electronically moving cartons to new locations, and investigating and resolving exceptions. Updates customer contract information. Researches and resolves problems and discrepancies through contact with customer, special project team, contract administrator, and/or account manager. Prints &amp; mails receipt acknowledgements, month-end and quarter-end customer reports as required.                      Responsible for the workflow coordination of a team of Data Entry Specialists by</p>	Hour

**Operations Services**

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
	<p>defining and assigning daily work duties. Responsible for productivity, quality and completion of daily work assigned. Performs Data Entry Specialist and Quality Assurance Specialist duties as necessary. Performs other duties as assigned.</p> <p>Minimum years of experience: 1 year experience with a preference for 2-3 years of data entry experience in a service oriented environment                      Minimum education requirement: High school degree or equivalent</p>	
<b>OS12</b>	<p><b>Quality Assurance Specialist</b></p> <p>Entry level. Supports the incoming data input process including customer data capture, keying label information, investigating and resolving exceptions. Verifies that all information is keyed accurately and in a timely manner. Supports the internal move data input process including the keying of all information, physically and electronically moving cartons to new locations, and investigating and resolving exceptions. Updates customer contract information. Researches and resolves problems and discrepancies through contact with customer, special project team, contract administrator, and/or account manager. Prints &amp; mails receipt acknowledgements, month-end and quarter-end customer reports as required.</p> <p>Responsible for the workflow coordination of a team of Data Entry Specialists by defining and assigning daily work duties. Responsible for productivity, quality and completion of daily work assigned. Responsible for ensuring the quality work performed, including data entered into inventories, keyed labels, destruction processes, and customer contact information. Reviews, checks, and corrects work products of Data Entry Specialists to comply with Quality Assurance Standards. Documents Quality Assurance activities. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-3 years of data entry experience.                      Minimum education requirement: High school degree or equivalent</p>	Hour
<b>OS13</b>	<p><b>Quality Assurance Coordinator</b></p> <p>Supports the incoming data input process including customer data capture, keying label information, investigating and resolving exceptions. Verifies that all information is keyed accurately and in a timely manner. Supports the internal move data input process including the keying of all information, physically and electronically moving cartons to new locations, and investigating and resolving exceptions. Updates customer contract information. Researches and resolves problems and discrepancies through contact with customer, special project team, contract administrator, and/or account manager. Prints &amp; mails receipt acknowledgements, month-end and quarter-end customer reports as required.</p>	Hour

**Operations Services**

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
	<p>Responsible for the workflow coordination of a team of Data Entry Specialists by defining and assigning daily work duties. Responsible for productivity, quality and completion of daily work assigned. Responsible for ensuring the quality work performed, including data entered into inventories, keyed labels, destruction processes, and customer contact information. Reviews, checks, and corrects work products of Data Entry Specialists to comply with Quality Assurance Standards. Documents Quality Assurance activities. Responsible for the workflow coordination of a team of Quality Assurance Specialists by defining and assigning daily work duties. Responsible for productivity, quality and completion of daily work assigned. Performs Data Entry Specialist and Quality Assurance Specialist duties as necessary. Performs other duties as assigned.</p> <p>Minimum years of experience: 1 year of experience with a preference for 2 years of data entry experience in a service oriented environment                      Minimum education requirement: High school degree or equivalent</p>	
<b>OS14</b>	<p><b>ROI Specialist</b>                      Entry level. Interprets and responds to requests for protected health information. Ensures the privacy of the patient by safeguarding and protecting protected health information in the performance of duties. Fulfills release of information requests in an accurate and professional manner within timeframes established in contracted Service Level Agreements with the customer. Adheres to Customer policy and Iron Mountain policy, as well as state and federal regulatory guidelines surrounding the release of protected health information. Reproduces protected health information using a variety of technologies, including photocopiers, scanners and facsimiles. Performs data entry functions to log, monitor, and complete requests for information. Provides routine service to customers regarding release of information requests, and the retrieval and delivery of protected health information and materials on-site at customer facilities and at designated Iron Mountain Record Centers. Periodically, attends meetings and/or training to keep abreast of industry and regulatory changes effecting release of information functions. Processes all requests for release of information by locating and retrieving the corresponding protected health information in a timely and efficient manner and as prescribed by Iron Mountain policies and procedures. Safeguards and protects the patient's privacy by verifying the requestor type and release requirements in accordance with HIPAA guidelines and Iron Mountain policy. Reproduces the requested information according to Service Level Agreement timeframes and in accordance with the authorization and/or legal requirements (e.g., subpoena) and methodology established by the customer or Iron Mountain Record Center (i.e., fax, scan, photocopy). Identifies the status type for the request for information</p>	Hour

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(see <http://cic.ironmountain.com/records/glossary> for service definitions)

Item	Task / Description	Unit
	<p>(walk-in, fax request, pre-payment) and enters pertinent data into the release of information tracking application. Verifies the accuracy and quality of reproduced work and data entry prior to providing information to the requestor. Ensures that work is performed in accordance with federal and state statutes. Generates cover letters (based on the status type), pre-payment notices and invoices and mail information to the requestor. Upon receipt of payment or pre-payment from the requestor, finalizes the request in the tracking application and processes payment according to Iron Mountain policy. Utilizes a variety of computer systems (from the facility and Iron Mountain) and maintains procedural consistency as delineated by the facility and/or Iron Mountain Record Center. Performs other duties as assigned.</p> <p>Minimum years of experience: 0 years of experience with a preference of 1-3 years customer service, records management, or healthcare experience                      Minimum education requirement: High school degree or equivalent</p>	
<b>OS15</b>	<p><b>ROI Coordinator</b></p> <p>Provides a leadership role for the release of information workflow and day-to-day productivity of the Release of Information Specialists. Coordinates, organizes and monitors daily activities at customer facilities and Iron Mountain Record Centers, including but not limited to, receipt and processing of incoming requests, turnaround times, productivity, and problem resolution. Ensures adherence to contracted Service Level Agreements with the customer. Routinely performs release of information functions on a daily basis as determined by work volume and staffing levels. Performs quality assessments of work performed by Release of Information Specialists to ensure that tasks are completed with the highest degree of accuracy and quality and that customers are serviced in an efficient, effective and professional manner. Ensures the privacy of the patient by safeguarding and protecting protected health information in the performance of duties. Adheres to Customer policy and Iron Mountain policy, as well as state and federal regulatory guidelines surrounding the release of protected health information. Assists the Manager for Release of Information as needed, with policy and procedure administration, training of new hires, performance evaluation, and development/maintenance of productivity measures and staffing models.</p> <p>Coordinates the day-to-day release of information workflow and provides leadership and support to the Release of Information Associates on-site at customer facilities and at Iron Mountain Record Centers. Assists with day to day clerical functions as necessary and processes all requests for release of information by locating and retrieving the corresponding protected health information in a timely and efficient manner and as prescribed by Iron Mountain</p>	Hour

## Operations Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
	<p>policies and procedures. Ensures that patient privacy is safeguarded and protected and that work is performed in accordance with HIPAA guidelines and Iron Mountain policy. Ensures the validity/completeness of requests for protected health information in accordance with established policies and procedures. Ensures that work is performed in accordance with federal and state regulations. Perform periodic quality assessments of the work performed by Release of Information Associates in conjunction with the Manager for Release of Information. Perform other duties as assigned.</p> <p>Minimum years of experience: 1 year of experience with a preference for 2-3 years of customer service, records management, or healthcare experience Minimum education requirement: High school degree or equivalent</p>	
<b>OS16</b>	<p><b>Courier Assistant</b> Entry level. Assists with the delivery and pick up of customer's material, media, or equipment, such as boxes, containers, carts, and pallets. Services and communicates with customers while performing the pickups and deliveries and offloads trucks. Handles all physical requirements for loading and transporting without assistance. Executes accurate and timely handling of client delivery requests. Prepares accurate paperwork and records. Performs other duties as assigned.</p> <p>Minimum years of experience: 18 years old with a valid driver's license and a good driving record. Minimum education requirement: High school degree or equivalent</p>	Hour
<b>OS17</b>	<p><b>Courier Light Truck</b> Responsible for driving a company vehicle to transport materials from client and Iron Mountain locations; loading and unloading through a variety of mechanisms; using scanning technology; preparing paperwork and performing daily vehicle maintenance to ensure it functions efficiently. Operates and maintains company vehicles, manual or standard transmission. Handles all physical requirements for loading, transporting and driving without assistance. Executes accurate and timely handling of client delivery requests. Prepares accurate paperwork and records. Performs other duties as assigned.</p> <p>Minimum years of experience: 21 years old with a valid driver's license and a good driving record. 1-2 years of route transportation experience is preferred. Minimum education requirement: High school degree or equivalent</p>	Hour
<b>OS18</b>	<p><b>Courier Heavy Truck</b> Responsible for driving a company CDL B vehicle to transport materials from client</p>	Hour



**Operations Services**

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
	<p>and Iron Mountain locations, loading and unloading through a variety of mechanisms using wireless scanning technology, preparing paperwork and performing daily vehicle maintenance to ensure it functions efficiently. Operates and maintains company CDL B vehicle safely and efficiently, whether manual or standard transmission. Handles all physical requirements for loading, transporting and driving without assistance. Executes accurate and timely handling of client delivery requests. Prepares accurate paperwork and records. Performs other duties as assigned.</p> <p>Minimum years of experience: 21 years old with a valid CLASS B CDL driver's license and a good driving record. 1-2 years of route transportation experience preferred</p> <p>Minimum education requirement: High school degree or equivalent</p>	
<b>OS19</b>	<p><b>Courier Tractor Trailer</b></p> <p>Responsible for driving a company CDL A vehicle to transport materials from client and Iron Mountain locations, loading and unloading through a variety of mechanisms using wireless scanning technology, preparing paperwork and performing daily vehicle maintenance to ensure it functions efficiently. Operates and maintains company CDL A vehicle safely and efficiently, whether manual or standard transmission. Handles all physical requirements for loading, transporting and driving without assistance. Executes accurate and timely handling of client delivery requests. Prepares accurate paperwork and records. Performs other duties as assigned.</p> <p>Minimum years of experience: 21 years old with a valid CLASS A CDL driver's license. 1-2 years of route transportation experience preferred</p> <p>Minimum education requirement: High school degree or equivalent</p>	Hour
<b>OS20</b>	<p><b>Transportation Coordinator</b></p> <p>Responsible for driving vehicles and coordinating the delivery / pick-up of critical customer media. Provides support to the Transportation Department in a lead capacity by answering questions raised by Transportation Service Specialists and employees, assisting in benchmarking all routes, and assisting in coordinating the fleet maintenance program. Primary and back-up driving responsibilities on all routes providing delivery / pick-up of media in agreement with company policy and customer requirements. Completes internal garage, vehicle, and vault tasks as required. Responsible for organizing, loading, and unloading media as required at both company and customer locations. Performs other duties as assigned.</p> <p>Minimum years of experience: 21 years old with a valid driver's license and a good</p>	Hour



<b>Operations Services</b> (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
Item	Task / Description	Unit
	driving record. 1-2 years of route transportation experience is preferred Minimum education requirement: High school degree or equivalent	
<b>OS21</b>	<p><b>Transportation Supervisor</b></p> <p>Supervises day-to-day transportation operations and courier workforce. Manages all aspects of transportation discipline to include safety and security compliances, route structures and development, personnel scheduling, work load assignments, cost control, and metric-driven performance. Tracks progress of routes daily.</p> <p>Ensures routing technology is used and routes are executed as designed. Manages scanning platform to include proper usage, route ID configurations, exception code usage, and proper care of equipment. Accountable for variances to plan for all route performance. Establishes and manages proper workflow to ensure daily, weekly and monthly DOT / IFTA reporting and requirements are met.</p> <p>Performs other duties as assigned.</p> <p>Minimum years of experience: 2 years of experience with a preference for 2-4 years of transportation experience</p> <p>Minimum education requirement: High school diploma or equivalent; college degree preferred</p>	Hour

### Operations Services Out-Year Pricelist

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>OS1</b>	<b>Vault Specialist</b>	\$43.75	\$44.44	\$45.15	\$45.88
<b>OS2</b>	<b>Vault Coordinator</b>	\$69.09	\$70.21	\$71.36	\$72.55
<b>OS3</b>	<b>Records Specialist</b>	\$45.59	\$46.29	\$47.00	\$47.74
<b>OS4</b>	<b>Records Coordinator</b>	\$69.09	\$70.21	\$71.36	\$72.55
<b>OS5</b>	<b>Operations Supervisor</b>	\$85.88	\$88.46	\$91.11	\$83.38
<b>OS6</b>	<b>Project Specialist</b>	\$45.59	\$46.29	\$47.00	\$47.74
<b>OS7</b>	<b>Project Coordinator</b>	\$69.09	\$70.21	\$71.36	\$72.55
<b>OS8</b>	<b>Project Supervisor</b>	\$83.35	\$85.85	\$88.43	\$80.92
<b>OS9</b>	<b>Operations Manager</b>	\$123.77	\$127.48	\$131.30	\$120.16
<b>OS10</b>	<b>Data Entry Specialist</b>	\$39.34	\$39.94	\$40.55	\$41.18
<b>OS11</b>	<b>Data Entry Coordinator</b>	\$65.89	\$66.93	\$67.99	\$69.09
<b>OS12</b>	<b>Quality Assurance Specialist</b>	\$39.34	\$39.94	\$40.55	\$41.18

<b>ITEM</b>	<b>Task / Description</b>	<b>GFY 2024 GSA Price/Unit</b>	<b>GFY 2025 GSA Price/Unit</b>	<b>GFY 2026 GSA Price/Unit</b>	<b>GFY 2027 GSA Price/Unit</b>
<b>OS13</b>	<b>Quality Assurance Coordinator</b>	\$65.89	\$66.93	\$67.99	\$69.09
<b>OS14</b>	<b>ROI Specialist</b>	\$50.80	\$51.54	\$52.31	\$53.09
<b>OS15</b>	<b>ROI Coordinator</b>	\$69.09	\$70.21	\$71.36	\$72.55
<b>OS16</b>	<b>Courier Assistant</b>	\$69.31	\$70.36	\$71.44	\$72.55
<b>OS17</b>	<b>Courier Light Truck</b>	\$48.85	\$49.61	\$50.39	\$51.20
<b>OS18</b>	<b>Courier Heavy Truck</b>	\$60.24	\$61.18	\$62.15	\$63.15
<b>OS19</b>	<b>Courier Tractor Trailer</b>	\$60.24	\$61.18	\$62.15	\$63.15
<b>OS20</b>	<b>Transportation Service Coordinator</b>	\$64.43	\$65.48	\$66.57	\$67.68
<b>OS21</b>	<b>Transportation Supervisor</b>	\$83.38	\$85.88	\$88.46	\$91.11

## Program Management Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
<b>PMS1</b>	<p><b>Program Manager I</b></p> <p>Entry level. Under supervision, responsible for organizing and directing aspects of a given program, including ownership of individual, small projects. Recommends strategies and develops plans that satisfy customer needs. Individually performs project-and program-related tasks. Manages an individual project within a Program.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-4 years in a professional environment Minimum education requirement: Bachelor's Degree</p>	Hour
<b>PMS2</b>	<p><b>Program Manager II</b></p> <p>Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints. Supports scoping of program and projects, including plan execution strategy. May manage one large, complex program or several smaller ones. Recommends strategies and develops plans that satisfy customer needs. Manages all aspects of an assignment, either directly or through subordinate professionals.</p> <p>Minimum years of experience: 4 years of experience with a preference for 4-8 years. Minimum education requirement: Bachelor's Degree</p>	Hour
<b>PMS3</b>	<p><b>Program Director</b></p> <p>Provides senior leadership over a given program or programs. Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints. Manages multiple large, complex programs. Manages and develops Program Managers. Recommends strategies and develops plans that satisfy customer needs. Manages all aspects of an assignment, either directly or through subordinate professionals.</p> <p>Minimum years of experience: 8 years of experience with a preference for 9-15 years Minimum education requirement: Bachelor's Degree, graduate degree and/or PMP certification preferred</p>	Hour

## Program Management Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
<b>PMS4</b>	<p><b>Program Executive</b></p> <p>Provides executive-level leadership over an entire program, project, or account. Creates and maintains the Program Management discipline and frameworks. Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints. Manages and develops Program Managers and Program Directors. Recommends strategies and develops plans that satisfy customer needs. Manages all aspects of an assignment primarily through subordinate professionals.</p> <p>Minimum years of experience: 15 years of experience Minimum education requirement: Bachelor's Degree, graduate degree and/or PMP certification preferred</p>	Hour
<b>PMS5</b>	<p><b>Systems Engineer I</b></p> <p>Entry level. Responsible for service delivery and technical quality of one or more applications. This may include installation, configuration and maintenance. Under supervision, develops work plans, schedules, and status reports. Provides technical support on systems and application technologies. Troubleshoots technical problems. Performs risk assessments, performance measurement, tuning, and reporting. Optimize processes, develop new processes as required. Manages build out of new environments, install application code, validate new environment, capacity planning.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-5 years of experience Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering</p>	Hour
<b>PMS6</b>	<p><b>Systems Engineer II</b></p> <p>Responsible for service delivery and technical quality of one or more applications. This may include installation, configuration and maintenance. Develops work plans, schedules, and status reports. Provides technical support on systems and application technologies. Troubleshoots technical problems. Performs risk assessments, performance measurement, tuning, and reporting. Optimize processes, develop new processes as required. Manages build out of new environments, install application code, validate new environment, capacity planning.</p>	Hour

	<p>Minimum years of experience: 5 years of experience with a preference for 6-10 years of experience</p> <p>Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering</p>	
<b>PMS7</b>	<p><b>Systems Administration Manager I</b></p> <p>Responsible for the technical design, planning, implementation, and performance tuning and recovery procedures for enterprise systems primarily through management of a team. Serves as a technical expert in the area of system administration for complex operating systems. Recommends the redesign and configuration of operating systems and system applications. Investigates and analyzes feasibility of system requirements and develops system specifications. Identifies methods, solutions, and provides project leadership and management in order to provide a high level of service to the customers of the department. Manages, develops, and assigns responsibilities to Systems Engineers, Systems Architects, and other IT professionals as needed.</p> <p>Minimum years of experience: 4 years of experience with a preference for 5-6 years of experience</p> <p>Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering</p>	Hour
<b>PMS8</b>	<p><b>Systems Administration Manager II</b></p> <p>Responsible for the technical design, planning, implementation, and performance tuning and recovery procedures for enterprise systems primarily through the management of a team. Serves as a technical expert in the area of system administration for complex operating systems. Recommends the redesign and configuration of operating systems and system applications. Investigates and analyzes feasibility of system requirements and develops system specifications. Identifies methods, solutions, and provides project leadership and management in order to provide a high level of service to the customers of the department. Manages, develops, and assigns responsibilities to Systems Engineers, Systems Architects, and other IT professionals as needed.</p> <p>Minimum years of experience: 6 years of experience with a preference for 7-10 years of experience</p> <p>Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering. Masters' degree preferred</p>	Hour

<p><b>PMS9</b></p>	<p><b>Systems Architect</b></p> <p>Responsible for aligning multiple applications, products, and systems. Plays a leadership role across the systems operation of assigned projects. This includes launching new projects, ensuring the technical architecture for the project is determined, ensuring that appropriate deliverable / operations readiness reviews are conducted and working with other organizations to prepare for and maintain the implementation. Works with developers, business analysts, users, IT management and project managers to fulfill this role. Gathers technical and business requirements, analyzes the information received to ensure functional requirements, technical requirements, and operational needs are being met and can delivered on service level agreements. Leads systems design efforts to ensure major design issues such as system integration, security, performance, data integrity and scalability are addressed.</p> <p>Minimum years of experience: 8 years Software Development, 2 years Applicable Technologies, or 3 years Software Design; with a preference for experience in all three disciplines.</p> <p>Minimum education requirement: Bachelor's degree or equivalent degree in a technical area, preferably computer science or engineering</p>	<p>Hour</p>
<p><b>PMS10</b></p>	<p><b>Principal Engineer</b></p> <p>Provides executive-level IT leadership over a program, project, or account. Creates and maintains the customer-facing IT discipline and frameworks. Manages communications with executives, customers, and staff. Manages, develops, and assigns responsibilities for an IT team. Directs IT development projects of varying sizes by directing a team, ensuring projects are completed on time, on budget and according to corporate quality standards.</p> <p>Minimum years of experience: 10 years of experience with a preference for 11-15 years of experience</p> <p>Minimum education requirement: Bachelor's Degree in a technical area, preferably engineering or science. Master's degree preferred</p>	<p>Hour</p>
<p><b>PMS11</b></p>	<p><b>Implementation Manager I</b></p> <p>Responsible for the successful completion of project engagements for new and existing customers, including planning, monitoring, and execution. Manages a smaller number of projects and/or less complex projects than an Implementation Manager II across multiple service lines. With support, responsible for supporting multiple complex projects and delegating project tasks where appropriate to leverage expertise. Serves as the day-to-day contact for the customer during the</p>	<p>Hour</p>

	<p>project. Manages internal project teams as required to execute project work and meet customer's expectations. Utilizes reporting tools to measure and communicate progress, quality and compliance to program. Responsible for the timely and successful implementation of complex projects.</p> <p>Minimum years of experience: 0 years of experience with a preference for 1-5 years of project management experience</p> <p>Minimum education requirement: Bachelor's degree in Management or related field preferred or equivalent work experience.</p>	
<b>PMS12</b>	<p><b>Implementation Manager II</b></p> <p>Responsible for the successful completion of project engagements for new and existing customers, including planning, monitoring, and execution. Designs and leads projects with minimum direction. Manages a larger number of projects and/or more complex projects than an Implementation Manager I across multiple service lines. With support, responsible for supporting multiple complex projects and delegating project tasks where appropriate to leverage expertise. Serves as the day-to-day contact for the customer during the project. Manages internal project teams as required to execute project work and meet customer's expectations. Utilizes reporting tools to measure and communicate progress, quality and compliance to program. Responsible for the timely and successful implementation of complex projects.</p> <p>Minimum years of experience: 5 years of project management experience Minimum education requirement: Bachelor's degree in Management or related field preferred or equivalent work experience. PMP certification preferred.</p>	Hour

**Operations and Program Management Services Out-Year Pricelist**

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>PMS1</b>	<b>Program Manager I</b>	\$136.11	\$140.20	\$144.40	\$148.74
<b>PMS2</b>	<b>Program Manager II</b>	\$149.59	\$154.07	\$158.70	\$163.46
<b>PMS3</b>	<b>Program Director</b>	\$204.78	\$210.92	\$217.25	\$223.77
<b>PMS4</b>	<b>Program Executive</b>	\$284.48	\$293.01	\$301.80	\$310.86
<b>PMS5</b>	<b>Systems Engineer I</b>	\$94.41	\$97.24	\$100.16	\$103.16
<b>PMS6</b>	<b>Systems Engineer II</b>	\$123.84	\$127.56	\$131.39	\$135.33
<b>PMS7</b>	<b>Systems Administration Manager I</b>	\$152.05	\$156.61	\$161.31	\$166.14
<b>PMS8</b>	<b>Systems Administration Manager II</b>	\$202.32	\$208.39	\$214.64	\$221.08
<b>PMS9</b>	<b>Systems Architect</b>	\$170.44	\$175.55	\$180.81	\$186.24

<b>ITEM</b>	<b>Task / Description</b>	<b>GFY 2024 GSA Price/Unit</b>	<b>GFY 2025 GSA Price/Unit</b>	<b>GFY 2026 GSA Price/Unit</b>	<b>GFY 2027 GSA Price/Unit</b>
<b>PMS10</b>	<b>Principal Engineer</b>	\$228.07	\$234.92	\$241.96	\$249.22
<b>PMS11</b>	<b>Implementation Manager I</b>	\$99.34	\$102.32	\$105.38	\$108.55
<b>PMS12</b>	<b>Implementation Manager II</b>	\$117.70	\$121.23	\$124.87	\$128.62



## Secure Shred Services (Special Item No. 561990)

### Offsite and Onsite Shredding Services

**Services Overview** Iron Mountain offers secure shredding services, with proper logistics and secure chain-of-custody methods to ensure compliance, security and sustainability. Iron Mountain’s service offerings include secure offsite and secure onsite shredding services that are available on an ongoing or one-time basis for paper documents. Iron Mountain performs shredding services in a secure, reliable, convenient, environmentally-friendly manner, and in compliance with applicable security standards.

Iron Mountain’s service offerings include, but are not limited to, the following shredding services: Scheduled Offsite, Scheduled Onsite, One-Time Offsite and One-Time Onsite. These service offerings are available in different container sizes such as box, mini-console, console, 65 gallon bin and 95 gallon bin.

The following identifies the specific Iron Mountain Secure Shred Services and related prices available under this Pricelist.

Secure Shred Services		
(see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
ITEM	Task / Description	Unit
SS01	<b>Offsite Scheduled – Console (within 20 mile radius)</b> Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in an Iron Mountain Console at a secure facility within 20 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.	Per container
SS02	<b>Offsite Scheduled - 65 Gallon (within 20 mile radius)</b> Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in an Iron Mountain 65 Gallon Bin at a secure facility within 20 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.	Per container
SS03	<b>Offsite Scheduled - 95 Gallon (within 20 mile radius)</b> Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in an Iron Mountain 95 Gallon Bin at a secure facility within 20 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.	Per container

## Secure Shred Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>SS04</b>	<p><b>Offsite Scheduled – Box (within 20 mile radius)</b></p> <p>Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in a standard 1.2 cubic office-sized box at a secure facility within 20 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS05</b>	<p><b>Offsite Scheduled - Mini Console (within 20 mile radius)</b></p> <p>Recurring scheduled (daily, weekly, monthly) offsite shredding of Paper-based Materials in an Iron Mountain Mini-Console at a secure facility within 20 miles of the Customer's Service Location. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS06</b>	<p><b>Offsite Scheduled - Off-Cycle Trip Charge</b></p> <p>An additional fee charged for any unscheduled offsite shred service requested outside of the regular service schedule as defined in the Customer Agreement.</p>	Per Trip plus corresponding Offsite Scheduled Container Fee(s)
<b>SS07</b>	<p><b>Onsite Scheduled – Console (within 20 mile radius)</b></p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an Iron Mountain Console at or near a Customer Location using a Mobile Shredding Unit; and located within 20 miles of an Iron Mountain secure facility.</p> <p>Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS08</b>	<p><b>Onsite Scheduled - 65 Gallon (within 20 mile radius)</b></p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an Iron Mountain 65 Gallon Bin at or near a Customer Location using a Mobile Shredding Unit; and located within 20 miles of an Iron Mountain secure facility. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	Per container

## Secure Shred Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>SS09</b>	<p><b>Onsite Scheduled - 95 Gallon (within 20 mile radius)</b></p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an Iron Mountain 95 Gallon Bin at or near a Customer Location using a Mobile Shredding Unit; and located within 20 miles of an Iron Mountain secure facility. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS10</b>	<p><b>Onsite Scheduled – Box (within 20 mile radius)</b></p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an standard 1.2 cubic foot office- sized box at or near a Customer Location using a Mobile Shredding Unit; and located within 20 miles of an Iron Mountain secure facility. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS11</b>	<p><b>Onsite Scheduled - Mini Console (within 20 mile radius)</b></p> <p>Recurring scheduled (daily, weekly, monthly) onsite shredding of Paper-based Materials in an Iron Mountain Mini-Console at or near a Customer Location using a Mobile Shredding Unit; and located within 20 miles of an Iron Mountain secure facility. Includes container, regularly scheduled collection, transport, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS12</b>	<p><b>Onsite Scheduled - Off-Cycle Trip Charge</b></p> <p>An additional fee charged for any unscheduled onsite shred service requested outside of the regular service schedule as defined in the Customer Agreement.</p>	Per Trip plus corresponding Onsite Scheduled Container Fee(s)
<b>SS13</b>	<p><b>Offsite Purge - 65 Gallon (within 20 mile radius)</b></p> <p>Non-recurring, one-time offsite shredding of Paper-based Materials in a 65 Gallon Bin at a secure facility within 20 miles of the Customer's Service Location. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	Per container

## Secure Shred Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>SS14</b>	<p><b>Offsite Purge - 95 Gallon (within 20 mile radius)</b></p> <p>Non-recurring, one-time offsite shredding of Paper-based Materials in a 95 Gallon Bin at a secure facility within 20 miles of the Customer's Service Location. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS15</b>	<p><b>Offsite Purge – Box (within 20 mile radius)</b></p> <p>Non-recurring, one-time offsite shredding of Paper-based Materials in a standard 1.2 cubic office-sized box at a secure facility within 20 miles of the Customer's Service Location. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS16</b>	<p><b>Offsite Purge - Trip Charge (within 20 mile radius)</b></p> <p>Use this service in conjunction with Offsite Purge container fees for picking up Paper-based Materials for non-recurring, one-time offsite destruction from an address located within 20 miles of the Iron Mountain servicing facility.</p>	Per Trip plus corresponding Offsite Purge Container Fee(s)
<b>SS17</b>	<p><b>Onsite Purge - 65 Gallon (within 20 mile radius)</b></p> <p>Non-recurring, one-time onsite shredding of Paper-based Materials in a 65 Gallon Bin at or near a Customer Location using a Mobile Shredding Unit; and located within 20 miles of an Iron Mountain secure facility. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS18</b>	<p><b>Onsite Purge - 95 Gallon (within 20 mile radius)</b></p> <p>Non-recurring, one-time onsite shredding of Paper-based Materials in a 95 Gallon Bin at or near a Customer Location using a Mobile Shredding Unit; and located within 20 miles of an Iron Mountain secure facility. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	Per container
<b>SS19</b>	<p><b>Onsite Purge – Box (within 20 mile radius)</b></p> <p>Non-recurring, one-time onsite shredding of Paper-based Materials in a standard 1.2 cubic office-size box at or near a Customer Location using a Mobile Shredding Unit; and located within 20 miles of an Iron Mountain secure facility. Includes collection, processing and recycling of Customer materials specified for destruction.</p>	Per container

## Secure Shred Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>SS20</b>	<p><b>Onsite Purge - Trip Charge (within 20 mile radius)</b></p> <p>Use this service in conjunction with Onsite Purge container fees for the mobilization of a Mobile Shredding Unit for non- recurring, one-time onsite destruction of Paper-based Materials.</p>	Per Trip plus corresponding Onsite Purge Container Fee(s)
<b>SS21</b>	<p><b>Transportation - Zone 2 (within 21-40 mile radius)</b></p> <p>An additional charge assessed for Transportation Visits to Customer Locations located between 21-40 miles from an Iron Mountain facility and not in a Metro or NY Metro location as defined in Item # SS24, SS25.</p>	Per trip
<b>SS22</b>	<p><b>Transportation - Zone 3 (within 41-60 mile radius)</b></p> <p>An additional charge assessed for Transportation Visits to Customer Locations located between 41-60 miles from an Iron Mountain facility and not in a Metro or NY Metro location as defined in Item # SS24, SS25.</p>	Per trip
<b>SS23</b>	<p><b>Transportation - Zone 4 (within 61-80 mile radius)</b></p> <p>An additional charge assessed for Transportation Visits to Customer Locations located between 61–80 miles from an Iron Mountain facility and not in a Metro or NY Metro location as defined in Item # SS24, SS25.</p>	Per trip
<b>SS24</b>	<p><b>Transportation – Metro</b></p> <p>An additional charge assessed on Transportation Visits at Customer Locations located in certain metropolitan markets. The affected metropolitan markets include: Atlanta, GA; Boston, MA; Chicago, IL; Dallas, TX; Houston, TX; Los Angeles, CA; Miami, FL; Philadelphia, PA; San Francisco, CA; Seattle, WA; Washington, DC. A complete list of the zip or postal codes included in the above metro markets can be found on Iron Mountain's online Customer Information Center via the following link: <a href="http://cic.ironmountain.com/shredding/">http://cic.ironmountain.com/shredding/</a></p>	Per trip
<b>SS25</b>	<p><b>Transportation - NY Metro</b></p> <p>An additional charge assessed on Transportation Visits at Customer Locations located in the New York metropolitan market. A complete list of the zip or postal codes can be found on Iron Mountain's online Customer Information Center via the following link: <a href="http://cic.ironmountain.com/shredding/">http://cic.ironmountain.com/shredding/</a></p>	Per trip

## Secure Shred Services

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

ITEM	Task / Description	Unit
<b>SS26</b>	<p><b>Shred Hourly Labor</b></p> <p>Charges for other miscellaneous Shred Services requested by a Customer that are not specifically described and provided for in the customer's Pricing Schedule or in the Additional Services section of Iron Mountain's online Customer Information Center. Shred labor billed per person, per hour in fifteen minutes increments. Examples include, but are not limited to material prepping, packing or consolidation.</p> <p>Minimum experience: 0-4 years of experience with a preference for 2-4 years. Most employees will have a minimum of 1 year experience; however some employees who have demonstrated excellent skills and who have less than 1 year experience may perform work in this labor category.</p> <p>Minimum education: High school degree or equivalent</p>	Per hour
<b>SS27</b>	<p><b>Shred Offsite Minimum - 4 Week Frequency</b></p> <p>The minimum charge for each Shred Order (Scheduled or Off Cycle) applied when the total fees associated with performing Offsite Secure Shredding services per the Customer Work Order are less than the minimum. Trip charges are not included in services fees and therefore do not count towards Minimum charges. Applies to customers who choose service every 4, 8 or 12 weeks.</p>	Per order
<b>SS28</b>	<p><b>Shred Onsite Minimum - 4 Week Frequency</b></p> <p>The minimum charge for each Shred Order (Scheduled or Off Cycle) applied when the total fees associated with performing Offsite Secure Shredding services per the Customer Work Order are less than the minimum. Trip charges are not included in services fees and therefore do not count towards Minimum charges. Applies to customers who choose service every 4, 8 or 12 weeks.</p>	Per order
<b>SS29</b>	<p><b>Shred One-Time Project Minimum</b></p> <p>A minimum charge that is applied to a customer's One-Time Order when the overall charges do not meet the customer's contractual minimum billing requirement. This is intended for projects that are not connected with the scheduled or recurring services.</p>	Per Order
<b>SS30</b>	<p><b>Shred Surcharge: 8 Week Cycle</b></p> <p>Surcharge applied to Scheduled Orders that occur on an 8 week cycle. Applied in addition to Minimum fees.</p>	Per Order
<b>SS31</b>	<p><b>Shred Surcharge: 12 Week Cycle</b></p> <p>Surcharge applied to Scheduled Orders that occur on a 12 week cycle. Applied in addition to Minimum fees.</p>	Per Order

<b>SS32</b>	<b>Unused Container Charge</b> Monthly rental fee for containers that have not been serviced (scanned) within 90 days. The charge is based on a count of containers not serviced as of the time of invoicing. Returned containers are not charged this fee.	Container per service
<b>SS33</b>	<b>Contamination Charge</b> This fee will be charged only when shred transportation teams identify contamination upon "tipping" customers' shred collection container.	Per Container
<b>SS34</b>	<b>Transportation - Zone 5</b> An additional charge assessed for Transportation Visits to Customer Locations located 81 - 100 miles from an Iron Mountain facility and not in a Metro or NY Metro location as defined in Item # SS24, SS25.	Per Trip

### Secure Shred Services Out-Year Pricelist

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>SS01</b>	<b>Offsite Scheduled - Console</b>	\$7.78	\$8.01	\$8.25	\$8.50
<b>SS02</b>	<b>Offsite Scheduled - 65 Gallon</b>	\$10.38	\$10.69	\$11.01	\$11.34
<b>SS03</b>	<b>Offsite Scheduled - 95 Gallon</b>	\$15.56	\$16.03	\$16.51	\$17.00
<b>SS04</b>	<b>Offsite Scheduled - Box</b>	\$6.49	\$6.68	\$6.88	\$7.09
<b>SS05</b>	<b>Offsite Scheduled - Mini Console</b>	\$7.78	\$8.01	\$8.25	\$8.50
<b>SS06</b>	<b>Offsite Scheduled - Off-Cycle Trip Charge</b>	\$55.79	\$57.46	\$59.19	\$60.96
<b>SS07</b>	<b>Onsite Scheduled - Console</b>	\$10.38	\$10.69	\$11.01	\$11.34
<b>SS08</b>	<b>Onsite Scheduled - 65 Gallon</b>	\$12.97	\$13.36	\$13.76	\$14.17
<b>SS09</b>	<b>Onsite Scheduled - 95 Gallon</b>	\$20.76	\$21.38	\$22.03	\$22.69
<b>SS10</b>	<b>Onsite Scheduled - Box</b>	\$6.49	\$6.68	\$6.88	\$7.09
<b>SS11</b>	<b>Onsite Scheduled - Mini Console</b>	\$10.38	\$10.69	\$11.01	\$11.34
<b>SS12</b>	<b>Onsite Scheduled - Off-Cycle Trip Charge</b>	\$71.36	\$73.50	\$75.71	\$77.98
<b>SS13</b>	<b>Offsite Purge - 65 Gallon</b>	\$10.38	\$10.69	\$11.01	\$11.34
<b>SS14</b>	<b>Offsite Purge - 95 Gallon</b>	\$16.22	\$16.71	\$17.21	\$17.73
<b>SS15</b>	<b>Offsite Purge - Box</b>	\$5.84	\$6.02	\$6.20	\$6.39
<b>SS16</b>	<b>Offsite Purge - Trip Charge</b>	\$77.85	\$80.18	\$82.59	\$85.06
<b>SS17</b>	<b>Onsite Purge - 65 Gallon</b>	\$19.47	\$20.05	\$20.65	\$21.27

<b>ITEM</b>	<b>Task / Description</b>	<b>GFY 2024 GSA Price/Unit</b>	<b>GFY 2025 GSA Price/Unit</b>	<b>GFY 2026 GSA Price/Unit</b>	<b>GFY 2027 GSA Price/Unit</b>
<b>SS18</b>	<b>Onsite Purge - 95 Gallon</b>	\$25.95	\$26.73	\$27.53	\$28.36
<b>SS19</b>	<b>Onsite Purge - Box</b>	\$6.49	\$6.68	\$6.88	\$7.09
<b>SS20</b>	<b>Onsite Purge - Trip Charge</b>	\$90.84	\$93.56	\$96.37	\$99.26
<b>SS21</b>	<b>Transportation - Zone 2</b>	\$20.76	\$21.38	\$22.03	\$22.69
<b>SS22</b>	<b>Transportation - Zone 3</b>	\$28.55	\$29.41	\$30.29	\$31.20
<b>SS23</b>	<b>Transportation - Zone 4</b>	\$36.32	\$37.41	\$38.53	\$39.69
<b>SS24</b>	<b>Transportation - Metro</b>	\$6.49	\$6.68	\$6.88	\$7.09
<b>SS25</b>	<b>Transportation - NY Metro</b>	\$15.56	\$16.03	\$16.51	\$17.00
<b>SS26</b>	<b>Shred Hourly Labor</b>	\$72.62	\$74.80	\$77.04	\$79.35
<b>SS27</b>	<b>Shred Offsite Minimum - 4 Week Frequency</b>	\$176.33	\$181.62	\$187.06	\$192.68
<b>SS28</b>	<b>Shred Offsite Minimum - 4 Week Frequency</b>	\$215.42	\$221.88	\$228.54	\$235.39
<b>SS29</b>	<b>Shred One-Time Project Minimum</b>	\$3,173.80	\$3,269.02	\$3,367.09	\$3,468.10
<b>SS30</b>	<b>Shred Surcharge: 8 Week Cycle</b>	\$149.19	\$153.67	\$158.28	\$163.03
<b>SS31</b>	<b>Shred Surcharge: 12 Week Cycle</b>	\$311.95	\$321.31	\$330.95	\$340.88
<b>SS32</b>	<b>Unused Container Charge</b>	\$9.85	\$10.14	\$10.45	\$10.76
<b>SS33</b>	<b>Contamination Charge</b>	\$89.57	\$92.25	\$95.02	\$97.87
<b>SS34</b>	<b>Transportation - Zone 5</b>	\$44.44	\$45.77	\$47.15	\$48.56



## Asset Life Management (Special Item No. 561990)

### Media Destruction, e-Waste Recycling, IT Asset Audit & Remarketing, Teraware

**Services Overview** Iron Mountain offers secure e-Waste and IT Asset Disposition, with proper logistics and secure chain-of-custody methods to ensure compliance, security and sustainability. Iron Mountain’s suite of media destruction services includes handling, transport, and disposing of media such as IT equipment, office equipment, audio/visual equipment, consumer electronics, computer hard drives, CDs/DVDs, backup tapes, SD cards, video tapes, and many other forms of media. Iron Mountain performs IT asset recycling and disposition services in a secure, reliable, environmentally-friendly manner, and in compliance with applicable security standards.

Iron Mountain offers both offsite and onsite services. With onsite services, customers can dispose of sensitive assets without ever having them leave the premises. These services can either be performed by Iron Mountain employees and equipment, or by a third party where onsite is not available. With offsite services, equipment is picked up, transported, and processed with care and consistency at a secure facility.

In addition to onsite and offsite services, Iron Mountain has a offering called the Box Program, which is a safe and easy way to pack, ship, store, and retrieve IT assets from employee homes or distributed workplaces and send them to Iron Mountain for secure destruction.

Iron Mountain also offers Teraware data erasure services. The Onsite Drive Wiping services include various tiers for hard drive or solid-state drive data eradication using Teraware, with additional options for physical destruction or remarketing of the device.

The following identifies the specific Iron Mountain Asset Life Management Services and related prices available under this Pricelist.

Asset Life Management (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
Item	Task / Description	Unit
ALM01	<p><b>Offsite - Bulk Tapes / Plastics</b> Media (plastics such as tapes, floppies, CDs, DVS, flash cards, and thumb drives) are destroyed in a secure and eco-friendly manner. Waste to energy incineration services are performed offsite at the nearest destruction facility.</p> <p>Certificate of Destruction provided by weight.</p> <p>Note: Bulk is defined as no serial number captured (non-itemized), and there is no quantity threshold.</p>	Per Pound
ALM02	<p><b>Offsite - Itemized Tape Destruction</b> Media is destroyed in a secure and eco-friendly manner. Items with barcodes are scanned to a catalog, or physically counted if they do not have a unique scan-able barcode. Includes tapes, floppies, CDs, DVS, flash cards, thumb drives etc.</p> <p>Certificate of Destruction provided by count and includes barcodes or quantities by media type.</p>	Per Tape
ALM03	<p><b>Offsite - Vault - Closed Container Destruction</b> Offsite destruction of media and containers stored at an Iron Mountain vault. Container is not opened and media inside is not cataloged.</p> <p>Certificate of Destruction includes container barcode number.</p>	Per Container

<b>Asset Life Management</b>		
(see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
Item	Task / Description	Unit
ALM04	<b>Offsite - Itemized Hard Drive Destruction</b> Offsite destruction of hard drives includes serial number capture. Certificate of Destruction includes serial numbers.	Per Hard Drive
ALM05	<b>E-waste Recycling</b> e-Waste (non-data-bearing assets) is de-manufactured into dozens of commodity categories and recycled.	Per Pound
ALM06	<b>IT Asset Audit and Recycle</b> IT Assets are audited to capture make, model and serial number and then all data bearing components appropriately erased. Asset is remarked to capture value or if damaged or below outline destroyed.  Certificate of Data erasure or Certificate of Destruction is inclusive of audit information and final disposition.	Per Asset
ALM07	<b>IT Asset Audit &amp; Remarket</b> IT assets are tested, graded, and refurbished for resale. Data bearing devices are erased. Service includes providing the customer with an audit report with specs on each asset and associated resale value.  Certificate of Data erasure or Certificate of Destruction is inclusive of audit information and final disposition.	Per Asset
ALM08	<b>Shipping - Tape Destruction</b> Fee for the shipping of pallets of bulk mixed media, hard drives, and / or e-waste to a processing facility for Audit, Recycling, and / or Disposition.  Used in conjunction with Offsite Trip Charge and / or associated Zone fees.	Per Pallet
ALM09	<b>Shipping - Bulk Mixed Media &amp; Hard Drive</b> Use this in conjunction with "Media Destruction - Standard Run" for the shipping of bulk mixed media, offsite hard drive destruction, and IT asset Audit & remarketing materials to processing facilities.	Per Pallet
ALM10	<b>Offsite - Trip Charge - Standard Run</b> Fee for the transportation of materials to a processing facility located up to 40 miles from a customer location.  Used in conjunction with Shipping pallet fees.	Per Service
ALM11	<b>Offsite - Pick Up Fee - Zone 2 (41-75 Miles)</b> Fee for the transportation of materials to a processing facility located 41 – 75 miles from a customer location.  Used in conjunction with Shipping pallet fees.	Per Service
ALM12	<b>Offsite - Pick Up Fee - Zone 3 (76-100 Miles)</b> Fee for the transportation of materials to a processing facility located 76 – 100 miles from a customer location.  Used in conjunction with Shipping pallet fees.	Per Service
ALM13	<b>Offsite - Pick Up Fee - Zone 4 (101-150 Miles)</b> Fee for the transportation of materials to a processing facility located 101 – 150 miles from a customer location.  Used in conjunction with Shipping pallet fees.	Per Service

## Asset Life Management

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
ALM14	<b>Onsite - Hard Drive and Tape Mobilization - On Route - Zone 1</b> This service is used in conjunction with all Onsite Itemized Tape and Hard Drive destruction services (CLINs ALM24 – ALM37) which utilizes and deploys a specifically designed Mobile Shred Unit to an address located 0 - 40 miles from a processing facility.	Per Trip
ALM15	<b>Onsite - Hard Drive and Tape Mobilization - On Route - Zone 2</b> This service is used in conjunction with all Onsite Itemized Tape and Hard Drive destruction services (CLINs ALM24 – ALM37) which utilizes and deploys a specifically designed Mobile Shred Unit to an address located 41 - 75 miles from a processing facility.	Per Trip
ALM16	<b>Onsite - Hard Drive and Tape Mobilization - On Route - Zone 3</b> This service is used in conjunction with all Onsite Itemized Tape and Hard Drive destruction services (CLINs ALM24 – ALM37) which utilizes and deploys a specifically designed Mobile Shred Unit to an address located 76 - 100 miles from a processing facility.	Per Trip
ALM17	<b>Onsite - Hard Drive and Tape Mobilization - On Route - Zone 4</b> This service is used in conjunction with all Onsite Itemized Tape and Hard Drive destruction services (CLINs ALM24 – ALM37) which utilizes and deploys a specifically designed Mobile Shred Unit to an address located 101 - 150 miles from a from a processing facility.	Per Trip
ALM18	<b>Onsite - Hard Drive and Tape Mobilization - On Route - Zone 5</b> This service is used in conjunction with all Onsite Itemized Tape and Hard Drive destruction services (CLINs ALM24 – ALM37) which utilizes and deploys a specifically designed Mobile Shred Unit to an address located over 150 miles from a processing facility.	Per Trip
ALM19	<b>Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 1</b> A Dedicated Route Mobilization is determined by asset quantity, location, equipment availability and customer specific requirements. A Zone 1 MSU Dedicated Route is applicable when the service address is located 0 - 40 miles from a processing facility. This service is used in conjunction with all Onsite Itemized Tapes and Hard Drives destruction services (CLINs ALM24 – ALM37).	Per Trip
ALM20	<b>Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 2</b> A Dedicated Route Mobilization is determined by asset quantity, location, equipment availability and customer specific requirements. A Zone 2 MSU Dedicated Route is applicable when the service address is located 41 - 75 miles from a processing facility. This service is used in conjunction with all Onsite Itemized Tapes and Hard Drives destruction services (CLINs ALM24 – ALM37).	Per Trip
ALM21	<b>Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 3</b> A Dedicated Route Mobilization is determined by asset quantity, location, equipment availability and customer specific requirements. A Zone 3 MSU Dedicated Route is applicable when the service address is located 76 - 100 miles from a processing facility. This service is used in conjunction with all Onsite Itemized Tapes and Hard Drives destruction services (CLINs ALM24 – ALM37).	Per Trip

<b>Asset Life Management</b>		
(see <a href="https://www.ironmountain.com/support/how-it-works" style="color: white;">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
Item	Task / Description	Unit
ALM22	<b>Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 4</b> A Dedicated Route Mobilization is determined by asset quantity, location, equipment availability and customer specific requirements. A Zone 4 MSU Dedicated Route is applicable when the service address is located 100 - 150 miles from a processing facility. This service is used in conjunction with all Onsite Itemized Tapes and Hard Drives destruction services (CLINs ALM24 – ALM37).	Per Trip
ALM23	<b>Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 5</b> A Dedicated Route Mobilization is determined by asset quantity, location, equipment availability and customer specific requirements. A Zone 5 MSU dedicated route is applicable when the service address is located over 150 miles from a processing facility. This service is used in conjunction with all Onsite Itemized Tapes and Hard Drives destruction services (CLINs ALM24 – ALM37).	Per Trip
ALM24	<b>Onsite Itemized Hard Drive Destruction - Tier 1</b> Scanning, cataloging and destruction of 1 - 40 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).	Per Item
ALM25	<b>Onsite Itemized Hard Drive Destruction - Tier 2</b> Scanning, cataloging and destruction of 41 - 100 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).	Per Item
ALM26	<b>Onsite Itemized Hard Drive Destruction - Tier 3</b> Scanning, cataloging and destruction of 101 - 250 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).	Per Item
ALM27	<b>Onsite Itemized Hard Drive Destruction - Tier 4</b> Scanning, cataloging and destruction of 251 - 500 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).	Per Item
ALM28	<b>Onsite Itemized Hard Drive Destruction - Tier 5</b> Scanning, cataloging and destruction of 501 - 1,000 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).	Per Item
ALM29	<b>Onsite Itemized Hard Drive Destruction - Tier 6</b> Scanning, cataloging and destruction of 1,001 - 2,000 hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).	Per Item

## Asset Life Management

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
ALM30	<p><b>Onsite Itemized Hard Drive Destruction - Tier 7</b>                      Scanning, cataloging and destruction of 2,001+ hard drives performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).</p>	Per Item
ALM31	<p><b>Onsite Itemized Tape Destruction - Tier 1</b>                      Scanning, cataloging and destruction of 1 - 100 media tapes performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).</p>	Per Item
ALM32	<p><b>Onsite Itemized Tape Destruction - Tier 2</b>                      Scanning, cataloging and destruction of 101 - 1,000 media tapes performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).</p>	Per Item
ALM33	<p><b>Onsite Itemized Tape Destruction - Tier 3</b>                      Scanning, cataloging and destruction of 1,001 - 5,000 media tapes performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).</p>	Per Item
ALM34	<p><b>Onsite Itemized Tape Destruction - Tier 4</b>                      Scanning, cataloging and destruction of 5,001 - 10,000 media tapes performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).</p>	Per Item
ALM35	<p><b>Onsite Itemized Tape Destruction - Tier 5</b>                      Scanning, cataloging and destruction of 10,001 - 15,000 media tapes performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).</p>	Per Item
ALM36	<p><b>Onsite Itemized Tape Destruction - Tier 6</b>                      Scanning, cataloging and destruction of 15,001 - 20,000 media tapes performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).</p>	Per Item
ALM37	<p><b>Onsite Itemized Tape Destruction - Tier 7</b>                      Scanning, cataloging and destruction of 20,001 media tapes performed onsite at the client's facility. If preferred, the client can witness any portion of the entire process. A Certificate of Destruction (COD) is provided based on the number of assets destroyed. Used in conjunction with Mobilization fees (CLINs ALM14 – ALM23).</p>	Per Item
ALM38	<p><b>Desktop Box - 2 Way STD Shipping</b>                      Includes shipment of a box to a customer location, an enclosed return label, and instructions. Disposition of asset is not included.</p>	Per Box

<b>Asset Life Management</b>		
(see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
<b>Item</b>	<b>Task / Description</b>	<b>Unit</b>
<b>ALM39</b>	<b>Large Box - 2 Way STD Shipping</b> Includes shipment of a box to a customer location, an enclosed return label, and instructions. Disposition of asset is not included.	Per Box
<b>ALM40</b>	<b>Remote Box - Desktop Printer - 2 Way STD Shipping</b> Includes shipment of a box to a customer location, an enclosed return label, and instructions. Disposition of asset is not included.	Per Box
<b>ALM41</b>	<b>Remote Box - Monitor - 2 Way STD Shipping</b> Includes shipment of a box to a customer location, an enclosed return label, and instructions. Disposition of asset is not included.	Per Box
<b>ALM42</b>	<b>Laptop Box - 2 Way STD Shipping</b> Includes shipment of a box to a customer location, an enclosed return label, and instructions. Disposition of asset is not included.	Per Box
<b>ALM43</b>	<b>Remote Box - Extra Small (Phone-Tablet) - 2 Way STD Shipping</b> Includes shipment of a box to a customer location, an enclosed return label, and instructions. Disposition of asset is not included.	Per Box
<b>ALM44</b>	<b>2 Day Shipping</b> Use this service in conjunction with Box fees (CLINs ALM38 – ALM43) for 2 Day Shipping.	Per Box
<b>ALM45</b>	<b>Teraware Onsite Minimum</b> Minimum charge that is applied to a customer's account when the Onsite Drive Wiping charges do not meet the customer's contractual minimum requirement per order.	Per Order
<b>ALM46</b>	<b>Teraware Onsite Drive Wiping - Tier 1 - 499 drives</b> Eradication of data on 1 - 499 Hard Drives or Solid State Drives via Teraware, this can be followed by either physical destruction of the device or remarketing of the device - all post data eradication options are charged separately.	Per Drive
<b>ALM47</b>	<b>Teraware Onsite Drive Wiping - Tier 2: 500 - 4,999 drives</b> Eradication of data on 500 – 4,999 Hard Drives or Solid State Drives via Teraware, this can be followed by either physical destruction of the device or remarketing of the device - all post data eradication options are charged separately.	Per Drive
<b>ALM48</b>	<b>Teraware Onsite Drive Wiping - Tier 3: 5,000 - 9,999 drives</b> Eradication of data on 5,000 – 9,999 Hard Drives or Solid State Drives via Teraware, this can be followed by either physical destruction of the device or remarketing of the device - all post data eradication options are charged separately.	Per Drive
<b>ALM49</b>	<b>Teraware Onsite Drive Wiping - Tier 4: 10,000+ drives</b> Eradication of data on 10,000+ Hard Drives or Solid State Drives via Teraware, this can be followed by either physical destruction of the device or remarketing of the device - all post data eradication options are charged separately.	Per Drive
<b>ALM50</b>	<b>Shipping – e-Waste</b> Fee for the shipping of pallets of e-Waste to a processing facility for Audit, Recycling, and / or Disposition. Used in conjunction with Offsite Trip Charge and / or associated Zone fees.	Order



<b>Asset Life Management</b>		
(see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
Item	Task / Description	Unit
ALM51	<b>Offsite - Trip Charge – e-Waste Standard Run</b>  Fee for the transportation of materials to a processing facility located up to 40 miles from a customer location. Used in conjunction with Shipping pallet fees. For the transportation of materials to a processing facility located over 40 miles from a customer location, Iron Mountain will provide an Open Market quote.	Order

### Asset Life Management Services Out-Year Pricelist

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
ALM01	Offsite - Bulk Tapes / Plastics	\$0.43	\$0.44	\$0.46	\$0.47
ALM02	Offsite - Itemized Tape Destruction	\$0.62	\$0.64	\$0.65	\$0.67
ALM03	Offsite - Vault - Closed Container Destruction	\$50.88	\$52.41	\$53.98	\$55.60
ALM04	Offsite - Itemized Hard Drive Destruction	\$6.36	\$6.55	\$6.74	\$6.95
ALM05	E-waste Recycling	\$0.0	\$0.0	\$0.0	\$0.0
ALM06	IT Asset Audit and Recycle	\$14.11	\$14.53	\$14.96	\$15.41
ALM07	IT Asset Audit & Remarket	\$13.24	\$13.64	\$14.05	\$14.47
ALM08	Shipping - Tape Destruction	\$171.09	\$176.22	\$181.51	\$186.95
ALM09	Shipping - Bulk Mixed Media & Hard Drive	\$308.10	\$317.35	\$326.87	\$336.67
ALM10	Offsite - Trip Charge - Standard Run	\$191.44	\$197.18	\$203.09	\$209.19
ALM11	Offsite - Pick Up Fee - Zone 2 (41-75 Miles)	\$241.81	\$249.07	\$256.54	\$264.24
ALM12	Offsite - Pick Up Fee - Zone 3 (76-100 Miles)	\$493.70	\$508.51	\$523.77	\$539.48
ALM13	Offsite - Pick Up Fee - Zone 4 (101-150 Miles)	\$695.21	\$716.07	\$737.55	\$759.68
ALM14	Onsite - Hard Drive and Tape Mobilization - On Route - Zone 1	\$360.33	\$371.14	\$382.27	\$393.74
ALM15	Onsite - Hard Drive and Tape Mobilization - On Route - Zone 2	\$582.08	\$599.54	\$617.52	\$636.05
ALM16	Onsite - Hard Drive and Tape Mobilization - On Route - Zone 3	\$748.39	\$770.84	\$793.96	\$817.78
ALM17	Onsite - Hard Drive and Tape Mobilization - On Route - Zone 4	\$1,108.72	\$1,141.98	\$1,176.24	\$1,211.53
ALM18	Onsite - Hard Drive and Tape Mobilization - On Route - Zone 5	Custom Quote	Custom Quote	Custom Quote	Custom Quote

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
ALM19	Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 1	\$684.64	\$705.18	\$726.34	\$748.13
ALM20	Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 2	\$1,105.95	\$1,139.13	\$1,173.30	\$1,208.50
ALM21	Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 3	\$1,347.08	\$1,387.49	\$1,429.12	\$1,471.99
ALM22	Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 4	\$1,884.81	\$1,941.36	\$1,999.60	\$2,059.58
ALM23	Onsite - Hard Drive and Tape Mobilization - Dedicated Route - Zone 5	Custom Quote	Custom Quote	Custom Quote	Custom Quote
ALM24	Onsite Itemized Hard Drive Destruction - Tier 1	\$9.01	\$9.28	\$9.56	\$9.84
ALM25	Onsite Itemized Hard Drive Destruction - Tier 2	\$8.71	\$8.97	\$9.24	\$9.52
ALM26	Onsite Itemized Hard Drive Destruction - Tier 3	\$7.22	\$7.44	\$7.66	\$7.89
ALM27	Onsite Itemized Hard Drive Destruction - Tier 4	\$6.11	\$6.29	\$6.48	\$6.67
ALM28	Onsite Itemized Hard Drive Destruction - Tier 5	\$4.99	\$5.14	\$5.30	\$5.46
ALM29	Onsite Itemized Hard Drive Destruction - Tier 6	\$3.61	\$3.71	\$3.82	\$3.94
ALM30	Onsite Itemized Hard Drive Destruction - Tier 7	\$3.32	\$3.42	\$3.52	\$3.63
ALM31	Onsite Itemized Tape Destruction - Tier 1	\$3.61	\$3.71	\$3.82	\$3.94
ALM32	Onsite Itemized Tape Destruction - Tier 2	\$3.05	\$3.15	\$3.24	\$3.34
ALM33	Onsite Itemized Tape Destruction - Tier 3	\$1.93	\$1.99	\$2.05	\$2.11
ALM34	Onsite Itemized Tape Destruction - Tier 4	\$1.68	\$1.73	\$1.78	\$1.83
ALM35	Onsite Itemized Tape Destruction - Tier 5	\$1.10	\$1.14	\$1.17	\$1.20
ALM36	Onsite Itemized Tape Destruction - Tier 6	\$0.95	\$0.98	\$1.01	\$1.04
ALM37	Onsite Itemized Tape Destruction - Tier 7	\$0.84	\$0.86	\$0.89	\$0.92
ALM38	Desktop Box - 2 Way STD Shipping	\$60.45	\$62.27	\$64.14	\$66.06
ALM39	Large Box - 2 Way STD Shipping	\$53.40	\$55.00	\$56.65	\$58.35
ALM40	Remote Box - Desktop Printer - 2 Way STD Shipping	\$70.53	\$72.64	\$74.82	\$77.07
ALM41	Remote Box - Monitor - 2 Way STD Shipping	\$73.55	\$75.76	\$78.03	\$80.37



ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
ALM42	Laptop Box - 2 Way STD Shipping	\$50.38	\$51.89	\$53.45	\$55.05
ALM43	Remote Box - Extra Small (Phone-Tablet) - 2 Way STD Shipping	\$45.34	\$46.70	\$48.10	\$49.54
ALM44	2 Day Shipping	\$25.19	\$25.94	\$26.72	\$27.52
ALM45	Teraware Onsite Minimum	\$2,518.89	\$2,594.46	\$2,672.29	\$2,752.46
ALM46	Teraware Onsite Drive Wiping - Tier 1 - 499 drives	\$6.05	\$6.23	\$6.41	\$6.61
ALM47	Teraware Onsite Drive Wiping - Tier 2: 500 - 4,999 drives	\$5.04	\$5.19	\$5.34	\$5.50
ALM48	Teraware Onsite Drive Wiping - Tier 3: 5,000 - 9,999 drives	\$4.03	\$4.15	\$4.28	\$4.40
ALM49	Teraware Onsite Drive Wiping - Tier 4: 10,000+ drives	\$3.02	\$3.11	\$3.21	\$3.30
ALM50	Shipping – e-Waste	\$0.00	\$0.00	\$0.00	\$0.00
ALM51	Offsite - Trip Charge – e-Waste Standard Run	\$0.00	\$0.00	\$0.00	\$0.00

## Information Governance & Digital Solutions (IGDS) Services (Special Item No. 518210 ERM)

### Professional Services: Strategy, Foundation, Implementation, Operations, and Electronic Records Management Services

**Services Overview** Iron Mountain's Information Governance & Digital Solutions (IGDS) Services combine technology with deep expertise and broad experience. Advisory Services are provided by a team of information governance (IG) professionals specializing in the intricacies of retention, privacy, compliance and risk management. IM's IG Service Professionals include but are not limited to lawyers, legal researchers, records managers, and library scientists. Services provided include, but are not limited to, the following:

- **Strategy:** Includes Information Governance (IG) & Organization Design, IG Assessment & Roadmap, Privacy Program Planning & Assessments, Risk Management, Benchmarking, and Information Strategy.
- **Foundation:** Includes Policies and Procedures, Training & Education, Retention Schedule Development, Records of Privacy Processing Activities, Data and Records Inventories and Location Mapping, and Metadata Standards.
- **Implementation:** Physical Content Classification and Remediation, Electronic Content Classification and Remediation, Privacy Risk Assessments (PTAs & PIAs), Defensible Destruction and Process Automation solutions.
- **Operations:** IG Staffing and Outsourcing (General Program Management/Project Management Support), Program Monitoring & Auditing, Privacy Program Management Support, Records Management Program Support, and Managed Services.

## Information Governance and Digital Solutions (IGDS)

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
PS1	<p><b>Managing Principal</b>                      Lead executive responsible for the execution of an Information Governance program and manager of Iron Mountain Principals and other resources delivering the program. This person is an acknowledged expert in Information Governance across the full lifecycle from Strategy through Policy Development, Implementation of both program and system and Operation of the program.</p> <p>Minimum years of experience: 12                      Minimum education requirement: BA/BS</p>	Per hour
PS2	<p><b>Principal</b>                      Lead executive responsible for execution of the engagement. An expert in Information Governance and leading Information Governance initiatives. Serves in an advisory capacity, providing members of the project team and the client organization a level of quality review to help guide the project to remain on schedule and within budget. Provides management and technical review, industry and Information Governance insight, issue resolution, and employs proven problem solving techniques, directs critical decision making. Responsible for ensuring quality assurance.</p> <p>Minimum years of experience: 10                      Minimum education requirement: BA/BS</p>	Per hour
PS3	<p><b>Project Manager III</b>                      Provides strong senior-level management. Responsible for project delivery and oversight of key business enablers on projects and identification of needs for new tools. Assumes regular interaction and communications with the delegated Client representatives. Maintains responsibility for managing business solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables. Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Provides technical guidance to the project team on performance of the work; and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight.</p> <p>Minimum years of experience: 8                      Minimum education requirement: BA/BS</p>	Per hour

**Information Governance and Digital Solutions (IGDS)**

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
PS4	<p><b>Project Manager II</b>                      Provides strong senior-level management. Responsible for project delivery and oversight of key business enablers on projects and identification of needs for new tools. Assumes regular interaction and communications with the delegated Client representatives. Maintains responsibility for managing business solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables. Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Provides technical guidance to the project team on performance of the work; and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight.</p> <p>Minimum years of experience: 5                      Minimum education requirement: BA/BS</p>	Per hour
PS5	<p><b>Project Manager I</b>                      Responsible for project delivery and oversight of key business enablers on projects and identification of needs for new tools. Assumes regular interaction and communications with the delegated Client representatives. Maintains responsibility for managing business solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables. Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Provides technical guidance to the project team on performance of the work; and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight.</p> <p>Minimum years of experience: 3                      Minimum education requirement: BA/BS</p>	Per hour

## Information Governance and Digital Solutions (IGDS)

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
PS6	<p><b>Subject Matter Specialist III</b>                      Develops solutions and delivers expert leadership and support to project teams by leveraging knowledge of theories, principles, or technology in the designated field (domain) or discipline (functional area). Contributes to the implementation of strategy and helps assess the impact of industry trends, policies, and/or standard methodologies. Understands, articulates, and implements best practices related to their area of expertise. Works directly in supervision of lower level SMEs and team members to maintain quality across project deliverables. Often holds an advanced degree or other specialized training.</p> <p>Minimum years of experience: 12                      Minimum education requirement: BA/BS</p>	Per hour
PS7	<p><b>Subject Matter Specialist II</b>                      Develops solutions and delivers expert leadership and support to project teams by leveraging knowledge of theories, principles, or technology in the designated field (domain) or discipline (functional area). Contributes to the implementation of strategy and helps assess the impact of industry trends, policies, and/or standard methodologies. Understands, articulates, and implements best practices related to their area of expertise. Works directly in supervision of lower level SMEs and team members to maintain quality across project deliverables. Often holds an advanced degree or other specialized training.</p> <p>Minimum years of experience: 8                      Minimum education requirement: BA/BS</p>	Per hour
PS8	<p><b>Subject Matter Specialist I</b>                      Develops solutions and delivers expert leadership and support to project teams by leveraging knowledge of theories, principles, or technology in the designated field (domain) or discipline (functional area). Contributes to the implementation of strategy and helps assess the impact of industry trends, policies, and/or standard methodologies. Understands, articulates, and implements best practices related to their area of expertise. Works directly in supervision of lower level SMEs and team members to maintain quality across project deliverables. Often holds an advanced degree or other specialized training.</p> <p>Minimum years of experience: 5                      Minimum education requirement: BA/BS</p>	Per hour

PS9	<p><b>Senior Associate II</b></p> <p>Provides senior-level analytical and program support. Contributes to engagement work plan development and often leads assigned engagement tasks to completion within scope and budget. Serves as a senior-level analytical correspondent within engagement team.</p> <p>Responsible for contributing to work plan development, reaching engagement milestones, and leading specific project tasks. Applies business modeling, process modeling, and business design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to Managing Staff. This position performs analyses and makes diagnoses, as well as defines symptoms and problems, and develops conclusions. Participates in organizational assessments, and leads performance measures and indicators analysis.</p> <p>Minimum years of experience: 5 Minimum education requirement: BA/BS</p>	Per hour
PS10	<p><b>Senior Associate I</b></p> <p>Provides senior-level analytical and program support. Contributes to engagement work plan development and often leads assigned engagement tasks to completion within scope and budget. Serves as a senior-level analytical correspondent within engagement team.</p> <p>Responsible for contributing to work plan development, reaching engagement milestones, and leading specific project tasks. Applies business modeling, process modeling, and business design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to Managing Staff. This position performs analyses and makes diagnoses, as well as defines symptoms and problems, and develops conclusions. Participates in organizational assessments, and leads performance measures and indicators analysis.</p> <p>Minimum years of experience: 3 Minimum education requirement: BA/BS</p>	Per hour

PS11	<p><b>Associate II</b>  Provides analytical and program support, and is focused on high performance work. Completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Maintains responsibility for quality assurance practices and fostering completion and accuracy of system documentation. May participate in organizational assessments, and performance measures and indicators.</p> <p>Minimum years of experience: 1  Minimum educational requirement: BA/BS</p>	Per hour
PS12	<p><b>Associate I</b>  Provides analytical and program support, and is focused on high performance work. Completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Maintains responsibility for quality assurance practices and fostering completion and accuracy of system documentation. May participate in organizational assessments, and performance measures and indicators.</p> <p>Minimum years of experience: 0  Minimum educational requirement: BA/BS</p>	Per hour
PS13	<p><b>Analyst II</b>  Provides administrative support and data entry on client engagements. Performs document management tasks such as document preparation, imaging, document and media storage and shipping coordination.</p> <p>Minimum years of experience: 2  Minimum educational requirement: High School Diploma</p>	Per hour
PS14	<p><b>Analyst I</b>  Provides administrative support and data entry on client engagements. Performs document management tasks such as document preparation, imaging, document and media storage and shipping coordination.</p> <p>Minimum years of experience: 1  Minimum educational requirement: High School Diploma</p>	Per hour

PS15	<p><b>Junior Analyst</b>  Provides administrative support and data entry on client engagements. Performs document management tasks such as document preparation, imaging, document and media storage and shipping coordination</p> <p>Minimum years of experience: 0  Minimum educational requirement: High School Diploma</p>	Per hour
PS16	<p><b>Senior Training Specialist / Instructor</b>  Responsible for the oversight, development, structure/format, and content of training plans, programs, and courses. Works with the client to develop baseline training requirements, develops training plan, establishes baseline/measurement criteria. Develops the course criteria, materials, lesson plans, and training aids. Delivers training (in person, live webinars, recorded online sessions). Able to assess training impact, monitor and report results, and recommend training improvements. May also conduct "train the trainer" sessions to enable the client to facilitate training course.</p> <p>Minimum years of experience: 5  Minimum educational requirement: BA/BS</p>	Per hour
PS17	<p><b>Training Specialist / Instructor</b>  Develops training content, plans, courses, and programs. Works with the client to develop baseline training requirements, develops training plan, establishes baseline/measurement criteria. Develops the course criteria, materials, lesson plans, and training aids. Delivers training (in person, live webinars, recorded online sessions). Able to assess training impact, monitor and report results, and recommend training improvements. May also conduct "train the trainer" sessions to enable the client to facilitate training course.</p> <p>Minimum years of experience: 3  Minimum educational requirement: BA/BS</p>	Per hour
PS18	<p><b>Training Coordinator</b>  Supports development of training content, plans, courses, and programs. Assists client with developing baseline training requirements, training plans, and baseline/measurement criteria. Helps develop the course materials, lesson plans, and training aids. Conducts research and supports trainer in delivering courses.</p> <p>Minimum years of experience: 1  Minimum educational requirement: High School Diploma</p>	Per hour



PS19	<p><b>Business Analyst III</b> Provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. Utilizes systems, resources, and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>Minimum years of experience: 7 Minimum educational requirement: BA/BS</p>	Per hour
PS20	<p><b>Business Analyst II</b> Provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. Utilizes systems, resources, and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>Minimum years of experience: 3 Minimum educational requirement: BA/BS</p>	Per hour
PS21	<p><b>Business Analyst I</b> Provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. Utilizes systems, resources, and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>Minimum years of experience: 1 Minimum educational requirement: BA/BS</p>	Per hour
PS22	<p><b>Web Designer</b> Designs, plans, or executes the design and layout for Internet and mobile sites, which may include combining text with sounds, pictures, graphics, and video-clips. May supports usability and UX design requirements.</p> <p>Minimum years of experience: 2 Minimum educational requirement: BA/BS</p>	Per hour
PS23	<p><b>Data Architect</b> Defines, designs, or develops relational and/or multi-dimensional databases for warehousing of data. Reviews current data structures and recommends optimizations and reconfigurations as warranted.</p> <p>Minimum years of experience: 7 Minimum educational requirement: BA/BS</p>	Per hour

PS24	<p><b>Application Architect III</b></p> <p>Plans, designs, develops, redesigns or enhances, installs, or implements various technology products, or enhance computer programs. Applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. May draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Minimum years of experience: 7 Minimum educational requirement: BA/BS</p>	Per hour
PS25	<p><b>Application Architect II</b></p> <p>Plans, designs, develops, redesigns or enhances, installs, or implements various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produces the necessary outcome for clients. May draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Minimum years of experience: 5 Minimum educational requirement: BA/BS</p>	Per hour
PS26	<p><b>Application Architect I</b></p> <p>Plans, designs, develops, redesigns or enhances, installs, or implements various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produces the necessary outcome for clients. May draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 1 performs more routine aspects and is supervised by a more senior team member.</p> <p>Minimum years of experience: 3 Minimum educational requirement: BA/BS</p>	Per hour

PS27	<p><b>Records Analyst IV</b>  Conducts records management activities, applying advanced methods, techniques, and technologies to problems of increasing difficulty.  Operates and maintains records system, including receipt, storage, retrieval, and disposition. Adheres to documented legal requirements and government regulations affecting retention, dissemination, access, and storage of information. Verifies authenticity of supporting documents; clarifies discrepancies. Minimum 7 years of professional experience providing records management support services.</p> <p>Minimum years of experience: 7  Minimum educational requirement: BA/BS</p>	Per hour
PS28	<p><b>Records Analyst III</b>  Conducts records management activities, applying advanced methods, techniques, and technologies to problems of increasing difficulty.  Operates and maintains records system, including receipt, storage, retrieval, and disposition. Adheres to documented legal requirements and government regulations affecting retention, dissemination, access, and storage of information. Verifies authenticity of supporting documents; clarifies discrepancies.</p> <p>Minimum years of experience: 5  Minimum educational requirement: BA/BS</p>	Per hour
PS29	<p><b>Records Analyst II</b>  Conducts records management activities, applying advanced methods, techniques, and technologies to problems of increasing difficulty.  Operates and maintains records system, including receipt, storage, retrieval, and disposition. Adheres to documented legal requirements and government regulations affecting retention, dissemination, access, and storage of information. Verifies authenticity of supporting documents; clarifies discrepancies. Minimum 3 years of professional experience providing records management support services.</p> <p>Minimum years of experience: 3  Minimum educational requirement: BA/BS</p>	Per hour
PS30	<p><b>Records Analyst</b>  Assists in the classification of physical and electronic content in accordance with the information governance policies governing that content.</p> <p>Minimum years of experience: 1  Minimum educational requirement: BA/BS</p>	Per hour

**Information Governance and Digital Solutions (IGDS)**  
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Item	Task / Description	Unit
PS31	<p><b>Legal Researcher</b>                      Conducts legal research regarding information governance (retention, privacy, security, etc.) and assists in mapping legal authorities to client record classes.</p> <p>Minimum years of experience: 1                      Minimum educational requirement: BA/BS</p>	Per hour
PS32	<p><b>Artificial Intelligence Engineer</b>                      Develops software that can be used for artificial intelligence programs, artificial intelligence applications, and machine learning. Works closely with application architects, engineers, and developers to produce systems that utilize artificial intelligence or classify content. Programs systems to seek out specific conditions and respond based on various factors. May be responsible for supervising other programmers as part of his/her duties.</p> <p>Minimum years of experience: 3                      Minimum educational requirement: BA/BS</p>	Per hour
PS33	<p><b>Functional Architect 1</b>                      Functional Architect 1s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Functional Architects may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop teamwork plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Minimum years of experience: 5 years                      Minimum educational requirement: BA/BS</p>	Per Hour

PS34	<p><b>Functional Architect 2</b></p> <p>Functional Architect 2s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Functional Architects may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop teamwork plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 2 performs more complex aspects of the position and may supervise junior levels.</p> <p>Minimum years of experience: 10 years Minimum educational requirement: BA/BS</p>	Per Hour
PS35	<p><b>Technical Architect 1</b></p> <p>The Technical Architect 1 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 1 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 1s have experience in designing or implementing information architecture solutions for information technology. The Technical Architect 1 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.</p> <p>Level 1 performs more routine aspects of the position and may be supervised by higher levels.</p> <p>Minimum years of experience: 5 years Minimum educational requirement: BA/BS</p>	Per Hour

PS36	<p><b>Technical Architect 2</b></p> <p>The Technical Architect 2 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 2 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 2s have experience in designing and implementing information architecture solutions for information technology. The Technical Architect 2 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.</p> <p>Level 2 performs more complex aspects of the position and may supervise junior levels.</p> <p>Minimum years of experience: 10 years Minimum educational requirement: BA/BS</p>	Per Hour
PS37	<p><b>Data Scientist 1</b></p> <p>Responsible for the design, development, and implementation of ML models to and advanced techniques to perform tasks such as classification and entity extraction from various forms of digital content. Guide solution architects and Engineers to deliver ML-based solutions.</p> <p>Level 1 performs more routine aspects of the position and may be supervised by higher levels.</p> <p>Minimum years of experience: 5 years Minimum educational requirement: Master's</p>	Per Hour
PS38	<p><b>Data Scientist 2</b></p> <p>Responsible for the design, development, and implementation of ML models to and advanced techniques to perform tasks such as classification and entity extraction from various forms of digital content. Guide solution architects and Engineers to deliver ML-based solutions.</p> <p>Level 2 performs more complex aspects of the position and may supervise junior levels.</p> <p>Minimum years of experience: 10 years Minimum educational requirement: Master's</p>	Per Hour

PS39	<p><b>Engineer 1</b>  Engineer 1's are responsible for implementation technical systems and software development. Active participation in high-level technical design and architecture. The Engineer may</p> <ul style="list-style-type: none"> <li>• Write and test programs according to specifications, which may be provided by Functional Architects, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs Engineer 1's perform more routine development tasks than more senior engineers</li> </ul> <p>Minimum years of experience: 4 years  Minimum educational requirement: BA/BS</p>	Per Hour
PS40	<p><b>Engineer 2</b>  Engineer 2's are responsible for implementation technical systems and software development. Active participation in high-level technical design and architecture. The Engineer may</p> <ul style="list-style-type: none"> <li>• Write and test programs according to specifications, which may be provided by Functional Architects, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs Engineer 2's perform more routine development tasks than more senior engineers</li> </ul> <p>Minimum years of experience: 6 years  Minimum educational requirement: BA/BS</p>	Per Hour
PS41	<p><b>Engineer 3</b>  Engineer 3's are responsible for implementation technical systems and software development. Active participation in high-level technical design and architecture. The Engineer may</p> <ul style="list-style-type: none"> <li>• Write and test programs according to specifications, which may be provided by Functional Architects, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs Engineer 3's perform more complex development tasks than more junior engineers and may supervise them</li> </ul> <p>Minimum years of experience: 8 years  Minimum educational requirement: BA/BS</p>	Per Hour

PS42	<p><b>Engineering Quality Assurance Specialist</b></p> <p>Quality Assurance Specialist conducts tests, analyzes the results, and reports observations to the design/development team. They may also interact with clients in order to understand the requirements of the project. The QA Specialist:</p> <ul style="list-style-type: none"> <li>• Reviews software requirements and preparing test scenarios</li> <li>• Executes tests on software usability.</li> <li>• Analyzes test results on database impacts, errors or bugs, and usability</li> <li>• Prepares reports on all aspects related to the software testing carried out and reporting to the project team and the client</li> </ul> <p>Minimum years of experience: 10 years Minimum educational requirement: BA/BS</p>	Per Hour
PS43	<p><b>UX Designer 1</b></p> <p>UX Designer 1's design and build user experiences and user interfaces using a variety of UI and graphics software applications, techniques, and tools; designs and develops user-interface features, dashboards, and special-effects elements. Designs the application to support the organization/customer's strategies and goals relative to business outcome strategy; contributes to the efforts to specify, improve, and implement the look, feel, and function of the application; interfaces directly with customers, users, graphic artists, and architects and engineers. Performs more routine tasks than more senior UX Designers.</p> <p>Minimum years of experience: 5 years Minimum educational requirement: BA/BS</p>	Per Hour
PS44	<p><b>UX Designer 2</b></p> <p>UX Designer 2's design and build user experiences and user interfaces using a variety of UI and graphics software applications, techniques, and tools; designs and develops user-interface features, dashboards, and special-effects elements. Designs the application to support the organization/customer's strategies and goals relative to business outcome strategy; contributes to the efforts to specify, improve, and implement the look, feel, and function of the application; interfaces directly with customers, users, graphic artists, and architects and engineers. Performs more complex tasks than more junior UX designers and may supervise more junior UX designers.</p> <p>Minimum years of experience: 8 years Minimum educational requirement: BA/BS</p>	Per Hour

**GSA Pricing for IGDS Services with Out-Year Rates**

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
<b>PS1</b>	<b>Managing Principal</b>	\$406.72	\$418.92	\$431.49	\$444.44
<b>PS2</b>	<b>Principal</b>	\$299.06	\$308.04	\$317.28	\$326.80
<b>PS3</b>	<b>Project Manager III</b>	\$257.19	\$264.91	\$272.85	\$281.04



ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
PS4	Project Manager II	\$217.47	\$223.99	\$230.71	\$237.63
PS5	Project Manager I	\$195.73	\$201.60	\$207.65	\$213.88
PS6	Subject Matter Specialist III	\$267.95	\$275.99	\$284.27	\$292.80
PS7	Subject Matter Specialist II	\$224.90	\$231.65	\$238.60	\$245.75
PS8	Subject Matter Specialist I	\$149.53	\$154.02	\$158.64	\$163.40
PS9	Senior Associate II	\$239.24	\$246.42	\$253.81	\$261.43
PS10	Senior Associate I	\$215.32	\$221.78	\$228.43	\$235.28
PS11	Associate II	\$183.03	\$188.52	\$194.17	\$200.00
PS12	Associate I	\$160.62	\$165.44	\$170.41	\$175.52
PS13	Analyst II	\$77.76	\$80.09	\$82.49	\$84.97
PS14	Analyst I	\$64.60	\$66.53	\$68.53	\$70.59
PS15	Junior Analyst	\$58.62	\$60.38	\$62.19	\$64.06
PS16	Senior Training Specialist/Instructor	\$197.39	\$203.31	\$209.41	\$215.70
PS17	Training Specialist / Instructor	\$149.53	\$154.02	\$158.64	\$163.40
PS18	Training Coordinator	\$110.07	\$113.38	\$116.78	\$120.28
PS19	Business Analyst III	\$205.75	\$211.92	\$218.28	\$224.83
PS20	Business Analyst II	\$179.43	\$184.81	\$190.36	\$196.07
PS21	Business Analyst I	\$161.49	\$166.34	\$171.33	\$176.47
PS22	Web Designer	\$181.82	\$187.28	\$192.90	\$198.68
PS23	Data Architect	\$244.04	\$251.36	\$258.90	\$266.67
PS24	Application Architect III	\$244.04	\$251.36	\$258.90	\$266.67
PS25	Application Architect II	\$212.94	\$219.32	\$225.90	\$232.68
PS26	Application Architect I	\$160.30	\$165.11	\$170.07	\$175.17
PS27	Records Analyst IV	\$209.34	\$215.62	\$222.09	\$228.75
PS28	Records Analyst III	\$173.46	\$178.66	\$184.02	\$189.54
PS29	Records Analyst II	\$144.74	\$149.08	\$153.55	\$158.16
PS30	Records Analyst I	\$128.00	\$131.84	\$135.80	\$139.87
PS31	Legal Researcher	\$126.81	\$130.61	\$134.53	\$138.57
PS32	Artificial Intelligence Engineer	\$287.10	\$295.72	\$304.59	\$313.72

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
PS33	Functional Architect 1	\$222.17	\$228.83	\$235.70	\$242.77
PS34	Functional Architect 2	\$253.90	\$261.52	\$269.37	\$277.45
PS35	Technical Architect 1	\$238.04	\$245.18	\$252.53	\$260.11
PS36	Technical Architect 2	\$285.64	\$294.21	\$303.04	\$312.13
PS37	Data Scientist 1	\$230.63	\$237.55	\$244.68	\$252.02
PS38	Data Scientist 2	\$246.50	\$253.89	\$261.51	\$269.36
PS39	Engineer 1	\$198.89	\$204.86	\$211.00	\$217.33
PS40	Engineer 2	\$214.76	\$221.20	\$227.84	\$234.67
PS41	Engineer 3	\$253.90	\$261.52	\$269.37	\$277.45
PS42	Engineering Quality Assurance Specialist	\$214.76	\$221.20	\$227.84	\$234.67
PS43	UX Designer 1	\$198.89	\$204.86	\$211.00	\$217.33
PS44	UX Designer 2	\$214.76	\$221.20	\$227.84	\$234.67

### Education and Experience Equivalencies

Experience Equivalencies:		
H.S. Diploma + 4 years additional experience	Equals	Bachelor's Degree
Associate's Degree + 2 years additional experience	Equals	Bachelor's Degree
Bachelor's Degree + 2 years additional experience	Equals	Master's Degree
Master's Degree + 4 years additional experience	Equals	Ph.D. or J.D.

Education Equivalencies:
A J.D. or Ph.D. may be substituted for 4 years of required experience with a Master's Degree or 6 years with a Bachelor's Degree.
A Master's Degree may be substituted for 2 years of required experience with a Bachelor's Degree.
A Bachelor's Degree may be substituted for 4 years of required experience with a H.S. Diploma.

## Federal Data Center Colocation Services (Special Item No. 518210 ERM)

### Cabinets, Cages/Suites, Data Centers, Power & Installation, Networking Services

**Services Overview** Iron Mountain's Federal Data Center Colocation Services are auxiliary services that support the delivery of other Electronic Records Management (ERM) Services available under SIN 518210 ERM. Iron Mountain's Data Center Services team (IMDC) provides data center co-location and related services, including secured space, infrastructure, power, physical and perimeter security, and support services, to its data center customers in the United States. IMDC operates secure, resilient, energy-efficient data center facilities that are built in accordance with regulatory and efficiency standards (PCI-DSS, HIPAA, FISMA, DCOI / EO 13693, SSAE-16 SOC 3) and include around-the-clock support from full-time, Iron Mountain employed technicians who have all passed background checks. Iron Mountain's existing data center complexes offered under this Pricelist are located in:

- Boyers, Pennsylvania (WPA1)
- Northborough, Massachusetts (BOS1)
- Kansas City, Missouri (KCM1)
- Manassas, Virginia (VA1/VA2)
- Denver, CO (DEN1)
- Phoenix, Arizona (AZP)
- Scottsdale, Arizona (AZS)
- Edison, New Jersey (NJE)

Iron Mountain's secure colocation offerings range from individual cabinets and small cage spaces to multi-megawatt dedicated data centers. Iron Mountain's facilities are ideal for organizations seeking to meet the Federal Data Center Optimization Initiative (DCOI) and Executive Order (EO) 13693 (energy efficiency) directives, and include the following features:

- Meet NIST 800-53 Security Controls (FISMA High)
- Meet requirements for efficiency and monitoring systems
- Ideal for Continuity of Operations (COOP)
- Able to support Sensitive Compartmented Information Facility (SCIF) space.
- Data Center Infrastructure Management (DCIM)
- Installation and Remote Hands Services
- Network and Cloud Services
- Managed Internet Access
- Cloud-Neutral

- Supports 100% Wind Power / Renewable Energy – In 2017, all of the data center energy utilized by the Boyers, PA (WPA1) underground can be exchanged with wind-power energy purchased by Iron Mountain from a wind turbine farm in Ringer, PA – providing stable & green energy costs for customers over a 15-year period.

The following identifies the specific Iron Mountain Federal Data Center Colocation Services and related prices available under this Pricelist. IM typically uses a menu based pricing model to price its Data Center Services, and typically includes this menu-based pricing in customer agreements. Iron Mountain often refers to the document where pricing is included as a “Schedule A.” The Schedule A includes specific inputs that are used to calculate an initial non-recurring charge (NRC), which includes space preparation, power circuit installation, set-up fees and other miscellaneous one-time charges. A Schedule A also lists the monthly recurring charge (MRC), which includes usage and maintenance fees.

<b>Federal Data Center Colocation Services</b>		
Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center		
ITEM	Description	Unit
DC01	<b>Monthly Federal Colocation Services - WPA1 - 4.99 kW</b> WPA1 - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	Month
DC02	<b>Monthly Federal Colocation Services - WPA1 - 8.64 kW</b> WPA1 - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	Month
DC03	<b>Monthly Federal Colocation Services - WPA1 - 14.40 kW</b> WPA1 - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	Month
DC04	<b>Monthly Federal Colocation Services - WPA1 - 20.00 kW</b> WPA1 - FISMA High - 100% Renewable Energy Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	Month
DC05	<b>Monthly Federal Colocation 5 kW Expansion - WPA1 (20.00 - 40.00 kW)</b> WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
DC06	<b>Monthly Federal Colocation Services - WPA1 - 40.00 kW</b> WPA1 - FISMA High - 100% Renewable Energy Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	Month

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ITEM	Description	Unit
<b>DC07</b>	<b>Monthly Federal Colocation 5 kW Expansion - WPA1 (40.00 - 80.00 kW)</b> WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC08</b>	<b>Monthly Federal Colocation Services - WPA1 - 80.00 kW</b> WPA1 - FISMA High - 100% Renewable Energy Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	Month
<b>DC09</b>	<b>Monthly Federal Colocation 5 kW Expansion - WPA1 (80.00 - 160.00 kW)</b> WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC10</b>	<b>Monthly Federal Colocation Services - WPA1 - 160.00 kW</b> WPA1 - FISMA High - 100% Renewable Energy Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	Month
<b>DC11</b>	<b>Monthly Federal Colocation 5 kW Expansion - WPA1 (160.00 - 320.00 kW)</b> WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional).	Month
<b>DC12</b>	<b>Monthly Federal Colocation Services - WPA1 - 320.00 kW</b> WPA1 - FISMA High - 100% Renewable Energy Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	Month
<b>DC13</b>	<b>Monthly Federal Colocation 5 kW Expansion - WPA1 (320.00 - 1000.00 kW)</b> WPA1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC14</b>	<b>Monthly Federal Colocation Services - WPA1 - 1000.00 kW</b> WPA1 - FISMA High - 100% Renewable Energy Federal Private Data Center with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200.	Month
<b>DC15</b>	<b>Monthly Federal Colocation 50 kW Expansion - WPA1 (1000.00 - 2000.00 kW)</b> WPA1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC16</b>	<b>Monthly Federal Colocation Services - WPA1 - 2000.00 kW</b> WPA1 - FISMA High - 100% Renewable Energy Federal Private Data Center with 2000 kW Maximum Electrical Consumption. Max # of cabinets = 400	Month

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ITEM	Description	Unit
<b>DC17</b>	<b>Monthly Federal Colocation 50 kW Expansion - WPA1 (&gt;2000.00 kW)</b> WPA1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC18</b>	<b>Monthly Federal Colocation Services - BOS1 - 4.99 kW</b> BOS1 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	Month
<b>DC19</b>	<b>Monthly Federal Colocation Services - BOS1 - 8.64 kW</b> BOS1 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	Month
<b>DC20</b>	<b>Monthly Federal Colocation Services - BOS1 - 14.40 kW</b> BOS1 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	Month
<b>DC21</b>	<b>Monthly Federal Colocation Services - BOS1 - 20.00 kW</b> BOS1 - FISMA High - DCOI-Compliant Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	Month
<b>DC22</b>	<b>Monthly Federal Colocation 5 kW Expansion - BOS1 (20.00 - 40.00 kW)</b> BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC23</b>	<b>Monthly Federal Colocation Services - BOS1 - 40.00 kW</b> BOS1 - FISMA High - DCOI-Compliant Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	Month
<b>DC24</b>	<b>Monthly Federal Colocation 5 kW Expansion - BOS1 (40.00 - 80.00 kW)</b> BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC25</b>	<b>Monthly Federal Colocation Services - BOS1 - 80.00 kW</b> BOS1 - FISMA High - DCOI-Compliant Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	Month
<b>DC26</b>	<b>Monthly Federal Colocation 5 kW Expansion - BOS1 (80.00 - 160.00 kW)</b> BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC27</b>	<b>Monthly Federal Colocation Services - BOS1 - 160.00 kW</b> BOS1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	Month

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ITEM	Description	Unit
<b>DC28</b>	<b>Monthly Federal Colocation 5 kW Expansion - BOS1 (160.00 - 320.00 kW)</b> BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC29</b>	<b>Monthly Federal Colocation Services - BOS1 - 320.00 kW</b> BOS1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	Month
<b>DC30</b>	<b>Monthly Federal Colocation 5 kW Expansion - BOS1 (320.00 - 1000.00 kW)</b> BOS1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC31</b>	<b>Monthly Federal Colocation Services - BOS1 - 1000.00 kW</b> BOS1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200	Month
<b>DC32</b>	<b>Monthly Federal Colocation 50 kW Expansion - BOS1 (&gt;1000.00 kW)</b> BOS1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC33</b>	<b>Monthly Federal Colocation Services - KCM1 - 4.99 kW</b> KCM1 - FISMA High - Underground Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	Month
<b>DC34</b>	<b>Monthly Federal Colocation Services - KCM1 - 8.64 kW</b> KCM1 - FISMA High - Underground Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	Month
<b>DC35</b>	<b>Monthly Federal Colocation Services - KCM1 - 14.40 kW</b> KCM1 - FISMA High - Underground Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	Month
<b>DC36</b>	<b>Monthly Federal Colocation Services - KCM1 - 20.00 kW</b> KCM1 - FISMA High - Underground Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	Month
<b>DC37</b>	<b>Monthly Federal Colocation 5 kW Expansion - KCM1 (20.00 - 40.00 kW)</b> KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC38</b>	<b>Monthly Federal Colocation Services - KCM1 - 40.00 kW</b> KCM1 - FISMA High - Underground Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	Month

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<b>DC39</b>	<b>Monthly Federal Colocation 5 kW Expansion - KCM1 (40.00 - 80.00 kW)</b> KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC40</b>	<b>Monthly Federal Colocation Services - KCM1 - 80.00 kW</b> KCM1 - FISMA High - Underground Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	Month
<b>DC41</b>	<b>Monthly Federal Colocation 5 kW Expansion - KCM1 (80.00 - 160.00 kW)</b> KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC42</b>	<b>Monthly Federal Colocation Services - KCM1 - 160.00 kW</b> KCM1 - FISMA High - Underground Federal Cage with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	Month
<b>DC43</b>	<b>Monthly Federal Colocation 5 kW Expansion - KCM1 (160.00 - 320.00 kW)</b> KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC44</b>	<b>Monthly Federal Colocation Services - KCM1 - 320.00 kW</b> KCM1 - FISMA High - Underground Federal Cage with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	Month
<b>DC45</b>	<b>Monthly Federal Colocation 5 kW Expansion - KCM1 (320.00 - 1000.00 kW)</b> KCM1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC46</b>	<b>Monthly Federal Colocation Services - KCM1 - 1000.00 kW</b> KCM1 - FISMA High - Underground Federal Cage with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200	Month
<b>DC47</b>	<b>Monthly Federal Colocation 50 kW Expansion - KCM1 (&gt;1000.00 kW)</b> KCM1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC48</b>	<b>Monthly Federal Colocation Services - VA1/VA2 - 4.99 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	Month



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ITEM	Description	Unit
<b>DC49</b>	<b>Monthly Federal Colocation Services - VA1/VA2 - 8.64 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	Month
<b>DC50</b>	<b>Monthly Federal Colocation Services - VA1/VA2 - 14.40 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	Month
<b>DC51</b>	<b>Monthly Federal Colocation Services - VA1/VA2 - 20.00 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	Month
<b>DC52</b>	<b>Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (20.00 - 40.00 kW)</b> VA1/VA2 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC53</b>	<b>Monthly Federal Colocation Services - VA1/VA2 - 40.00 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	Month
<b>DC54</b>	<b>Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (40.00 - 80.00 kW)</b> VA1/VA2 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC55</b>	<b>Monthly Federal Colocation Services - VA1/VA2 - 80.00 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	Month
<b>DC56</b>	<b>Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (80.00 - 160.00 kW)</b> VA1/VA2 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC57</b>	<b>Monthly Federal Colocation Services - VA1/VA2 - 160.00 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	Month
<b>DC58</b>	<b>Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (160.00 - 320.00 kW)</b> VA1/VA2 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC59</b>	<b>Monthly Federal Colocation Services - VA1/VA2 - 320.00 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	Month

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ITEM	Description	Unit
DC60	<b>Monthly Federal Colocation 5 kW Expansion - VA1/VA2 (320.00 - 1000.00 kW)</b> VA1/VA2 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
DC61	<b>Monthly Federal Colocation Services - VA1/VA2 - 1000.00 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage/Suite with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200	Month
DC62	<b>Monthly Federal Colocation 50 kW Expansion - VA1/VA2 (1000.00 - 2000.00 kW)</b> VA1/VA2 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
DC63	<b>Monthly Federal Colocation Services - VA1/VA2 - 2000.00 kW</b> VA1/VA2 - FISMA High - DCOI-Compliant Federal Cage/Suite with 2000 kW Maximum Electrical Consumption. Max # of cabinets = 400	Month
DC64	<b>Monthly Federal Colocation 50 kW Expansion - VA1/VA2 (&gt;2000.00 kW)</b> VA1/VA2 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
DC65	<b>120V Circuit &amp; Installation – Non-Recurring Charge</b> 120V Circuits & Installation (per circuit, all types 120V) for Cages/Suites	Each
DC68	<b>Cross Connections</b> Cross-Connections (all types) within Iron Mountain data centers	Each
DC69	<b>Dark Fiber (1 pair)</b> Dedicated access to one (1) pair of Iron Mountain provided, Dark Fiber segments between Customer's Space and Allegheny Center Mall in Pittsburgh, PA.	Pair
DC70	<b>Dark Fiber (2 pairs)</b> Dedicated access to two (2) pairs of Iron Mountain provided, 100% diverse 'East' and 'West' Dark Fiber segments between Customer's Space and Allegheny Center Mall in Pittsburgh, PA.	2 Pairs
DC71	<b>Managed Internet Access (10-150 Mbps) – Non-Recurring Charge</b> 10-150 Mbps per month of Managed Internet Access. Charges for usage over the indicated minimum Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.	1 Mbps

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ITEM	Description	Unit
DC72	<p><b>Managed Internet Access (151-500 Mbps) – Non-Recurring Charge</b>                      151-500 Mbps per month of Managed Internet Access. Charges for usage over the indicated monthly Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.</p>	1 Mbps
DC73	<p><b>Managed Internet Access (501 Mbps-1 Gbps) – Non-Recurring Charge</b>                      501 Mbps-1Gbps per month of Managed Internet Access. Charges for usage over the indicated minimum Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.</p>	1 Mbps
DC74	<p><b>Managed Internet Access (1-4 Gbps) – Non-Recurring Charge</b>                      1 Gbps-4Gbps per month of Managed Internet Access. Charges for usage over the indicated minimum Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.</p>	1 Mbps
DC75	<p><b>Managed Internet Access (4-10 Gbps) – Non-Recurring Charge</b>                      4 Gbps-10 Gbps per month of Managed Internet Access. Charges for usage over the indicated minimum Quantity are derived by multiplying the amount of Mbps. used over the minimum (using the 95th Percentile method) by the Monthly Recurring Charge Per Unit.</p>	1 Mbps
DC76	<p><b>Helping Hands – Non-Recurring Charge</b>                      Charges for Helping Hands services are billed in 15 minute increments                      Minimum experience: 0-4 years of experience. Most employees will have a minimum of 2 years experience; however some employees who have demonstrated excellent skills and who have less than 2 years experience may perform work in this labor category.                      Minimum education: High school degree, with a preference for 2 or 4 year college degrees</p>	Hour
DC77	<p><b>Monthly Federal Colocation Services - DEN1 - 20.00 kW</b>                      DEN1 - FISMA High - DCOI-Compliant Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4</p>	Month
DC78	<p><b>Monthly Federal Colocation 5 kW Expansion - DEN1 (20.00 - 40.00 kW)</b>                      DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1</p>	Month
DC79	<p><b>Monthly Federal Colocation Services - DEN1 - 40.00 kW</b>                      DEN1 - FISMA High - DCOI-Compliant Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8</p>	Month

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ITEM	Description	Unit
DC80	<b>Monthly Federal Colocation 5 kW Expansion - DEN1 (40.00 - 80.00 kW)</b> DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
DC81	<b>Monthly Federal Colocation Services - DEN1 - 80.00 kW</b> DEN1 - FISMA High - DCOI-Compliant Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	Month
DC82	<b>Monthly Federal Colocation 5 kW Expansion - DEN1 (80.00 - 160.00 kW)</b> DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
DC83	<b>Monthly Federal Colocation Services - DEN1 - 160.00 kW</b> DEN1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	Month
DC84	<b>Monthly Federal Colocation 5 kW Expansion - DEN1 (160.00 - 320.00 kW)</b> DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
DC85	<b>Monthly Federal Colocation Services - DEN1 - 320.00 kW</b> DEN1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	Month
DC86	<b>Monthly Federal Colocation 5 kW Expansion - DEN1 (320.00 - 1000.00 kW)</b> DEN1 - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
DC87	<b>Monthly Federal Colocation Services - DEN1 - 1000.00 kW</b> DEN1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200	Month
DC88	<b>Monthly Federal Colocation 50 kW Expansion - DEN1 (1000.00 - 2000.00 kW)</b> DEN1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
DC89	<b>Monthly Federal Colocation Services - DEN1 - 2000.00 kW</b> DEN1 - FISMA High - DCOI-Compliant Federal Cage/Suite with 2000 kW Maximum Electrical Consumption. Max # of cabinets = 400	Month

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DC90	<b>Monthly Federal Colocation 50 kW Expansion - DEN1 (&gt;2000.00 kW)</b> DEN1 - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
DC91	<b>1-4MW Variable Metered Power License Fee - VA-1 and VA-2</b> Minimum of 5 kW per cabinet.	KW / Per Month
DC92	<b>4MW+ Variable Metered Power License Fee - VA-1 and VA-2</b> Minimum of 5 kW per cabinet.	KW / Per Month
DC93	<b>Variable Metered Power - Utility Power Usage - VA-1 and VA-2</b>	KW / Per Month
DC94	<b>1MW -4MW Variable Metered Power License Fee - DEN 1</b> Minimum of 5 kW per cabinet.	KW / Per Month
DC95	<b>Variable Metered Power - Utility Power Usage - DEN 1</b>	KW / Per Month
DC96	<b>208V 1-Phase Circuit &amp; Installation for Variable Metered Power (2 circuits, 1 pair)</b>	Each
DC97	<b>208V 3-Phase Circuit &amp; Installation for Variable Metered Power (2 circuits, 1 pair)</b>	Each
DC98	<b>Monthly Federal Colocation Services - AZP - 4.99 kW</b> AZP - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	Month
DC99	<b>Monthly Federal Colocation Services - AZP - 8.64 kW</b> AZP - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	Month
DC100	<b>Monthly Federal Colocation Services - AZP - 14.40 kW</b> AZP - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	Month
DC101	<b>Monthly Federal Colocation Services - AZP - 20.00 kW</b> AZP - FISMA High - 100% Renewable Energy Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	Month
DC102	<b>Monthly Federal Colocation 5 kW Expansion - AZP (20.00 - 40.00 kW)</b> AZP - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
DC103	<b>Monthly Federal Colocation Services - AZP - 40.00 kW</b> AZP - FISMA High - 100% Renewable Energy Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	Month
DC104	<b>Monthly Federal Colocation 5 kW Expansion - AZP (40.00 - 80.00 kW)</b> AZP - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month

## Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Description	Unit
<b>DC105</b>	<b>Monthly Federal Colocation Services - AZP - 80.00 kW</b> AZP - FISMA High - 100% Renewable Energy Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	Month
<b>DC106</b>	<b>Monthly Federal Colocation 5 kW Expansion - AZP (80.00 - 160.00 kW)</b> AZP - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC107</b>	<b>Monthly Federal Colocation Services - AZP - 160.00 kW</b> AZP - FISMA High - 100% Renewable Energy Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	Month
<b>DC108</b>	<b>Monthly Federal Colocation 5 kW Expansion - AZP (160.00 - 320.00 kW)</b> AZP - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC109</b>	<b>Monthly Federal Colocation Services - AZP - 320.00 kW</b> AZP - FISMA High - 100% Renewable Energy Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	Month
<b>DC110</b>	<b>Monthly Federal Colocation 5 kW Expansion - AZP (320.00 - 1000.00 kW)</b> AZP - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC111</b>	<b>Monthly Federal Colocation Services - AZP - 1000.00 kW</b> AZP - FISMA High - 100% Renewable Energy Federal Private Data Center with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200.	Month
<b>DC112</b>	<b>Monthly Federal Colocation 50 kW Expansion - AZP (1000.00 - 2000.00 kW)</b> AZP - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC113</b>	<b>Monthly Federal Colocation Services - AZP - 2000.00 kW</b> AZP - FISMA High - 100% Renewable Energy Federal Private Data Center with 2000 kW Maximum Electrical Consumption. Max # of cabinets = 400	Month
<b>DC114</b>	<b>Monthly Federal Colocation 50 kW Expansion - AZP (&gt;2000.00 kW)</b> AZP - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC115</b>	<b>Monthly Federal Colocation Services - AZS - 4.99 kW</b> AZS - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	Month
<b>DC116</b>	<b>Monthly Federal Colocation Services - AZS - 8.64 kW</b> AZS - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	Month



## Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Description	Unit
<b>DC117</b>	<b>Monthly Federal Colocation Services - AZS - 14.40 kW</b> AZS - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	Month
<b>DC118</b>	<b>Monthly Federal Colocation Services - AZS - 20.00 kW</b> AZS - FISMA High - 100% Renewable Energy Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	Month
<b>DC119</b>	<b>Monthly Federal Colocation 5 kW Expansion - AZS (20.00 - 40.00 kW)</b> AZS - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC120</b>	<b>Monthly Federal Colocation Services - AZS - 40.00 kW</b> AZS - FISMA High - 100% Renewable Energy Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	Month
<b>DC121</b>	<b>Monthly Federal Colocation 5 kW Expansion - AZS (40.00 - 80.00 kW)</b> AZS - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC122</b>	<b>Monthly Federal Colocation Services - AZS - 80.00 kW</b> AZS - FISMA High - 100% Renewable Energy Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	Month
<b>DC123</b>	<b>Monthly Federal Colocation 5 kW Expansion - AZS (80.00 - 160.00 kW)</b> AZS - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC124</b>	<b>Monthly Federal Colocation Services - AZS - 160.00 kW</b> AZS - FISMA High - 100% Renewable Energy Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	Month
<b>DC125</b>	<b>Monthly Federal Colocation 5 kW Expansion - AZS (160.00 - 320.00 kW)</b> AZS - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC126</b>	<b>Monthly Federal Colocation Services - AZS - 320.00 kW</b> AZS - FISMA High - 100% Renewable Energy Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	Month
<b>DC127</b>	<b>Monthly Federal Colocation 5 kW Expansion - AZS (320.00 - 1000.00 kW)</b> AZS - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC128</b>	<b>Monthly Federal Colocation Services - AZS - 1000.00 kW</b> AZS - FISMA High - 100% Renewable Energy Federal Private Data Center with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200	Month

## Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Description	Unit
<b>DC129</b>	<b>Monthly Federal Colocation 50 kW Expansion - AZS (1000.00 - 2000.00 kW)</b> AZS - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC130</b>	<b>Monthly Federal Colocation Services - AZS - 2000.00 kW</b> AZS - FISMA High - 100% Renewable Energy Federal Private Data Center with 2000 kW Maximum Electrical Consumption. Max # of cabinets = 400	Month
<b>DC131</b>	<b>Monthly Federal Colocation 50 kW Expansion - AZS (&gt;2000.00 kW)</b> AZS - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC132</b>	<b>Monthly Federal Colocation Services - NJE - 4.99 kW</b> NJE - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	Month
<b>DC133</b>	<b>Monthly Federal Colocation Services - NJE - 8.64 kW</b> NJE - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	Month
<b>DC134</b>	<b>Monthly Federal Colocation Services - NJE - 14.40 kW</b> NJE - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	Month
<b>DC135</b>	<b>Monthly Federal Colocation Services - NJE - 20.00 kW</b> NJE - FISMA High - 100% Renewable Energy Federal Cage with 20 kW Maximum Electrical Consumption. Max # of cabinets = 4	Month
<b>DC136</b>	<b>Monthly Federal Colocation 5 kW Expansion - NJE (20.00 - 40.00 kW)</b> NJE - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC137</b>	<b>Monthly Federal Colocation Services - NJE - 40.00 kW</b> NJE - FISMA High - 100% Renewable Energy Federal Cage with 40 kW Maximum Electrical Consumption. Max # of cabinets = 8	Month
<b>DC138</b>	<b>Monthly Federal Colocation 5 kW Expansion - NJE (40.00 - 80.00kW)</b> NJE - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC139</b>	<b>Monthly Federal Colocation Services - NJE - 80.00 kW</b> NJE - FISMA High - 100% Renewable Energy Federal Cage with 80 kW Maximum Electrical Consumption. Max # of cabinets = 16	Month



## Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Description	Unit
<b>DC140</b>	<b>Monthly Federal Colocation 5 kW Expansion - NJE (80.00 - 160.00 kW)</b> NJE - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC141</b>	<b>Monthly Federal Colocation Services - NJE - 160.00 kW</b> NJE - FISMA High - 100% Renewable Energy Federal Cage/Suite with 160 kW Maximum Electrical Consumption. Max # of cabinets = 32	Month
<b>DC142</b>	<b>Monthly Federal Colocation 5 kW Expansion - NJE (160.00 - 320.00 kW)</b> NJE - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC143</b>	<b>Monthly Federal Colocation Services - NJE - 320.00 kW</b> NJE - FISMA High - 100% Renewable Energy Federal Cage/Suite with 320 kW Maximum Electrical Consumption. Max # of cabinets = 64	Month
<b>DC144</b>	<b>Monthly Federal Colocation 5 kW Expansion - NJE (320.00 - 1000.00 kW)</b> NJE - Expansion - 5kW increment (additional cabinet utilization is optional). Max # of cabinets = 1	Month
<b>DC145</b>	<b>Monthly Federal Colocation Services - NJE - 1000.00 kW</b> NJE - FISMA High - 100% Renewable Energy Federal Private Data Center with 1000 kW Maximum Electrical Consumption. Max # of cabinets = 200.	Month
<b>DC146</b>	<b>Monthly Federal Colocation 50 kW Expansion - NJE (1000.00 - 2000.00 kW)</b> NJE - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC147</b>	<b>Monthly Federal Colocation Services - NJE - 2000.00 kW</b> NJE - FISMA High - 100% Renewable Energy Federal Private Data Center with 2000 kW Maximum Electrical Consumption. Max # of cabinets = 400	Month
<b>DC148</b>	<b>Monthly Federal Colocation 50 kW Expansion - NJE (&gt;2000.00 kW)</b> NJE - Expansion - 50 kW increment (additional cabinet utilization is optional). Max # of cabinets = 10	Month
<b>DC149</b>	<b>Monthly Federal Colocation Services - DEN - 4.99 kW</b> DEN - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Circuits (A/B) with 4.99 kW Maximum Electrical Consumption (equivalent to 6.24 kW Rating)	Month
<b>DC150</b>	<b>Monthly Federal Colocation Services - DEN - 8.64 kW</b> DEN - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 30A Single-Phase Circuits (A/B) with 8.64 kW Maximum Electrical Consumption (equivalent to 10.80 kW Rating)	Month

## Federal Data Center Colocation Services

Colocation services are offered on this Pricelist based on geographic location, and specific space and power requirements. For each location, customers may select from the following colocation space and power options: Individual Cabinet, Dedicated Cage/Suite, Private Data Center

ITEM	Description	Unit
<b>DC151</b>	<b>Monthly Federal Colocation Services - DEN - 14.40 kW</b> DEN - FISMA High - 100% Renewable Energy Cabinet with (2) 208V 50A 3-Phase Circuits (A/B) with 14.40 kW Maximum Electrical Consumption (equivalent to 18.00 kW Rating)	Month
<b>DC152</b>	<b>250 - 999 kW Variable Metered Power License Fee – AZP</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC153</b>	<b>1-4MW Variable Metered Power License Fee – AZP</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC154</b>	<b>Variable Metered Power - Utility Power Usage – AZP</b>	KW / Per Month
<b>DC155</b>	<b>250 - 999 kW Variable Metered Power License Fee – AZS</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC156</b>	<b>1-4MW Variable Metered Power License Fee – AZS</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC157</b>	<b>Variable Metered Power - Utility Power Usage – AZS</b>	KW / Per Month
<b>DC158</b>	<b>250 - 999 kW Variable Metered Power License Fee – DEN</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC159</b>	<b>250 - 999 kW Variable Metered Power License Fee – NJE</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC160</b>	<b>1-4MW Variable Metered Power License Fee – NJE</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC161</b>	<b>Variable Metered Power - Utility Power Usage – NJE</b>	KW / Per Month
<b>DC162</b>	<b>250 - 999 kW Variable Metered Power License Fee – VA</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC163</b>	<b>250 - 999 kW Variable Metered Power License Fee – WPA</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC164</b>	<b>1-4MW Variable Metered Power License Fee – WPA</b> Minimum of 5 kW per cabinet.	KW / Per Month
<b>DC165</b>	<b>Variable Metered Power - Utility Power Usage – WPA</b>	KW / Per Month

## Federal Data Center Colocation Services Out-Year Price List\*

\*Unless otherwise noted, unit prices are for both Monthly Recurring Charges (MRC) and Non-Recurring Charges (NRC).

ITEM	TASK / Description	Unit	GFY 2024 GSA Price / Unit	GFY 2025 GSA Price / Unit	GFY 2026 GSA Price / Unit	GFY 2027 GSA Price / Unit
DC01	Monthly Federal Colocation Services - WPA1 - 4.99 kW	Month	\$1,787.12	\$1,840.74	\$1,895.96	\$1,952.84
DC02	Monthly Federal Colocation Services - WPA1 - 8.64 kW	Month	\$2,937.32	\$3,025.44	\$3,116.21	\$3,209.69
DC03	Monthly Federal Colocation Services - WPA1 - 14.40 kW	Month	\$4,635.93	\$4,775.01	\$4,918.26	\$5,065.80
DC04	Monthly Federal Colocation Services - WPA1 - 20.00 kW	Month	\$6,052.46	\$6,234.04	\$6,421.06	\$6,613.69
DC05	Monthly Federal Colocation 5 kW Expansion - WPA1 (20.00 - 40.00 kW)	Month	\$1,513.12	\$1,558.51	\$1,605.26	\$1,653.42
DC06	Monthly Federal Colocation Services - WPA1 - 40.00 kW	Month	\$11,898.88	\$12,255.85	\$12,623.52	\$13,002.23
DC07	Monthly Federal Colocation 5 kW Expansion - WPA1 (40.00 - 80.00 kW)	Month	\$1,487.36	\$1,531.98	\$1,577.94	\$1,625.28
DC08	Monthly Federal Colocation Services - WPA1 - 80.00 kW	Month	\$23,488.70	\$24,193.36	\$24,919.17	\$25,666.74
DC09	Monthly Federal Colocation 5 kW Expansion - WPA1 (80.00 - 160.00 kW)	Month	\$1,468.04	\$1,512.09	\$1,557.45	\$1,604.17
DC10	Monthly Federal Colocation Services - WPA1 - 160.00 kW	Month	\$46,153.24	\$47,537.84	\$48,963.97	\$50,432.89
DC11	Monthly Federal Colocation 5 kW Expansion - WPA1 (160.00 - 320.00 kW)	Month	\$1,442.29	\$1,485.56	\$1,530.12	\$1,576.03
DC12	Monthly Federal Colocation Services - WPA1 - 320.00 kW	Month	\$90,658.15	\$93,377.90	\$96,179.23	\$99,064.61
DC13	Monthly Federal Colocation 5 kW Expansion - WPA1 (320.00 - 1000.00 kW)	Month	\$1,416.53	\$1,459.03	\$1,502.80	\$1,547.88
DC14	Monthly Federal Colocation Services - WPA1 - 1000.00 kW	Month	\$276,867.94	\$285,173.98	\$293,729.20	\$302,541.07
DC15	Monthly Federal Colocation 50 kW Expansion - WPA1 (1000.00 - 2000.00 kW)	Month	\$13,843.40	\$14,258.70	\$14,686.46	\$15,127.05
DC16	Monthly Federal Colocation Services - WPA1 - 2000.00 kW	Month	\$533,131.75	\$549,125.70	\$565,599.47	\$582,567.46
DC17	Monthly Federal Colocation 50 kW Expansion - WPA1 (>2000.00 kW)	Month	\$13,328.29	\$13,728.14	\$14,139.99	\$14,564.19
DC18	Monthly Federal Colocation Services - BOS1 - 4.99 kW	Month	\$1,824.96	\$1,879.71	\$1,936.10	\$1,994.18
DC19	Monthly Federal Colocation Services - BOS1 - 8.64 kW	Month	\$3,126.47	\$3,220.26	\$3,316.87	\$3,416.38
DC20	Monthly Federal Colocation Services - BOS1 - 14.40 kW	Month	\$5,155.15	\$5,309.81	\$5,469.10	\$5,633.17
DC21	Monthly Federal Colocation Services - BOS1 - 20.00 kW	Month	\$6,438.79	\$6,631.95	\$6,830.91	\$7,035.84
DC22	Monthly Federal Colocation 5 kW Expansion - BOS1 (20.00 - 40.00 kW)	Month	\$1,609.70	\$1,657.99	\$1,707.73	\$1,758.96
DC23	Monthly Federal Colocation Services - BOS1 - 40.00 kW	Month	\$12,531.84	\$12,907.80	\$13,295.03	\$13,693.88

ITEM	TASK / Description	Unit	GFY 2024 GSA Price / Unit	GFY 2025 GSA Price / Unit	GFY 2026 GSA Price / Unit	GFY 2027 GSA Price / Unit
DC24	Monthly Federal Colocation 5 kW Expansion - BOS1 (40.00 - 80.00 kW)	Month	\$1,566.48	\$1,613.47	\$1,661.88	\$1,711.74
DC25	Monthly Federal Colocation Services - BOS1 - 80.00 kW	Month	\$24,827.97	\$25,572.81	\$26,339.99	\$27,130.19
DC26	Monthly Federal Colocation 5 kW Expansion - BOS1 (80.00 - 160.00 kW)	Month	\$1,551.75	\$1,598.30	\$1,646.25	\$1,695.64
DC27	Monthly Federal Colocation Services - BOS1 - 160.00 kW	Month	\$49,243.86	\$50,721.18	\$52,242.81	\$53,810.10
DC28	Monthly Federal Colocation 5 kW Expansion - BOS1 (160.00 - 320.00 kW)	Month	\$1,538.87	\$1,585.04	\$1,632.59	\$1,681.57
DC29	Monthly Federal Colocation Services - BOS1 - 320.00 kW	Month	\$97,663.56	\$100,593.46	\$103,611.27	\$106,719.60
DC30	Monthly Federal Colocation 5 kW Expansion - BOS1 (320.00 - 1000.00 kW)	Month	\$1,525.99	\$1,571.77	\$1,618.93	\$1,667.49
DC31	Monthly Federal Colocation Services - BOS1 - 1000.00 kW	Month	\$301,335.34	\$310,375.40	\$319,686.66	\$329,277.26
DC32	Monthly Federal Colocation 50 kW Expansion - BOS1 (>1000.00 kW)	Month	\$15,066.77	\$15,518.77	\$15,984.33	\$16,463.86
DC33	Monthly Federal Colocation Services - KCM1 - 4.99 kW	Month	\$1,941.40	\$1,999.64	\$2,059.63	\$2,121.42
DC34	Monthly Federal Colocation Services - KCM1 - 8.64 kW	Month	\$3,360.12	\$3,460.92	\$3,564.75	\$3,671.69
DC35	Monthly Federal Colocation Services - KCM1 - 14.40 kW	Month	\$5,600.20	\$5,768.21	\$5,941.25	\$6,119.49
DC36	Monthly Federal Colocation Services - KCM1 - 20.00 kW	Month	\$7,562.42	\$7,789.30	\$8,022.97	\$8,263.66
DC37	Monthly Federal Colocation 5 kW Expansion - KCM1 (20.00 - 40.00 kW)	Month	\$1,890.61	\$1,947.33	\$2,005.75	\$2,065.92
DC38	Monthly Federal Colocation Services - KCM1 - 40.00 kW	Month	\$14,867.28	\$15,313.30	\$15,772.70	\$16,245.88
DC39	Monthly Federal Colocation 5 kW Expansion - KCM1 (40.00 - 80.00 kW)	Month	\$1,858.41	\$1,914.17	\$1,971.59	\$2,030.74
DC40	Monthly Federal Colocation Services - KCM1 - 80.00 kW	Month	\$28,803.58	\$29,667.68	\$30,557.71	\$31,474.45
DC41	Monthly Federal Colocation 5 kW Expansion - KCM1 (80.00 - 160.00 kW)	Month	\$1,800.22	\$1,854.23	\$1,909.85	\$1,967.15
DC42	Monthly Federal Colocation Services - KCM1 - 160.00 kW	Month	\$55,546.74	\$57,213.14	\$58,929.54	\$60,697.42
DC43	Monthly Federal Colocation 5 kW Expansion - KCM1 (160.00 - 320.00 kW)	Month	\$1,735.83	\$1,787.91	\$1,841.55	\$1,896.79
DC44	Monthly Federal Colocation Services - KCM1 - 320.00 kW	Month	\$107,131.90	\$110,345.85	\$113,656.23	\$117,065.92
DC45	Monthly Federal Colocation 5 kW Expansion - KCM1 (320.00 - 1000.00 kW)	Month	\$1,673.93	\$1,724.15	\$1,775.87	\$1,829.15
DC46	Monthly Federal Colocation Services - KCM1 - 1000.00 kW	Month	\$323,521.15	\$333,226.79	\$343,223.59	\$353,520.30
DC47	Monthly Federal Colocation 50 kW Expansion - KCM1 (>1000.00 kW)	Month	\$16,176.05	\$16,661.34	\$17,161.18	\$17,676.01

ITEM	TASK / Description	Unit	GFY 2024 GSA Price / Unit	GFY 2025 GSA Price / Unit	GFY 2026 GSA Price / Unit	GFY 2027 GSA Price / Unit
DC48	Monthly Federal Colocation Services - VA - 4.99 kW	Month	\$1,510.69	\$1,556.02	\$1,602.70	\$1,650.78
DC49	Monthly Federal Colocation Services - VA - 8.64 kW	Month	\$2,614.66	\$2,693.10	\$2,773.90	\$2,857.11
DC50	Monthly Federal Colocation Services - VA - 14.40 kW	Month	\$4,357.77	\$4,488.51	\$4,623.16	\$4,761.86
DC51	Monthly Federal Colocation Services - VA - 20.00 kW	Month	\$5,923.69	\$6,101.40	\$6,284.44	\$6,472.97
DC52	Monthly Federal Colocation 5 kW Expansion - VA (20.00 - 40.00 kW)	Month	\$1,480.92	\$1,525.35	\$1,571.11	\$1,618.24
DC53	Monthly Federal Colocation Services - VA - 40.00 kW	Month	\$11,589.82	\$11,937.52	\$12,295.64	\$12,664.51
DC54	Monthly Federal Colocation 5 kW Expansion - VA (40.00 - 80.00 kW)	Month	\$1,448.73	\$1,492.19	\$1,536.96	\$1,583.06
DC55	Monthly Federal Colocation Services - VA - 80.00 kW	Month	\$22,252.46	\$22,920.03	\$23,607.63	\$24,315.86
DC56	Monthly Federal Colocation 5 kW Expansion - VA (80.00 - 160.00 kW)	Month	\$1,390.78	\$1,432.50	\$1,475.48	\$1,519.74
DC57	Monthly Federal Colocation Services - VA - 160.00 kW	Month	\$43,474.71	\$44,778.95	\$46,122.31	\$47,505.98
DC58	Monthly Federal Colocation 5 kW Expansion - VA (160.00 - 320.00 kW)	Month	\$1,358.58	\$1,399.34	\$1,441.32	\$1,484.56
DC59	Monthly Federal Colocation Services - VA - 320.00 kW	Month	\$82,828.58	\$85,313.44	\$87,872.85	\$90,509.03
DC60	Monthly Federal Colocation 5 kW Expansion - VA (320.00 - 1000.00 kW)	Month	\$1,294.20	\$1,333.02	\$1,373.01	\$1,414.20
DC61	Monthly Federal Colocation Services - VA - 1000.00 kW	Month	\$239,522.96	\$246,708.65	\$254,109.91	\$261,733.21
DC62	Monthly Federal Colocation 50 kW Expansion - VA (1000.00 - 2000.00 kW)	Month	\$11,976.15	\$12,335.43	\$12,705.50	\$13,086.66
DC63	Monthly Federal Colocation Services - VA - 2000.00 kW	Month	\$471,319.37	\$485,458.95	\$500,022.72	\$515,023.40
DC64	Monthly Federal Colocation 50 kW Expansion - VA (>2000.00 kW)	Month	\$11,782.98	\$12,136.47	\$12,500.57	\$12,875.59
DC65	120V Circuit & Installation (Non-Recurring Charge)	Each	\$379.89	\$391.29	\$403.02	\$415.11
DC68	Cross Connections	Each	\$115.90	\$119.38	\$122.96	\$126.65
DC69	Dark Fiber (1 pair)	Pair	\$6,438.79	\$6,631.95	\$6,830.91	\$7,035.84
DC70	Dark Fiber (2 pairs)	2 Pairs	\$10,945.94	\$11,274.32	\$11,612.55	\$11,960.93
DC71	Managed Internet Access (10-150 Mbps) (Non-Recurring Charge)	1 Mbps	\$4.83	\$4.97	\$5.12	\$5.28
DC72	Managed Internet Access (151-500 Mbps) (Non-Recurring Charge)	1 Mbps	\$4.19	\$4.31	\$4.44	\$4.57
DC73	Managed Internet Access (501 Mbps-1 Gbps) (Non-Recurring Charge)	1 Mbps	\$3.22	\$3.32	\$3.42	\$3.52
DC74	Managed Internet Access (1-4 Gbps) (Non-Recurring Charge)	1 Mbps	\$2.90	\$2.98	\$3.07	\$3.17
DC75	Managed Internet Access (4-10 Gbps) (Non-Recurring Charge)	1 Mbps	\$2.58	\$2.65	\$2.73	\$2.81
DC76	Helping Hands	Hour	\$148.09	\$152.53	\$157.11	\$161.82
DC77	Monthly Federal Colocation Services - DEN1 - 20.00 kW	Month	\$5,340.88	\$5,501.10	\$5,666.13	\$5,836.12

ITEM	TASK / Description	Unit	GFY 2024 GSA Price / Unit	GFY 2025 GSA Price / Unit	GFY 2026 GSA Price / Unit	GFY 2027 GSA Price / Unit
DC78	Monthly Federal Colocation 5 kW Expansion - DEN1 (20.00 - 40.00 kW)	Month	\$1,335.22	\$1,375.28	\$1,416.53	\$1,459.03
DC79	Monthly Federal Colocation Services - DEN1 - 40.00 kW	Month	\$10,584.64	\$10,902.18	\$11,229.25	\$11,566.13
DC80	Monthly Federal Colocation 5 kW Expansion - DEN1 (40.00 - 80.00 kW)	Month	\$1,323.08	\$1,362.77	\$1,403.66	\$1,445.77
DC81	Monthly Federal Colocation Services - DEN1 - 80.00 kW	Month	\$19,421.36	\$20,004.01	\$20,604.13	\$21,222.25
DC82	Monthly Federal Colocation 5 kW Expansion - DEN1 (80.00 - 160.00 kW)	Month	\$1,213.84	\$1,250.25	\$1,287.76	\$1,326.39
DC83	Monthly Federal Colocation Services - DEN1 - 160.00 kW	Month	\$37,677.45	\$38,807.77	\$39,972.00	\$41,171.16
DC84	Monthly Federal Colocation 5 kW Expansion - DEN1 (160.00 - 320.00 kW)	Month	\$1,177.42	\$1,212.74	\$1,249.13	\$1,286.60
DC85	Monthly Federal Colocation Services - DEN1 - 320.00 kW	Month	\$68,363.20	\$70,414.10	\$72,526.52	\$74,702.32
DC86	Monthly Federal Colocation 5 kW Expansion - DEN1 (320.00 - 1000.00 kW)	Month	\$1,068.18	\$1,100.22	\$1,133.23	\$1,167.22
DC87	Monthly Federal Colocation Services - DEN1 - 1000.00 kW	Month	\$201,496.66	\$207,541.56	\$213,767.80	\$220,180.84
DC88	Monthly Federal Colocation 50 kW Expansion - DEN1 (1000.00 - 2000.00 kW)	Month	\$10,074.83	\$10,377.08	\$10,688.39	\$11,009.04
DC89	Monthly Federal Colocation Services - DEN1 - 2000.00 kW	Month	\$390,854.96	\$402,580.61	\$414,658.03	\$427,097.77
DC90	Monthly Federal Colocation 50 kW Expansion - DEN1 (>2000.00 kW)	Month	\$9,771.37	\$10,064.52	\$10,366.45	\$10,677.44
DC91	1-4MW Variable Metered Power License Fee - VA-1 and VA-2	KW / Per Month	\$100.75	\$103.77	\$106.88	\$110.09
DC92	4MW+ Variable Metered Power License Fee - VA-1 and VA-2	KW / Per Month	\$100.75	\$103.77	\$106.88	\$110.09
DC93	Variable Metered Power - Utility Power Usage - VA-1 and VA-2	KW / Per Month	\$113.11	\$116.51	\$120.00	\$123.60
DC94	1MW -4MW Variable Metered Power License Fee - DEN 1	KW / Per Month	\$100.75	\$103.77	\$106.88	\$110.09
DC95	Variable Metered Power - Utility Power Usage - DEN 1	KW / Per Month	\$93.70	\$96.51	\$99.41	\$102.39
DC96	208V 1-Phase Circuit & Installation for Variable Metered Power (2 circuits, 1 pair)	Each	\$2,421.60	\$2,494.25	\$2,569.08	\$2,646.15
DC97	208V 3-Phase Circuit & Installation for Variable Metered Power (2 circuits, 1 pair)	Each	\$3,034.59	\$3,125.63	\$3,219.39	\$3,315.98
DC98	Monthly Federal Colocation Services - AZP - 4.99 kW	Month	\$1,552.84	\$1,599.43	\$1,647.41	\$1,696.83
DC99	Monthly Federal Colocation Services - AZP - 8.64 kW	Month	\$2,560.66	\$2,637.48	\$2,716.60	\$2,798.10

ITEM	TASK / Description	Unit	GFY 2024 GSA Price / Unit	GFY 2025 GSA Price / Unit	GFY 2026 GSA Price / Unit	GFY 2027 GSA Price / Unit
DC100	Monthly Federal Colocation Services - AZP - 14.40 kW	Month	\$4,064.54	\$4,186.47	\$4,312.07	\$4,441.43
DC101	Monthly Federal Colocation Services - AZP - 20.00 kW	Month	\$5,376.37	\$5,537.66	\$5,703.79	\$5,874.91
DC102	Monthly Federal Colocation 5 kW Expansion - AZP (20.00 - 40.00 kW)	Month	\$1,344.09	\$1,384.42	\$1,425.95	\$1,468.73
DC103	Monthly Federal Colocation Services - AZP - 40.00 kW	Month	\$10,240.71	\$10,547.93	\$10,864.37	\$11,190.30
DC104	Monthly Federal Colocation 5 kW Expansion - AZP (40.00 - 80.00 kW)	Month	\$1,280.09	\$1,318.49	\$1,358.05	\$1,398.79
DC105	Monthly Federal Colocation Services - AZP - 80.00 kW	Month	\$21,225.56	\$21,862.33	\$22,518.20	\$23,193.74
DC106	Monthly Federal Colocation 5 kW Expansion - AZP (80.00 - 160.00 kW)	Month	\$1,326.60	\$1,366.40	\$1,407.39	\$1,449.61
DC107	Monthly Federal Colocation Services - AZP - 160.00 kW	Month	\$34,246.86	\$35,274.27	\$36,332.50	\$37,422.47
DC108	Monthly Federal Colocation 5 kW Expansion - AZP (160.00 - 320.00 kW)	Month	\$1,070.21	\$1,102.32	\$1,135.39	\$1,169.45
DC109	Monthly Federal Colocation Services - AZP - 320.00 kW	Month	\$64,701.92	\$66,642.98	\$68,642.27	\$70,701.54
DC110	Monthly Federal Colocation 5 kW Expansion - AZP (320.00 - 1000.00 kW)	Month	\$1,010.97	\$1,041.30	\$1,072.54	\$1,104.71
DC111	Monthly Federal Colocation Services - AZP - 1000.00 kW	Month	\$189,505.25	\$195,190.41	\$201,046.12	\$207,077.51
DC112	Monthly Federal Colocation 50 kW Expansion - AZP (1000.00 - 2000.00 kW)	Month	\$9,475.26	\$9,759.52	\$10,052.31	\$10,353.88
DC113	Monthly Federal Colocation Services - AZP - 2000.00 kW	Month	\$360,962.39	\$371,791.26	\$382,945.00	\$394,433.35
DC114	Monthly Federal Colocation 50 kW Expansion - AZP (>2000.00 kW)	Month	\$9,024.06	\$9,294.78	\$9,573.62	\$9,860.83
DC115	Monthly Federal Colocation Services - AZS - 4.99 kW	Month	\$1,376.90	\$1,418.20	\$1,460.75	\$1,504.57
DC116	Monthly Federal Colocation Services - AZS - 8.64 kW	Month	\$2,270.52	\$2,338.64	\$2,408.80	\$2,481.06
DC117	Monthly Federal Colocation Services - AZS - 14.40 kW	Month	\$3,604.00	\$3,712.12	\$3,823.49	\$3,938.19
DC118	Monthly Federal Colocation Services - AZS - 20.00 kW	Month	\$4,767.20	\$4,910.21	\$5,057.52	\$5,209.25
DC119	Monthly Federal Colocation 5 kW Expansion - AZS (20.00 - 40.00 kW)	Month	\$1,191.80	\$1,227.55	\$1,264.38	\$1,302.31
DC120	Monthly Federal Colocation Services - AZS - 40.00 kW	Month	\$9,080.38	\$9,352.79	\$9,633.37	\$9,922.38
DC121	Monthly Federal Colocation 5 kW Expansion - AZS (40.00 - 80.00 kW)	Month	\$1,135.05	\$1,169.10	\$1,204.17	\$1,240.30
DC122	Monthly Federal Colocation Services - AZS - 80.00 kW	Month	\$17,350.87	\$17,871.39	\$18,407.54	\$18,959.76
DC123	Monthly Federal Colocation 5 kW Expansion - AZS (80.00 - 160.00 kW)	Month	\$1,084.43	\$1,116.96	\$1,150.47	\$1,184.99
DC124	Monthly Federal Colocation Services - AZS - 160.00 kW	Month	\$33,049.27	\$34,040.75	\$35,061.97	\$36,113.83
DC125	Monthly Federal Colocation 5 kW Expansion - AZS (160.00 - 320.00 kW)	Month	\$1,032.79	\$1,063.77	\$1,095.69	\$1,128.56

ITEM	TASK / Description	Unit	GFY 2024 GSA Price / Unit	GFY 2025 GSA Price / Unit	GFY 2026 GSA Price / Unit	GFY 2027 GSA Price / Unit
DC126	Monthly Federal Colocation Services - AZS - 320.00 kW	Month	\$59,810.71	\$61,605.03	\$63,453.18	\$65,356.78
DC127	Monthly Federal Colocation 5 kW Expansion - AZS (320.00 - 1000.00 kW)	Month	\$934.54	\$962.58	\$991.46	\$1,021.20
DC128	Monthly Federal Colocation Services - AZS - 1000.00 kW	Month	\$185,727.37	\$191,299.19	\$197,038.17	\$202,949.31
DC129	Monthly Federal Colocation 50 kW Expansion - AZS (1000.00 - 2000.00 kW)	Month	\$9,286.37	\$9,564.96	\$9,851.91	\$10,147.47
DC130	Monthly Federal Colocation Services - AZS - 2000.00 kW	Month	\$353,766.42	\$364,379.42	\$375,310.80	\$386,570.12
DC131	Monthly Federal Colocation 50 kW Expansion - AZS (>2000.00 kW)	Month	\$8,844.16	\$9,109.49	\$9,382.77	\$9,664.25
DC132	Monthly Federal Colocation Services - NJE - 4.99 kW	Month	\$1,826.80	\$1,881.61	\$1,938.05	\$1,996.20
DC133	Monthly Federal Colocation Services - NJE - 8.64 kW	Month	\$2,974.37	\$3,063.60	\$3,155.51	\$3,250.17
DC134	Monthly Federal Colocation Services - NJE - 14.40 kW	Month	\$4,521.08	\$4,656.71	\$4,796.41	\$4,940.30
DC135	Monthly Federal Colocation Services - NJE - 20.00 kW	Month	\$5,944.20	\$6,122.52	\$6,306.20	\$6,495.38
DC136	Monthly Federal Colocation 5 kW Expansion - NJE (20.00 - 40.00 kW)	Month	\$1,486.05	\$1,530.63	\$1,576.55	\$1,623.85
DC137	Monthly Federal Colocation Services - NJE - 40.00 kW	Month	\$9,491.17	\$9,775.91	\$10,069.19	\$10,371.26
DC138	Monthly Federal Colocation 5 kW Expansion - NJE (40.00 - 80.00kW)	Month	\$1,186.40	\$1,221.99	\$1,258.65	\$1,296.41
DC139	Monthly Federal Colocation Services - NJE - 80.00 kW	Month	\$28,472.09	\$29,326.26	\$30,206.04	\$31,112.22
DC140	Monthly Federal Colocation 5 kW Expansion - NJE (80.00 - 160.00 kW)	Month	\$1,779.51	\$1,832.89	\$1,887.88	\$1,944.51
DC141	Monthly Federal Colocation Services - NJE - 160.00 kW	Month	\$54,232.56	\$55,859.53	\$57,535.32	\$59,261.38
DC142	Monthly Federal Colocation 5 kW Expansion - NJE (160.00 - 320.00 kW)	Month	\$1,694.77	\$1,745.61	\$1,797.98	\$1,851.92
DC143	Monthly Federal Colocation Services - NJE - 320.00 kW	Month	\$101,355.80	\$104,396.47	\$107,528.36	\$110,754.22
DC144	Monthly Federal Colocation 5 kW Expansion - NJE (320.00 - 1000.00 kW)	Month	\$1,583.68	\$1,631.19	\$1,680.13	\$1,730.53
DC145	Monthly Federal Colocation Services - NJE - 1000.00 kW	Month	\$289,417.91	\$298,100.45	\$307,043.46	\$316,254.77
DC146	Monthly Federal Colocation 50 kW Expansion - NJE (1000.00 - 2000.00 kW)	Month	\$14,470.90	\$14,905.02	\$15,352.17	\$15,812.74
DC147	Monthly Federal Colocation Services - NJE - 2000.00 kW	Month	\$551,272.22	\$567,810.38	\$584,844.69	\$602,390.04
DC148	Monthly Federal Colocation 50 kW Expansion - NJE (>2000.00 kW)	Month	\$13,781.81	\$14,195.26	\$14,621.12	\$15,059.75
DC149	Monthly Federal Colocation Services - DEN - 4.99 kW	Month	\$1,716.03	\$1,767.51	\$1,820.53	\$1,875.15
DC150	Monthly Federal Colocation Services - DEN - 8.64 kW	Month	\$2,829.75	\$2,914.64	\$3,002.08	\$3,092.15
DC151	Monthly Federal Colocation Services - DEN - 14.40 kW	Month	\$4,491.67	\$4,626.42	\$4,765.21	\$4,908.17



ITEM	TASK / Description	Unit	GFY 2024 GSA Price / Unit	GFY 2025 GSA Price / Unit	GFY 2026 GSA Price / Unit	GFY 2027 GSA Price / Unit
DC152	250 - 999 kW Variable Metered Power License Fee – AZP	KW / Per Month	\$134.41	\$138.44	\$142.60	\$146.87
DC153	1-4MW Variable Metered Power License Fee - AZP	KW / Per Month	\$104.42	\$107.55	\$110.78	\$114.10
DC154	Variable Metered Power - Utility Power Usage - AZP	KW / Per Month	\$77.54	\$79.86	\$82.26	\$84.73
DC155	250 - 999 kW Variable Metered Power License Fee – AZS	KW / Per Month	\$109.97	\$113.27	\$116.67	\$120.17
DC156	1-4MW Variable Metered Power License Fee - AZS	KW / Per Month	\$99.97	\$102.97	\$106.06	\$109.25
DC157	Variable Metered Power - Utility Power Usage - AZS	KW / Per Month	\$103.58	\$106.69	\$109.89	\$113.19
DC158	250 - 999 kW Variable Metered Power License Fee – DEN	KW / Per Month	\$133.74	\$137.75	\$141.89	\$146.14
DC159	250 - 999 kW Variable Metered Power License Fee – NJE	KW / Per Month	\$195.51	\$201.37	\$207.41	\$213.64
DC160	1-4MW Variable Metered Power License Fee - NJE	KW / Per Month	\$145.92	\$150.30	\$154.81	\$159.45
DC161	Variable Metered Power - Utility Power Usage - NJE	KW / Per Month	\$103.74	\$106.85	\$110.06	\$113.36
DC162	250 - 999 kW Variable Metered Power License Fee – VA	KW / Per Month	\$145.52	\$149.88	\$154.38	\$159.01
DC163	250 - 999 kW Variable Metered Power License Fee – WPA	KW / Per Month	\$199.95	\$205.95	\$212.13	\$218.49
DC164	1-4MW Variable Metered Power License Fee - WPA	KW / Per Month	\$155.52	\$160.18	\$164.99	\$169.94
DC165	Variable Metered Power - Utility Power Usage - WPA	KW / Per Month	\$73.53	\$75.73	\$78.00	\$80.34

## Digital Records Center (DRC) (Special Item No. 518210 ERM)

**Services Overview:** Digital Records Center is a cloud-based Repository utilizing IBM's Alfresco Electronic Content Management System (ECMS), Web Content Management, and Digital Image Management Tool. It is an open source content management system providing cloud-based document storage services. The associated browser provides a full-range of electronic document management tools and comprehensive search/retrieval, sharing, and publishing capabilities applied departmentally or enterprise-wide.

<b>Digital Records Center (DRC)</b> (see <a href="https://www.ironmountain.com/support/how-it-works">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
Item	Task / Description	Unit
DRC01	<b>DRC Monthly Per User (Named):</b> DRC monthly charge rate based on the number of Users.	Per user
DRC02	<b>DRC Monthly Per GB Stored</b> Price per Gigabyte charged monthly for electronic information ingested.	Per GB stored
DRC03	<b>DRC Implementation:</b> one-time Implementation fee for services rendered establishing, setting-up, testing, training, and supporting the installation of DRC specific for the Customer. Implementation includes: <ul style="list-style-type: none"> <li>• Kick-off meeting and definition of Customer requirements</li> <li>• Creation of the database schema</li> <li>• Document Types: up to three (3)</li> <li>• Index fields per document: up to ten (10)</li> <li>• Characters per index field: up to thirty-two (32)</li> <li>• Applications: up to three (3)</li> <li>• Creation of related batch classes</li> <li>• Testing of the data processes associated with a Customer's business requirements.</li> <li>• One (1) online training session covering the functionality of DRC, with standard training materials. Training sessions are approximately two (2) hours in duration.</li> </ul>	Per instance
DRC04	<b>DRC Monthly Minimum</b> Minimum monthly dollar commitment per month ("MMDC"). Each calendar month, the total monthly service fees are calculated and compared to the MMDC minimum dollar rate. If the actual total monthly services is less than the MMDC, the difference between the MMDC fee and the price of the actual services will be charged for that calendar month.	Per month

**Digital Records Center Out-Year Pricelist**

ITEM	Task / Description	GFY 2024 GSA Price/Unit	GFY 2025 GSA Price/Unit	GFY 2026 GSA Price/Unit	GFY 2027 GSA Price/Unit
DRC01	DRC Monthly Per User (Named)	\$12.00	\$12.36	\$12.73	\$13.11
DRC02	DRC Monthly Per GB Stored	\$12.35	\$12.72	\$13.10	\$13.49
DRC03	DRC Implementation	\$11,872.72	\$12,228.90	\$12,595.77	\$12,973.65
DRC04	DRC Monthly Minimum	\$949.81	\$978.31	\$1,007.66	\$1,037.89

# Iron Mountain InSight Services (Special Item Number 518210 ERM)

## Electronics Records Management Solutions

**Services Overview** Iron Mountain InSight is a content services platform that provides actionable business insights and predictive analytics through Machine Learning - based classification of an organization’s physical and digital information, which adds structure, context, and meta-data to information to make it more usable. The resulting enriched content can then enable enhanced automated governance and workflow throughout the organization.

InSight “industrializes” the process of data capture and content enrichment. It supports data ingestion from various sources such as physical (paper, tape) and digital (application generated, human generated). Once ingested, the documents are classified by type and the metadata is organized as a collection. Once this information is obtained, it is utilized to develop and maintain proprietary machine learning models, so that once document and metadata indexing is complete, a baseline library can be established. This baseline library can then be searched for patterns and trends and used to run visualization and analytics tools against applicable business use cases. InSight is comprised of two broad offerings:

**Content Services Platform** – From a simple storage repository with basic search and retrieval access, to more complex information management needs, this flexible platform scales with customers’ information management challenges. All files are encrypted and role based permissions enable authorized users to access documents 24/7, with integration to multiple content and data systems throughout the organization including line of business applications, Enterprise Resource Planning (ERP) systems, Enterprise Content Management (ECM) systems, Content Services Platforms (CSP) and on-premise and cloud-based file shares.

**Intelligent Document Processing (IDP)** – consists of the creation of the IDP, as well as the service of running data through the IDP in order to extract valuable data from the document(s). The IDP Creation process requires a team of IM engineers who can create and train their own machine learning models and/or utilize commercial APIs from providers such as Google and AWS as examples. The IDP Service process includes the following subcomponents and capabilities:

- a) Ingestion of documents,
- b) Infrastructure and storage needed to support development of machine-learning models, data processing as well as human in the loop (“HITL”) activity,
- c) Classification of documents in order to understand which AI should be utilized, as well as splitting of a single document into multiple documents if necessary, and
- d) Data capture/enrichment to extract valuable data from the documents

<b>InSight</b> (see <a href="https://www.ironmountain.com/support/how-it-works" style="color: white;">https://www.ironmountain.com/support/how-it-works</a> for service definitions)		
Item	Task / Description	Unit
INS01	<b>InSight Base Platform Package</b> Includes OCR for all images, 500GBs Storage, + 50 users, and a Multi-Tenant Environment.	Instance
INS02	<b>InSight Additional User</b> Cost for additional users above the 50 that are included in the base platform.	User
INS03	<b>InSight Additional Storage 500 GBs</b> Cost for additional storage blocks. Sold in 500GB blocks.	500 GBs

## InSight

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
INS04	<p><b>InSight Enhanced Viewer</b></p> <p>The InSight Enhanced Viewer allows users to preview and annotate any document stored in the InSight Platform.</p>	Instance / Server
INS05	<p><b>IDP-Infrastructure-IDP Platform - Modelling - 1</b></p> <p>Cloud based infrastructure to support Intelligent Document Processor Model development for "IDP-Data Capture-Entity Extraction - 1" (INS17) capture techniques</p>	Model
INS06	<p><b>IDP-Infrastructure-IDP Platform - Modelling – 2</b></p> <p>Cloud based infrastructure to support Intelligent Document Processor Model development for "IDP-Data Capture-Entity Extraction - 2" (INS18) capture techniques</p>	Model
INS07	<p><b>IDP-Infrastructure-IDP Platform - Modelling – 3</b></p> <p>Cloud based infrastructure to support Intelligent Document Processor Model development for "IDP-Data Capture-Entity Extraction - 3" (INS19) capture techniques</p>	Model
INS08	<p><b>IDP-Infrastructure-IDP Platform - Processing Level 1</b></p> <p>Cloud based Intelligent Document Processing hosting in a FedRamp environment, capable of processing up to approximately 10,000 documents per month at approximately 20 pages per document</p>	Month
INS09	<p><b>IDP-Infrastructure-IDP Platform - Processing Level 2</b></p> <p>Cloud based Intelligent Document Processing hosting in a FedRamp environment, capable of processing up to approximately 60,000 documents per month at approximately 20 pages per document</p>	Month
INS10	<p><b>IDP-Infrastructure-IDP Platform - Processing Level 3</b></p> <p>Cloud based Intelligent Document Processing hosting in a FedRamp environment, capable of processing up to approximately 200k documents per month at approximately 20 pages per document</p>	Month
INS11	<p><b>IDP-Infrastructure-IDP Component - HITL</b></p> <p>Cloud based infrastructure hosting Human In The Loop (HITL) exception handling and enrichment application with up to 50 concurrent users</p>	Month
INS12	<p><b>IDP- Standard Storage</b></p> <p>Standard storage per 500GB per month</p>	500GB / Month
INS13	<p><b>IDP-Document Classification</b></p> <p>Document type identification within a parameter of potential document types and variations</p>	Document

## InSight

(see <https://www.ironmountain.com/support/how-it-works> for service definitions)

Item	Task / Description	Unit
INS14	<p><b>IDP-Document Classification and Splitting</b></p> <p>Document classification and splitting of multiple assets in a single document (PDF or multipage TIFFs as examples)</p>	Document
INS15	<p><b>IDP-Data Capture-Text Extraction</b></p> <p>Document splitting of oversized documents</p>	Document
INS16	<p><b>IDP-Data Capture-Text Extraction</b></p> <p>Text extraction of text-based documents (PDF, TIFF) with a file size less than 300MB. Files over 300MB will be split and each partition is a billable image.</p>	Image
INS17	<p><b>IDP-Data Capture-Entity Extraction - 1</b></p> <p>Data capture from well structured documents which may</p> <ul style="list-style-type: none"> <li>- Contain key value pairs</li> <li>- Have highly structured data/tables</li> <li>- Contain minimal handwriting</li> <li>- Have a minimum of 200dpi</li> <li>- up to approximately 30 entities</li> </ul>	Image
INS18	<p><b>IDP-Data Capture-Entity Extraction - 2</b></p> <p>Data capture from documents which may contain a combination of</p> <ul style="list-style-type: none"> <li>- Forms</li> <li>- Handwriting</li> <li>- A percentage of unstructured data</li> <li>- Require image quality enhancement</li> </ul>	Image
INS19	<p><b>IDP-Data Capture-Entity Extraction - 3</b></p> <p>Data capture techniques may be identified to qualities similar to these;</p> <ul style="list-style-type: none"> <li>- capture from complex documents structures.</li> <li>- they may require extensive training and/or extension of current capture techniques due to their complexity or industry specific application</li> <li>- require the application of multiple extraction techniques to the same documents to extract all needed data</li> <li>- require complex algorithms to handle things like temporal application in natural language processing</li> </ul>	Image
INS20	<p><b>IDP-Data Enrichment-Entity Extraction - Data Enrichment Level 1</b></p> <p>Simple derivation of values based on Entities Extracted</p> <ul style="list-style-type: none"> <li>- based on specific business rules applied to extracted fields</li> </ul>	Data Field by Image
INS21	<p><b>IDP-Data Enrichment-Entity Extraction - Data Enrichment Level 2</b></p> <p>Derivation of values based on techniques for data enrichment such as database Lookups, Knowledge graph, calls through API integrations</p>	Data Field by Image

## InSight Out-Year Price List

ITEM	Task / Description	GFY 2024 GSA Price / Unit	GFY 2025 GSA Price / Unit	GFY 2026 GSA Price / Unit	GFY 2027 GSA Price / Unit
INS01	InSight Base Platform Package	\$26,448.36	\$27,241.81	\$28,059.07	\$28,900.84
INS02	InSight Standard Additional User	\$528.97	\$544.84	\$561.18	\$578.02
INS03	InSight Standard Additional Storage 500 GBs	\$3,173.80	\$3,269.02	\$3,367.09	\$3,468.10
INS04	InSight Enhanced Viewer	\$31,738.04	\$32,690.18	\$33,670.88	\$34,681.01
INS05	IDP-Infrastructure-IDP Platform - Modelling - 1	\$5,289.67	\$5,448.36	\$5,611.81	\$5,780.17
INS06	IDP-Infrastructure-IDP Platform - Modelling - 2	\$10,579.35	\$10,896.73	\$11,223.63	\$11,560.34
INS07	IDP-Infrastructure-IDP Platform - Modelling - 3	\$26,448.36	\$27,241.81	\$28,059.07	\$28,900.84
INS08	IDP-Infrastructure-IDP Platform - Processing Level 1	\$3,620.66	\$3,729.28	\$3,841.16	\$3,956.40
INS09	IDP-Infrastructure-IDP Platform - Processing Level 2	\$6,246.55	\$6,433.95	\$6,626.97	\$6,825.78
INS10	IDP-Infrastructure-IDP Platform - Processing Level 3	\$18,739.65	\$19,301.84	\$19,880.89	\$20,477.32
INS11	IDP-Infrastructure-IDP Component - HITL	\$2,223.61	\$2,290.32	\$2,359.03	\$2,429.80
INS12	IDP-Storage-Standard Storage	\$184.62	\$190.16	\$195.86	\$201.74
INS13	Document Classification	\$0.007	\$0.008	\$0.008	\$0.008
INS14	IDP-Document Classification	\$0.109	\$0.112	\$0.116	\$0.119

ITEM	Task / Description	GFY 2024 GSA Price / Unit	GFY 2025 GSA Price / Unit	GFY 2026 GSA Price / Unit	GFY 2027 GSA Price / Unit
INS15	IDP-Document Classification and Splitting	\$0.007	\$0.008	\$0.008	\$0.008
INS16	IDP-Data Capture-Text Extraction	\$0.002	\$0.002	\$0.002	\$0.002
INS17	IDP-Data Capture-Entity Extraction - 1	\$0.032	\$0.033	\$0.034	\$0.035
INS18	IDP-Data Capture-Entity Extraction - 2	\$0.079	\$0.082	\$0.084	\$0.087
INS19	IDP-Data Capture-Entity Extraction - 3	\$0.363	\$0.374	\$0.385	\$0.397
INS20	IDP-Data Enrichment-Entity Extraction - Data Enrichment Level 1	\$0.011	\$0.011	\$0.011	\$0.012
INS21	IDP-Data Enrichment-Entity Extraction - Data Enrichment Level 2	\$0.021	\$0.022	\$0.022	\$0.023



## Active Navigation Products (Special Item No. 518210 ERM)

### Software Reselling

**Services Overview** Active Navigation is an industry-leading file and records analysis software solution provider serving clients worldwide in government and the private sector. Active Navigation’s Discovery Center suite enables large organizations to take control of their unstructured data to comply with records management, privacy, and related information governance requirements. Discovery Center can support petabyte-scale analysis requirements as well as provide cost-effective analysis for data volumes under five terabytes. As a Value-Added Reseller, Iron Mountain is able to provide services beyond purely the sale of software. By selling and implementing Active Navigation software, IM is able to take on the engagement responsibilities of installation, Customer Care, and managed services.

The following identifies the specific Iron Mountain Active Navigation products and related prices available under this Pricelist. IM typically uses a menu-based pricing model to price its Active Navigation Products, and typically includes this menu-based pricing in customer agreements. Iron Mountain often refers to the document where pricing is included as a “Schedule A.” The Schedule A includes specific inputs that are used to calculate an initial non-recurring charge (NRC), which includes space preparation, power circuit installation, set-up fees and other miscellaneous one-time charges. A Schedule A also lists the monthly recurring charge (MRC), which includes usage and maintenance fees.

Active Navigation Products			
ITEM	Task / Description	GSA Price/Unit	Unit
AN01	Active Navigation Discovery Center - Compliance Module - Tier 1 (Up to 10 TB)	\$21,523.92	TB
AN02	Active Navigation Discovery Center - Compliance Module - Tier 2 (11 - 50 TB)	\$1,107.17	TB
AN03	Active Navigation Discovery Center - Compliance Module - Tier 3 (51 - 100 TB)	\$984.37	TB
AN04	Active Navigation Discovery Center - Compliance Module - Tier 4 (101 - 1000 TB)	\$787.75	TB
AN05	Active Navigation Discovery Center - Compliance Module - Tier 5 (>1000 TB)	\$575.52	TB
AN06	Active Navigation Discovery Center - Governance Module - Tier 1 (Up to 5 TB)	\$34,438.05	TB
AN07	Active Navigation Discovery Center - Governance Module - Tier 2 (6 - 10 TB)	\$5,165.65	TB
AN08	Active Navigation Discovery Center - Governance Module - Tier 3 (11- 50 TB)	\$4,611.78	TB
AN09	Active Navigation Discovery Center - Governance Module - Tier 4 (51 - 100 TB)	\$2,951.80	TB
AN10	Active Navigation Discovery Center - Governance Module - Tier 5 (101 - 1000 TB)	\$1,967.43	TB
AN11	Active Navigation Discovery Center - Governance Module - Tier 6 (>1000 TB)	\$1,568.84	TB
AN12	Active Navigation - Alfresco - Connector	\$9,827.80	Connector
AN13	Active Navigation - Box - Connector	\$9,827.80	Connector
AN14	Active Navigation - Exchange - Connector	\$9,827.80	Connector
AN15	Active Navigation - GSuite - Connector	\$9,827.80	Connector
AN16	Active Navigation - OpenText - Connector	\$9,827.80	Connector

## Active Navigation Products

ITEM	Task / Description	GSA Price/Unit	Unit
AN17	Active Navigation - SharePoint - Connector	\$9,827.80	Connector
AN18	Active Navigation - Dropbox - Connector	\$9,827.80	Connector
AN19	Active Navigation - Documentum - Connector	\$9,827.80	Connector

## Collabware Products (Special Item No. 518210 ERM)

**Services Overview** Collabware is highly focused on security and data protection. Its cloud product, Collabspace, is the first and only NARA compliant, Software as a Service (SaaS) solution currently available with archival, discovery and end-to-end records management capabilities to prove this level of security.

- Most Secure NARA Compliant SaaS Records Management Application
- FedRAMP High Agency Authorization
- Joint Authorization Board (JAB) Provisional-ATO In-Process
- Leverage Existing M365 Licensing

Collabware helps agencies simplify their records management strategies by automating records management policies on electronic and physical records through a lightweight and highly secure SaaS solution. Collabspace is the only FedRAMP High Agency Authorized NARA compliant SaaS solution for Records Management. Records lifecycles are streamlined, secured and automated, giving Records Management or Information Governance users the ability to govern records at scale.

The following identifies the specific Collabware products Iron Mountain resells under this Pricelist, including Collabware CLM, Collabmail, Collabspace ARCHIVE, DISCOVERY, and CONTINUUM, and associated training courses.

Collabware Products			
ITEM	Task / Description	GSA Price/Unit	Unit
CW01	<b>Collabware CLM Enterprise (E2) Edition - Annual Subscription for 1 to 250 Users</b> Support and Maintenance included with annual software subscription With DoD 5015.2 certified Collabware CLM you can control all aspects of the content lifecycle and drive increased user productivity by helping them find and use content more effectively.	\$154.76	Single User
CW02	<b>Collabware CLM - Enterprise (E2) Edition - Annual Subscription - Single User (Volume 1) 251 to 1000 Users</b> Support and Maintenance included with annual software subscription With DoD 5015.2 certified Collabware CLM you can control all aspects of the content lifecycle and drive increased user productivity by helping them find and use content more effectively.	\$96.73	Single User
CW03	<b>Collabware CLM Enterprise (E2) Edition - Annual Subscription for 1001 to 2500 Users</b> Support and Maintenance included with annual software subscription. With DoD 5015.2 certified Collabware CLM you can control all aspects of the content lifecycle and drive increased user productivity by helping them find and use content more effectively.	\$58.04	Single User
CW04	<b>Collabware CLM Enterprise (E2) Edition - Annual Subscription for 2501 to 10000 Users</b> Support and Maintenance included with annual software subscription. With DoD 5015.2 certified Collabware CLM you can control all aspects of the content lifecycle and drive increased user productivity by helping them find and use content more effectively.	\$33.85	Single User
CW05	<b>Collabware CLM Enterprise (E2) Edition - Annual Subscription for 10001 to 25000 Users</b> Support and Maintenance included with annual software subscription. With DoD 5015.2 certified Collabware CLM you can control all aspects of the content lifecycle and drive increased user productivity by helping them find and use content more effectively.	\$19.35	Single User

## Collabware Products

ITEM	Task / Description	GSA Price/Unit	Unit
CW06	<p><b>Collabware CLM Enterprise (E2) Edition - Annual Subscription for 25001+ Users</b> Support and Maintenance included with annual software subscription. With DoD 5015.2 certified Collabware CLM you can control all aspects of the content lifecycle and drive increased user productivity by helping them find and use content more effectively.</p>	\$12.09	Single User
CW07	<p><b>Collabmail Standard Edition - Annual Subscription for 1 to 250 Users</b> Support and Maintenance included with annual software subscription. Collabmail is a Microsoft Outlook add-in that integrates drag-n-drop functionality for fast filing and navigation of SharePoint. See your content, folders and metadata all from the comfort of your inbox - even make a favorites list for quicker access.</p>	\$38.69	Single User
CW08	<p><b>Collabmail Standard Edition - Annual Subscription for 250 to 1000 Users</b> Support and Maintenance included with annual software subscription. Collabmail is a Microsoft Outlook add-in that integrates drag-n-drop functionality for fast filing and navigation of SharePoint. See your content, folders and metadata all from the comfort of your inbox - even make a favorites list for quicker access.</p>	\$24.18	Single User
CW09	<p><b>Collabmail Standard Edition - Annual Subscription for 1001 to 2500 Users</b> Support and Maintenance included with annual software subscription. Collabmail is a Microsoft Outlook add-in that integrates drag-n-drop functionality for fast filing and navigation of SharePoint. See your content, folders and metadata all from the comfort of your inbox - even make a favorites list for quicker access.</p>	\$14.51	Single User
CW10	<p><b>Collabmail Standard Edition - Annual Subscription for 2501 to 10000 Users</b> Support and Maintenance included with annual software subscription. Collabmail is a Microsoft Outlook add-in that integrates drag-n-drop functionality for fast filing and navigation of SharePoint. See your content, folders and metadata all from the comfort of your inbox - even make a favorites list for quicker access.</p>	\$7.25	Single User
CW11	<p><b>Collabmail Standard Edition - Annual Subscription for 10001 to 25000 Users</b> Support and Maintenance included with annual software subscription. Collabmail is a Microsoft Outlook add-in that integrates drag-n-drop functionality for fast filing and navigation of SharePoint. See your content, folders and metadata all from the comfort of your inbox - even make a favorites list for quicker access.</p>	\$4.84	Single User
CW12	<p><b>Collabmail Standard Edition - Annual Subscription for 25001+ Users</b> Support and Maintenance included with annual software subscription. Collabmail is a Microsoft Outlook add-in that integrates drag-n-drop functionality for fast filing and navigation of SharePoint. See your content, folders and metadata all from the comfort of your inbox - even make a favorites list for quicker access.</p>	\$2.42	Single User
CW13	<p><b>Collabspace ARCHIVE</b> Cloud Compute Segment (1TB of content) for Enterprise Information Archiving and Enterprise Search. Includes connectors for Email, File Shares, and Microsoft 365.</p>	\$8,400.00	Compute Segment
CW14	<p><b>Collabspace DISCOVERY</b> Cloud Compute Segment (1TB of content) for FOIA and eDiscovery Request Processing and Collection. Includes connectors for Email, File Shares, and Microsoft 365.</p>	\$13,200.00	Compute Segment
CW15	<p><b>Collabspace CONTINUUM</b> Cloud Compute Segment (1TB of content) for Electronic and Physical Records Management. Includes connectors for Email, File Shares, and Microsoft 365</p>	\$16,800.00	Compute Segment
CW16	<p><b>Collabware CLM Certified System Administrator</b> This course covers Collabware CLM product features, technical design,</p>	\$2,720.40	Per Course

## Collabware Products

ITEM	Task / Description	GSA Price/Unit	Unit
	installation considerations and Collabware CLM installed components. By the end of the training, attendees will understand how to install and configure Collabware CLM. Target audience: SharePoint Administrators, SharePoint Solution Specialists		
CW17	<p><b>Collabware CLM Solution Specialist (Electronic Records)</b></p> <p>This course covers configuring and enhancing your Collabware CLM environment (file plan setup, access control levels, workflows, content rules, holds, retention, disposition, review lists, disposition certificates, search. Target audience: Records Managers, SharePoint Solution Specialists, Information Governance/Management professionals, Business Analysts supporting the Records Management or Compliance business area.</p>	\$8,161.21	Per Course
CW18	<p><b>Collabware CLM Solution Specialist (Physical Records)</b></p> <p>This course covers configuring and enhancing your Collabware CLM environment for physical records (containers, box, folder, objects, circulation, transfers, reports, workflows, disposition). Target audience: Records Managers, SharePoint Solution Specialists, Information Governance/Management professionals, Business Analysts supporting the Records Management or Compliance business area.</p>	\$2,720.40	Per Course

# Appendix



## Terms and Conditions Applicable to Records Management, Data Management, Document Conversion, Digital Record Center for Images, Image on Demand, Secure Shred Services, Secure IT Asset Disposition Services and Federal Data Center Colocation Services, and InSight Services

All Services provided by Iron Mountain are subject to the following **General Terms and Conditions**. In addition, Digital Record Center for Images (DRCI), Image on Demand (IOD) services, and Data Management (DM) services, Document Management Services (DMS), Secure Shred Services, Secure IT Asset Disposition Services (SECURE ITAD), Federal Data Center Colocation Services, and InSight Services are subject to the respective **Special Terms and Conditions**.

### General Terms and Conditions

Iron Mountain Information Management, LLC (“Iron Mountain” or “IM”) will perform the services described on schedules annexed to this Agreement, either physically or by reference (each a “Schedule”), and Customer will pay IM for such services according to the rates and provisions in the Schedules. All services will be provided subject to this Agreement, which consists of this page, the Basic Terms and Conditions, the Schedules and the Glossary of terms that can be found at <http://cic.ironmountain.com>.

- 1. VALUE OF DEPOSITS.** Customer declares, for the purposes of this Agreement, that (a) with respect to hard-copy (paper) records, microfilm and microfiche stored pursuant to this Agreement, the value of such stored items is \$1.00 per carton, linear foot of open-shelf files, container or other storage unit, and (b) with respect to round reel tape, audio tape, video tape, film, data tape, cartridges or cassettes or other non-paper media stored pursuant to this Agreement, the value of such stored items is equal to the cost of replacing the physical media. Customer acknowledges that it has declined to declare an excess valuation, for which an excess valuation fee would have been charged.
- 2. LIMITATION OF LIABILITY.** Iron Mountain’s liability, if any, for loss or destruction of, or damage to, materials stored with Iron Mountain (“Deposits” or “Items”) is limited to the value of each Deposit as described above, or as otherwise set forth herein. Iron Mountain’s maximum liability with respect to services not related to storage is the amount paid by Customer for a discrete project or, if the loss is related to service of an ongoing and continuing nature, six months of fees paid by Customer for such service. Other limitations on Iron Mountain’s and/or Customer’s liability are set forth in these General Terms and Conditions and the Special Terms and Conditions below.
- 3. Customer Instructions.** Customer warrants that it is the owner or legal custodian of the Deposits and has full authority to store the Deposits and direct their disposition in accordance

with this Agreement. IM will perform services pursuant to the direction of Customer's agent(s) identified pursuant to IM's standards. Authority granted to any persons on standard authorization forms shall constitute Customer's representation that the identified persons have full authority to order any service, including disposal or removal of Deposits. Such orders may be given in person, by telephone or in writing (fax, email or hard-copy). Customer releases IM from all liability by reason of the destruction of materials pursuant to Customer's authorization.

- 4. Operational Procedures.** Customer shall comply with IM's reasonable operational requirements, as modified from time to time, regarding cartons, carton integrity, delivery/pickup/account closing volumes, preparation for pickup, security, secure shredding protocols, access and similar matters. Extraordinary volume requests (defined as 125% of the average volume over the immediately preceding three month period) may involve additional charges, such as overtime, which Customer will pay at IM's overtime rates, provided Customer consents to such charges in advance.
- 5. Force Majeure.** Neither party shall be liable for delay or inability to perform caused by acts of God, governmental actions, labor unrest, acts of terrorism, riots, unusual traffic delays, epidemics, or other causes beyond its reasonable control.
- 6. Governmental Orders.** IM is authorized to comply with any subpoena or similar order related to the Deposits, provided that IM notifies Customer promptly upon receipt thereof, unless such notice is prohibited by law. IM will cooperate with Customer's efforts to quash or limit any subpoena, at Customer's expense.
- 7. Confidentiality.** "Confidential Information" means any information (i) contained in the Deposits, (ii) concerning or relating to the property, business and affairs of the party disclosing such information that is furnished to the receiving party, and (iii) regarding this Agreement, its Schedules and IM's processes and procedures; except for information that was previously known to the receiving party free of any obligation to keep it confidential, is subsequently made public by the disclosing party or is disclosed by a third party having a legal right to make such disclosure. Confidential Information shall be used only in the manner contemplated by this Agreement and shall not be intentionally disclosed to third parties without the disclosing party's written consent. IM shall not obtain any rights of any sort in or to the Confidential Information of Customer contained in Deposits. IM shall implement and maintain reasonable safeguards designed to protect Customer's Confidential Information.
- 8. Additional Limitation of Liability.**
  - a. Liability for Loss or Damage to Deposits. IM shall not be liable for any loss or destruction of, or damage to, Deposits, including costs resulting from a loss of a Deposit constituting a breach of data security or confidentiality, unless such loss or damage resulted from IM's negligence. If liable, the amount of IM's liability is limited as provided in Provision 2 of these General Terms and Conditions. Deposits are not insured by IM against loss or damage, however caused. Customer may insure Deposits through third-party insurers for any amount. Customer shall cause its insurers of Deposits to waive any

right of subrogation against IM.

b. Liability for Non-Storage Services. With respect to services not related to the storage of Deposits, IM shall not be liable for any loss or default unless such loss or default is due to the negligence of IM. If liable, the amount of IM's liability is limited as provided in Provision 2 of these General Terms and Conditions.

c. No Consequential Damages. In no event shall either party be liable for any consequential, incidental, special or punitive damages, or for loss of profits or loss of data, or the cost of recreating any data or information, regardless of whether an action is brought in tort, contract or under any other theory of liability.

**9. ITAR/EAR Compliance.** Customer represents that none of the Deposits stored by Iron Mountain pursuant to this Agreement require protection from access by foreign persons because they contain technical information regarding defense articles or defense services within the meaning of the International Traffic in Arms Regulations (22 CFR 120) or technical data within the meaning of the Export Administration Regulations (15 CFR 730-774). If any of Customer's Deposits do contain any such information, Customer shall notify Iron Mountain of the specific Deposits that contain such information and acknowledges that special storage and service rates shall apply thereto.

**10. Non-Custodial Status.** Unless Iron Mountain shall have explicitly agreed in writing, Iron Mountain's performance of services shall not cause Iron Mountain to be deemed a "custodian" of the records or "designee" of Customer under state or federal law with respect to such records.

**11. Notice of Loss.** When Deposits have been lost, damaged or destroyed, Iron Mountain shall, upon confirmation of the event, report the matter in writing to Customer.

**12. Safe Materials and Premises.** Customer shall not store with IM any material that is highly flammable, may attract vermin or insects, or is otherwise dangerous or unsafe to store or handle, or any material that is regulated by federal or state law or regulation relating to the environment or hazardous materials. Customer shall not store negotiable instruments, jewelry, check stock or other items that have intrinsic value

**13. Transportation Outside of 50 Miles:** In accordance with GSA's solicitation requirements for SIN 493110RM, Iron Mountain is authorized to use the GSA Government Bill of Lading (GBL) program to move records to and from sites more than 50 miles from an Iron Mountain facility. Iron Mountain will coordinate these moves unless otherwise directed by the ordering agency. A customer may elect to acquire such extended transportation services through the GBL Program, from Iron Mountain (open market), or directly from a third party transportation provider.



## Special Terms and Conditions-Document Conversion, Digital Records Center (DRC) and Image on Demand (IOD) Services

- 1. Limitations and Exclusions of Liability.** Iron Mountain shall not be liable under this Agreement unless Iron Mountain fails to exercise such care as a reasonably careful person would exercise under like circumstances. If liable, the amount of Iron Mountain's liability is limited to the amount paid by Customer for a discrete project or, if the service is of an ongoing and continuing nature, six (6) months of fees paid by Customer for such service.
- 2. Ownership Warranty.** Customer warrants that: (i) it is the owner or legal custodian of the Deposits; (ii) it has full authority to direct the disposition of the Deposits in accordance with this Agreement; and (iii) Iron Mountain's imaging or otherwise processing the Deposits shall not violate the rights of any third party.

## Special Terms and Conditions-Data Management

- 1. No Product Warranty.** Iron Mountain hereby assigns to Customer any manufacturers' warranties applicable to any products sold by Iron Mountain pursuant to this Agreement. Iron Mountain provides no warranties related to products sold. WITH RESPECT TO PRODUCTS SOLD BY IRON MOUNTAIN TO CUSTOMER, IRON MOUNTAIN MAKES NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

## Special Terms and Conditions-Secure Shred

- 1. Limitations and Exclusions of Liability.** IM shall not be responsible or liable for the release, disclosure, or loss of any materials deposited in secure containers or otherwise delivered to it for secure shredding unless the release, loss, or disclosure is due to IM's negligence. IM's maximum liability for all claims arising with respect to the Services provided under this Agreement shall not exceed the aggregate amounts paid by Customer with respect to the Services being provided during the six (6) months preceding the event which gives rise to a claim. IN NO EVENT AND UNDER NO LEGAL THEORY, INCLUDING TORT, CONTRACT OR OTHERWISE, SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS) EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- 2. Ownership Warranty.** Customer warrants that it is the owner or legal custodian of, or otherwise has the right to deliver for secure shredding, any and all materials provided to IM hereunder. Customer agrees to reimburse IM for any expenses reasonably incurred (including reasonable legal fees) by IM as a result of IM's compliance with Customer instructions regarding the disposition of such materials.
- 3. Hazardous Materials.** Customer shall not deposit into secure containers nor deliver to IM any material considered toxic or dangerous or which is regulated under any federal or state law or regulation relating to hazardous materials. Customer's premises where IM employees perform

services or make deliveries hereunder shall be free of hazardous substances and hazardous or dangerous conditions. Customer warrants that it shall only place paper-based materials in the Secure Consoles or 65-gallon bins together, (the "Shredding Bins"). For the avoidance of doubt, if any small paperclips, staples, or binder clips are attached to such paper based materials, they may also be deposited in the Shredding Bins. Customer shall reimburse IM for damage to equipment or injury to personnel resulting from Customer's breach of this provision.

## Special Terms and Conditions-Secure IT Asset Disposition

- 1. Secure IT Asset Disposition Services.** "IT Assets" shall mean the Customer's computer hardware and electronic equipment processed by IM in connection with this Agreement including, without limitation, personal computers, monitors, laptops, hard drives, printers, facsimile machines, and other computer equipment and computer related peripherals.
- 2. Representations and Warranties.** Customer represents and warrants to IM that Customer is the owner, legal custodian, or otherwise has the right to deliver for confidential destruction the IT Assets and any materials or data Customer provides to IM in connection with the IT Assets. Customer shall only deliver to IM those IT Assets listed as accepted in a schedule or statement of work, and shall not deliver to IM any material considered toxic, dangerous, or regulated under any federal or state law. Customer represents and warrants that: 1) the IT Assets are "Universal Waste" and do not constitute a "Hazardous Waste" as such terms are defined by the EPA, 2) the IT Assets shall be packaged in a manner to prevent releases into the environment, and 3) that their removal by IM does not constitute a violation of any federal, state, or local environmental laws or regulations.

## Special Terms and Conditions-Information Governance and Digital Solutions

- 1. Limitation of Liability.** Iron Mountain's maximum aggregate liability arising out of or in connection with an order for Consulting Services, regardless of the cause of action and whether arising in contract, tort (including negligence), indemnity, warranty or any other legal theory is limited to the amount paid by Customer pursuant to the applicable SOW. In no event will either Party be liable for any indirect, incidental, consequential, special, punitive, exemplary or similar such losses or damages arising out of or in connection with an order for Consulting Services, including any loss of profits, interruption of business, loss of data, or cost of recreating any data, however caused, under any theory of liability, regardless of whether any remedy set forth herein fails of its essential purpose, and even if a Party knew of or should have known of the possibility of such loss or damage. This Limitation of Liability is not intended to and will not be construed as excluding or limiting any liability contrary to applicable law or public policy, including but not limited to, liability for death or bodily injury. If applicable law or public policy renders any portion of this provision unenforceable or invalid, the remainder of this provision will remain in full force and effect. This provision survives the expiration or termination of an order for Consulting Services.

## Special Terms and Conditions for Operations and Program Management Support

- 1. Statements of Work.** Iron Mountain shall perform the services (the “Services”) detailed in a written Statement of Work (“SOW”). Each SOW will for the Services; (a) be signed by both Parties; (b) detail the Services and Deliverables (as defined herein) to be provided by Iron Mountain; and (c) specify the applicable hourly rate, if the SOW is on a “Time and Materials” basis, or the fixed price for the Services and Deliverables.
- 2. Deliverables.** All Deliverables shall be the property of Customer, subject to Iron Mountain’s right to retain copies thereof for quality assurance and records purposes. Notwithstanding the foregoing, Customer shall not acquire any ownership interest in any techniques or methods, which Iron Mountain employs in performing work on the project. Iron Mountain shall be free to use concepts, techniques and know-how developed, used or enhanced in the course of the project in performing services for other clients, with written permission from the Customer.
- 3. Limitation of Liability.** Iron Mountain’s maximum aggregate liability arising out of or in connection with the Services regardless of the cause of action and whether arising in contract, tort (including negligence), indemnity, warranty or any other legal theory is limited to the amount paid by Customer pursuant to the applicable SOW. In no event will either Party be liable for any indirect, incidental, consequential, special, punitive, exemplary or similar such losses or damages arising out of or in connection with the Services including any loss of profits, interruption of business, loss of data, or cost of recreating any data, however caused, under any theory of liability, regardless of whether any remedy set forth herein fails of its essential purpose, and even if a Party knew of or should have known of the possibility of such loss or damage. This section is not intended to and will not be construed as excluding or limiting any liability contrary to applicable law or public policy, including but not limited to, liability for death or bodily injury. If applicable law or public policy renders any portion of this section unenforceable or invalid, the remainder of the section will remain in full force and effect. This section survives the expiration or termination of the contract for Services.

## Special Terms and Conditions Applicable to Federal Data Center Colocation Services

### Definitions

“**Affiliate**” means those entities controlling, controlled by, under common control with, or having a common parent with, either Iron Mountain or Customer as applicable. For purposes of the foregoing definition, “control” (including “controlling”, “controlled by” and “under common control with”) means direct or indirect ownership of: (a) not less than fifty percent (50%) of the voting stock of a corporation; (b) the right to vote not less than fifty percent (50%) of the voting stock of a corporation; or (c) not less than fifty percent (50%) ownership interest in a partnership or other business entity.

“**Authorized User**” means an agent, employee, or other representative of Customer with a certain level of authority (“Authorization Level”) to bind Customer, as granted by Customer on Iron Mountain’s standard authorization form or secure web portal. Such authorization will constitute Customer’s representation that each Authorized User has the authority to bind Customer within the scope of his/her Authorization Level. Depending on the applicable Authorization Level, an Authorized User may order and modify Services and/or Customer Space, issue a trouble ticket for the Services, direct the disposition of Customer Equipment, modify or remove the Authorization Level of another Authorized User, or take other actions on behalf of Customer.

“**Base Service**” means the fixed monthly recurring charges for Customer Space as set forth in the applicable Order Form(s).

“**Commencement Date**” means the commencement date of Customer’s license to use the Customer Space and Services, as specified in the applicable Order Form(s) or as adjusted pursuant to Section 2.3.

“**Customer Equipment**” means the equipment and property placed by or on behalf of Customer in the Customer Space, specifically excluding any items owned, leased or licensed by Iron Mountain or its other customers. Customer Equipment must be industry-accepted equipment suitable for use in a data center, which includes but is not limited to, (i) servers and computing devices; (ii) storage arrays and devices; (iii) tape arrays and robots; (iv) network equipment, including but not limited to, routers, switches, VOIP PBX, patch panels, DWDM terminals, hubs, media converters, monitors and keyboards, web cameras, cable management trays, terminal servers and remote power switches; and (v) security devices, including but not limited to, firewalls, intrusion detection devices, spam filters, and DDOS abatement devices.

“**Customer Representatives**” mean the individuals authorized to have unescorted access to the Customer Space, subject to the terms of this Agreement.

“**Customer Space**” means the dedicated suite, cage or cabinet space licensed to Customer by Iron Mountain under this Agreement.

“**Data**” means the data stored on the Customer Equipment or otherwise passing through the Services.

“**Data Center**” means the data center facility operated by Iron Mountain identified in this Agreement and containing the Customer Space.

“**Iron Mountain Space**” means all space in the Data Center, other than Customer Space.

“**Order Form**” means Iron Mountain’s standard written order form, signed by both Parties describing the Services, Customer Space, and applicable pricing. The Parties may modify or add to Customer Space or Services, subject to availability, via a mutually agreed upon modified Order Form signed by the Parties.

“**Professional Services**” means the services performed by Iron Mountain personnel in the Customer Space, including but not limited to, basic information technology infrastructure tasks, helping hands and/or remote hands services.

“**Services**” means the services offered by Iron Mountain that Customer elects to receive and described in the Order Form(s), including, without limitation, the provision of electrical power, the licensing of connections, audit support, the provision of and access to Internet exchange ports and network services, Professional Services, and the build out of Customer Space.

“**Service Level Agreement**” or “**SLA**” means Schedule B attached to this Agreement, which describes all potential abatements to Customer in the event Iron Mountain does not meet the levels of Service set forth in the SLA.

## 1. **License and Related Services.**

1.1. **Scope.** Iron Mountain grants to Customer an exclusive license to use the Customer Space during the Term for (i) the installation, maintenance, repair and operation of Customer Equipment; (ii) the use and receipt of Services; and (iii) the provision and use of electrical power and Internet bandwidth within the Customer Space, subject to and in accordance with the terms and conditions of this Agreement.

1.2. **Restrictions.** Except as expressly provided in this Agreement, neither Party shall have any right to terminate the license granted in Section 2.1, and the Parties shall remain fully responsible for all obligations and amounts payable under the applicable Order Form for the entire Term. Customer shall not acquire any right, title, or interest in capital expenditures made by Iron Mountain in the Data Center, including but not limited to, Iron Mountain’s build out of Customer Space related to this Agreement.

1.3. **Availability of Customer Space.** Iron Mountain shall make commercially reasonable efforts to make available the Customer Space to Customer by the Commencement Date specified in the applicable Order Form. If Iron Mountain fails to make the Customer Space available to Customer by the scheduled Commencement Date, Iron Mountain shall have no liability arising out of or in connection therewith, and such failure shall not invalidate the license to use the Customer Space or release the Parties from any obligations under this

Agreement. Notwithstanding anything to the contrary in this Agreement, the Commencement Date is defined as the date that Iron Mountain actually makes available the Customer Space and, in such event, the length of the Term will not be reduced thereby, and the scheduled expiration of the Term will be extended to provide for the full Term.

1.4. Expiration and Termination. On the date of the expiration or termination of this Agreement, Customer shall have no further rights with respect to the Customer Space and shall, by such date and at its own expense, (i) remove all Customer Equipment, and repair any damage to the Customer Space or Iron Mountain Space resulting from such removal; and (ii) vacate the Customer Space to Iron Mountain in the same condition as it was when delivered to Customer, ordinary wear and tear excepted. In the event of a breach of this Section by Customer, Iron Mountain may exercise any or all of the remedies set forth in the event of a Customer Default as defined in this Agreement.

1.5. Services. Iron Mountain will provide the Services described in the Order Form(s) at the rates and charges set forth therein.

## 2. **Term.**

2.1. Holdover. If Customer continues to use the Customer Space after the expiration or termination of this Agreement, the terms of this Agreement will continue to apply until (i) Customer ceases using the Customer Space; and (ii) Customer has removed all Customer Equipment from the Customer Space or Iron Mountain has exercised its remedies in the event of a Customer Default. Such use of the Customer Space beyond the expiration or termination of the Agreement will not constitute a renewal or extension of the Agreement. Base Service during such holdover period will increase to one hundred fifty percent (150%) of the Base Service that was in effect immediately prior to termination or expiration.

## 3. **Pricing and Payment.**

3.1. Taxes on Customer Equipment. Customer shall be liable for and shall pay all governmental fees, taxes, tariffs, and other charges levied directly or indirectly against Customer Equipment. If any taxes for which Customer is liable are levied against Iron Mountain or Iron Mountain's property, including as a withholding agent, Customer shall pay such taxes to Iron Mountain within ten (10) days of Iron Mountain's written notice thereof.

3.2. Other Applicable Taxes. Customer shall pay all applicable taxes on the Services or Customer Space, including any taxes stated separately on Iron Mountain's invoice or as otherwise directed by Iron Mountain in writing. Taxes may include, but are not limited to, any sales, use, or other taxes, assessments or other charges imposed by any governmental or quasi-governmental authority upon Iron Mountain or Customer on (i) the Base Service or other amounts payable by Customer hereunder; (ii) this Agreement, the Services, or the Customer Space, including, without limitation, any applicable possessory interest taxes; or (iii) any document to which Customer is a party creating or transferring an interest in the Customer Space. Customer shall not be responsible for any federal or state income taxes, franchise taxes, excess profits taxes, gift taxes, capital stock taxes, or inheritance, succession or estate taxes imposed on Iron Mountain.

## 4. **Customer Representatives.**

4.1. Customer Representative Appointment and Rules. Before entering the Data Center unescorted by Iron Mountain staff, each Customer Representative shall comply with Iron Mountain's badging requirements, including undergoing a background investigation performed by Iron Mountain and signing a confidentiality agreement in form and substance reasonably acceptable to Iron Mountain. Iron Mountain shall provide badging for up to three (3) Customer Representatives during the Term at no charge to Customer; Customer shall reimburse Iron Mountain for each background investigation (including recurring background investigations) at Iron Mountain's prevailing rate for any additional badging beyond the initial three (3) Customer Representatives. Customer shall appoint in writing the Customer Representatives prior to the Commencement Date. Customer shall provide Iron Mountain with at least three (3) business days' prior written notice of any revocation of any Customer Representative's authority and/or any change to the list of authorized Customer Representatives. Iron Mountain may revoke the privileges of any Customer Representative at any time, and Iron Mountain shall use commercially reasonable efforts to notify Customer in advance of any such revocation. Customer shall be responsible for all acts and omissions of its employees, agents, Authorized Users, and Customer Representatives in connection with their presence at the Data Center and/or their performance under this Agreement.

4.2. Third Party Contractors. In the event Customer engages any third party contractors to perform work in the Customer Space, Customer shall provide advance written notice to Iron Mountain and shall comply with all Iron Mountain written procedures for the use of third party contractors at the Data Center. Customer is responsible for all acts and omissions of such third party contractors in connection with their presence at the Data Center and/or their performance under this Agreement. Customer's use of third party contractors will not release it from any of its obligations or liabilities under this Agreement.

## 5. **Use of Customer Space.**

5.1. Operational Procedures. Customer and Customer Representatives shall comply with Iron Mountain's operational requirements, as modified from time to time. Such requirements include, but are not limited to, (a) the Data Center rules and regulations attached hereto as Exhibit 1; (b) safety, security and related requirements regarding the Data Center; and (c) rules related to the Customer Space, power density, location of Customer Equipment and similar matters. Specifically, Customer and Customer Representatives shall not: (i) circumvent or damage any Data Center security equipment, including biometric readers, proximity readers, mantraps, cameras, or associated servers and electronics; or (ii) attempt to access or alter any point of network concentration, such as network demarcation cabinets, intermediate distribution frames, main distribution frames, or meet-me-rooms, without an Iron Mountain escort and Iron Mountain's written consent. Other than temporary access to common areas for the sole purpose of accessing the Customer Space, Customer shall have no access to the Iron Mountain Space unless approved in advance in writing by Iron Mountain.

5.2. Use of Customer Space. Subject to the terms of this Agreement and the Data Center rules and regulations, Iron Mountain shall provide Customer Representatives access to the Customer Space twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per year.

5.2.1. Maintenance of Customer Equipment. Customer shall install, operate, and maintain Customer Equipment pursuant to industry standards and in a manner reasonably acceptable to Iron Mountain. Without limiting the generality of the foregoing, Customer shall safely secure Customer Equipment (including cabling) to cabinets or racks; use blanking panels or equivalent devices to maintain proper airflow; and shall not (i) install Customer Equipment in a way that impedes Data Center airflow or blocks raised floor perforated tiles or return air plenums; (ii) install Customer Equipment (including cabling) in a way that interferes with any other Data Center customer; and (iii) install cabling between cabinets or cages, except for adjacent cabinets or cages licensed by Customer.

5.2.2. Maintenance of Customer Space. Customer shall maintain the Customer Space at its sole cost and expense in accordance with industry standards and practices for data centers, which includes but is not limited to, keeping the Customer Space neat and clean; immediately removing any cardboard or flammable materials from the floor of the Customer Space or Data Center; obeying all posted signs and placards; and refraining from (i) interfering with the operation of hot or cold aisle separation and containment; (ii) using the overhead cable tray, except as directed by Iron Mountain staff; (iii) plugging any device into the track busway system or interfering with the proper operation of the track busway; (iv) interfering with any life safety systems such as fire detection and fire suppression systems; and (v) depressing an emergency shut off button except in case of an emergency.

5.2.3. Iron Mountain's Use. Customer shall not perform any improvements, modifications, changes or alterations to the Customer Space unless approved in advance in writing by Iron Mountain. Iron Mountain may relocate any Customer Space upon prior written notice to Customer. Iron Mountain may access the Customer Space and Customer Equipment at any reasonable time to provide Services or for any other reasonable business purpose.

5.3. Suspension of Services or Access to Customer Space. In the event Iron Mountain is required by law or court order, or in the event of a Customer Default as set forth in this Agreement, Iron Mountain may (i) suspend the Services including, without limitation, electrical power; or (ii) deny Customer access to the Customer Space or Data Center.

5.4. Compliance with Laws; Hazardous Material. Customer shall use the Customer Space and Services in compliance with all applicable federal, state, and local laws and regulations. Customer shall not cause or permit any hazardous material to be stored or used in the Customer Space, and shall reimburse Iron Mountain for damage to any equipment or injury to personnel (including damage or injury to other customers of the Data Center) resulting from Customer's breach of this Section.

5.5. Customer Responsibilities. Customer represents that it is the owner or legal custodian of the Customer Equipment and has full authority to install and operate the Customer Equipment in the Customer Space and direct its disposition in accordance with this Agreement. Customer shall not cause or allow any liens or encumbrances to be imposed upon the Customer Space or the Iron Mountain Space. In the event of a breach of this Section, Iron Mountain may pay all amounts necessary to remove any such liens and encumbrances, and Customer shall promptly reimburse Iron Mountain one hundred ten percent (110%) of all such amounts.

5.6. Maximum Power Limit.

5.6.1. Definition. As defined in the applicable Order Form, Customer's actual electrical power consumption for the Customer Space is limited to the lower of (i) the licensed Maximum Electrical Consumption; or (ii) 80% of the Maximum Primary Power Capacity limit. Notwithstanding the foregoing, at no time may the Maximum Electrical Consumption of any individual primary power circuit or pair of primary and redundant power circuits exceed 80% of the KW Rating of the individual primary power circuit(s) specified in the applicable Order Form. The limits in this paragraph are defined as the "Maximum Power Limit."

5.6.2. Remedies for Breach. If the Customer Space or an individual electrical power circuit has exceeded the Maximum Power Limit, Customer shall cure the breach within forty-eight (48) hours following written notification by Iron Mountain. Customer may cure a breach of this Section 6.6 by (a) reducing electrical load within the Customer Space and/or on the affected electrical power circuit to a level below the Maximum Power Limit; or (b) subject to availability, jointly executing an Order Form with Iron Mountain for additional Maximum Electrical Consumption for the Customer Space and/or for additional electrical power circuits. If Customer fails to cure a breach

of this Section 6.6 within forty-eight (48) hours following written notification by Iron Mountain, Iron Mountain may (i) will be entitled to liquidated damages of five hundred dollars (\$500) per day for each day in which Customer's actual electrical consumption exceeds the Maximum Power Limit; (ii) reduce the electrical power load within the affected Customer Space or affected electrical power circuit without liability to Customer or anyone claiming by or through Customer; or (iii) exercise any or all of the remedies set forth in the event of a Customer Default as defined in this Agreement.

5.7. **Subordination.** In the event that Iron Mountain is a tenant under a lease with respect to the building containing the Data Center (the "Building"), and notwithstanding anything to the contrary in this Agreement, Customer hereby agrees that its use and occupancy of the Customer Space is subject and subordinate to any lease between Iron Mountain and the owner of the Building (a "Master Lease"). If the Building is owned by Iron Mountain, Customer hereby agrees that this Agreement and its rights, licenses, use and occupancy hereunder are subject and subordinate to any mortgage and/or deed of trust granted by Iron Mountain, whether existing or future, and to any renewals, modifications, consolidations, extensions and replacements thereof (including, without limitation, all advances thereon, whether existing or future), unless the holder of any such mortgage or deed of trust elects otherwise. If this Agreement is subordinate to any such mortgage and/or deed of trust and the holder or any other party (the "Successor") shall succeed to the interest of Iron Mountain, at the election of the Successor, Customer shall attorn to the Successor, and this Agreement will continue in full force and effect between the Successor and Customer. Customer shall, within ten (10) business days' prior written notice from Iron Mountain, deliver to Iron Mountain a statement signed by Customer certifying as to such matters as may be reasonably requested by Iron Mountain, including any such statement or document reasonably required by Iron Mountain or its lessor or lender in connection with this Section. Customer acknowledges and agrees that any such statement may be relied upon by Iron Mountain and any of its designees, including, without limitation, any prospective purchaser, assignee, lessor or lender. This Section is self-operative, and no further instrument shall be required to effect such subordination of this Agreement.

6. **Force Majeure.** Any failure or delay by either Party in the performance of its obligations under this Agreement will not be deemed a default or grounds for liability or termination if such failure or delay is caused by an event beyond the affected Party's reasonable control, or by acts of God, governmental actions, labor unrest, acts of terrorism or war, unusually severe weather, riots, or fire (a "Force Majeure Event"). The affected Party will be excused from any further performance of its obligations affected by the Force Majeure Event for as long as such Force Majeure Event continues. The affected Party shall promptly notify the other Party in writing of the occurrence of a Force Majeure Event and describe in reasonable detail the nature of the Force Majeure Event. If a Party's inability to perform under the Agreement due to a Force Majeure Event persists for a period of sixty (60) days following the Force Majeure Event, the other Party may terminate only the portion of the Agreement or applicable Order Form(s) directly affected by the Force Majeure Event. Notwithstanding any provision to the contrary, a Force Majeure Event will not excuse payment obligations under this Agreement.

7. **Governmental Orders.** Iron Mountain cannot prevent access by governmental entities to Customer Equipment or Data. However, in the event Iron Mountain receives any subpoena, warrant, court order or similar such governmental agency or legal requirement ("Order") that purports to compel disclosure of any of Data or the Customer Equipment, Iron Mountain shall promptly notify Customer of such Order (unless such notice is prohibited by law or judicial order) and shall cooperate with Customer, at Customer's expense, in the exercise of Customer's right to protect the confidentiality of Data and/or the Customer Equipment. Iron Mountain may comply with any such Order, except to the extent Customer obtains a court order quashing or limiting such Order.

## 8. **Confidentiality; Privacy, Security, and Data Protection.**

8.1. **Confidential Information.** "Confidential Information" means any (i) proprietary, confidential, or trade secret information disclosed by a Party to the other Party during negotiations or discussions regarding various business activities under this Agreement, (ii) information regarding this Agreement or Order Form(s), and (iii) information regarding Iron Mountain's processes and procedures, including but not limited to, information received by Customer or Customer Representatives related to Iron Mountain's Data Center operations or other customers of Iron Mountain; except for information that was previously known to the receiving Party free of any obligation to keep it confidential, is subsequently made public by the disclosing Party, or is disclosed by a third party having a legal right to make such disclosure. Confidential Information will not include the Customer Equipment or Data, which the Parties agree to address separately under this Agreement. Confidential Information shall be used only in the manner and for the purposes contemplated by this Agreement and shall not be intentionally disclosed to third parties without the disclosing Party's written consent. Neither Party shall obtain any rights in or to the Confidential Information of the other Party. Each Party shall implement and maintain reasonable safeguards designed to protect the other Party's Confidential Information, and will have no liability hereunder for any disclosure, loss or misuse of Confidential Information which could not have been avoided by exercise of such degree of care. Upon the expiration or termination of this Agreement, each Party shall promptly return to the other Party or destroy all Confidential Information in its possession. Each Party acknowledges that it will not obtain any right, title or interest in or to the Confidential Information of the other party as a result of disclosure under this Agreement.

8.2. **Security and Privacy.** Iron Mountain shall implement and maintain appropriate administrative, physical and technical safeguards designed to protect the Customer Equipment and Data in its possession against loss, damage or disclosure. Each Party agrees to comply with all applicable United States laws and implementing regulations in effect on the Effective Date, to the extent that each such Party is directly regulated by any such laws or regulations and to the extent that it knows or has been advised that, as a result of this Agreement, its

activities are subject to any such laws or regulations. Upon discovery by Iron Mountain of any loss or damage with respect to Customer Equipment or Data in the custody and control of Iron Mountain under this Agreement, Iron Mountain will promptly notify Customer thereof in writing along with any actions that have been taken to mitigate the effects of such loss or damage and will take such further actions as it deems reasonably necessary to mitigate such effects. Iron Mountain will provide reasonable assistance and cooperation to Customer in the investigation of any such loss or damage.

## 9. **Limitation of Liability.**

9.1. **Liability for Customer Equipment and Data.** Iron Mountain will have no liability for any loss or destruction of, or damage to, Customer Equipment, unless and to the extent caused by its failure to exercise such care as a reasonably careful person would exercise under like circumstances. Iron Mountain's liability for any claim for loss, destruction or damage with respect to the Customer Equipment is limited to the cost of replacing the physical equipment. Iron Mountain will have no liability for loss or destruction of, or damage to (i) Customer Equipment while in the custody of third-party transportation providers; or (ii) Data, wherever stored or transmitted (including via a third-party telecommunications provider), including any and all costs, expenses or liabilities resulting from a breach of data security or confidentiality. Customer is solely responsible for encrypting its Data.

9.2. **Maximum Liability.** Iron Mountain's maximum aggregate liability arising out of or in connection with this Agreement regardless of the cause of action and whether arising in contract, tort (including negligence), indemnity, warranty or any other legal theory is limited to the Base Service paid by Customer for the three (3) months immediately preceding the claim. With respect to Professional Services, Customer releases Iron Mountain from all liability arising out of Professional Services that Iron Mountain performs in accordance with Customer's written authorization and instruction. Customer acknowledges and agrees that the Services include third-party technology and products. Further, Customer acknowledges and agrees that Iron Mountain has no control over Data transmitted via third-party technology or products and Iron Mountain shall have no liability arising from or in connection with third-party technology or products.

9.3. **No Consequential Damages.** In no event will either Party be liable for any indirect, incidental, consequential, special, punitive, exemplary or similar such losses or damages arising out of or in connection with this Agreement including any loss of profits, interruption of business, or the loss of or cost of recreating any data, however caused, under any theory of liability (whether in contract, tort, warranty, or otherwise), and regardless of whether any remedy set forth herein fails of its essential purpose and even if a Party knew of or should have known of the possibility of such loss or damage.

9.4. **Construction.** This Section 10 "Limitation of Liability" is not intended to and will not be construed as excluding or limiting any liability contrary to applicable law or public policy, including but not limited to, liability for death or bodily injury. If applicable law or public policy renders any portion of this Section 10 unenforceable or invalid, the remainder of the Section will remain in full force and effect. This Section 10 survives the expiration or termination of this Agreement.

## 10. **Indemnification.**

10.1. **Iron Mountain Indemnification.** Iron Mountain shall indemnify, defend, and hold harmless Customer and its Affiliates, subsidiaries, officers, directors and employees from and against any and all third-party claims or demands arising out of or in connection with (i) bodily injury (including death) or loss of or damage to tangible property (excluding Data or Customer Equipment), to the extent based upon the negligent acts or omissions of Iron Mountain; and (ii) allegations that the Services infringe any United States patent or copyright of any third party or misappropriate any third party's trade secrets. Iron Mountain shall have no liability or obligation to Customer with respect to any claim of infringement or misappropriation in the event and to the extent based upon (a) use of or access to the Services in or from an application or environment or on a platform or with devices not authorized in the applicable Iron Mountain published documentation or other requirements specified under this Agreement, (b) modifications, alterations, combinations or enhancements of the Services not created by Iron Mountain or (c) any patent, copyright, or trade secret in which Customer or any Affiliate of Customer has an interest. The foregoing indemnification obligations shall not apply in the event and to the extent that the claim or demand arises as a result of Customer's negligence, willful misconduct, or breach of this Agreement. This paragraph survives the expiration or termination of this Agreement.

10.2. **Indemnification Procedures.** Customer shall provide Iron Mountain prompt written notice of any such claim or demand. Iron Mountain shall, at its option and expense, assume control of the defense and resolution of each claim or demand and (i) Iron Mountain shall not settle any claim requiring any admission of fault or payment of money on the part of Customer without its prior written consent (not to be unreasonably withheld); (ii) Customer shall have the right to participate, at its own expense, in the claim or suit; and (iii) Customer shall cooperate with the Iron Mountain as may be reasonably requested at Iron Mountain's cost and expense. Iron Mountain's sole obligation hereunder shall be to pay any judgment rendered, or settlement made, as a result of any such claim or demand.

## 11. **Insurance.**

11.1. **Customer Insurance.** Customer shall, at its sole cost and expense, procure and maintain the following insurance: (i) General Liability insurance in an amount not less than two million dollars (\$2,000,000) per occurrence and three million dollars (\$3,000,000) in the annual aggregate for bodily injury and property damage and personal injury coverage; (ii) a policy of standard fire, extended coverage



and special extended coverage insurance (all risks), in an amount equal to the full replacement value new, without deduction for depreciation, covering all Customer Equipment; and (iii) Automobile Liability insurance in an amount not less than one million (\$1,000,000) per accident. All insurance under this paragraph shall (a) be with reputable insurers licensed to do business in the state where the Data Center is located; (b) be provided by an insurer with an A.M. Best's financial rating of "A- XP" or better; (c) have commercially reasonable deductibles and be written on an occurrence basis; (d) name Iron Mountain and its designated lenders, lessors and managers as additional insureds (with respect to General Liability and Automobile Liability only); (e) be effective while Customer Equipment is in, and in transit to, the Data Center; and (f) provide that such insurance cannot be canceled upon less than thirty (30) days' prior written notice to Iron Mountain. At any time during the Term, Iron Mountain may request that Customer furnish certificates of insurance to Iron Mountain which evidence that Customer has obtained the insurance required hereunder, and provide evidence to Iron Mountain of the deductibles of all policies required hereunder. Customer shall cause its insurers to waive any rights of subrogation against Iron Mountain. Customer waives any and all rights, remedies, claims, actions and causes of action against Iron Mountain that it may have as a result of any loss or damage to Customer Equipment, or other claims or demands which are (or would have been, had Customer carried the insurance required by this Agreement) covered by insurance.

11.2. **Iron Mountain Insurance.** Iron Mountain shall, at its sole cost and expense, procure and maintain the following insurance during the Term: (i) commercial general liability insurance in an amount not less than two million dollars (\$2,000,000) per occurrence and three million dollars (\$3,000,000) in the annual aggregate for bodily injury and personal injury coverage; and (ii) a policy of standard fire, extended coverage and special extended coverage insurance (all risks), in an amount equal to the full replacement value of Iron Mountain's equipment in the Data Center. All insurance hereunder shall be with reputable insurers licensed to do business in the state where the Data Center is located, shall have commercially reasonable deductibles, and shall be written on an occurrence basis and may be under an umbrella, blanket or similar policy. Iron Mountain does not insure Customer Equipment or Data against loss or damage, however caused.

## 12. **Warranty.**

12.1. **Iron Mountain Services.** Iron Mountain warrants that (i) the Services will be performed in accordance with professional industry standards and substantially in conformance with this Agreement; and (ii) the persons it assigns to perform the Services will have the appropriate skill, training and background to perform such Services in a competent manner. This warranty is limited and will not apply to any Services where the failure of the Services to satisfy this warranty results from (a) improper use by Customer of the Services; (b) incomplete or inaccurate communication of information by Customer to Iron Mountain; or (c) Customer's decision not to implement any reasonable practices to which the Services apply that may be recommended by Iron Mountain. In the event of Iron Mountain's breach of the foregoing warranty, Customer's exclusive remedy and Iron Mountain's sole liability will be Iron Mountain's re-performance of the applicable Service, at no charge to Customer.

12.2. **Limitation and Disclaimer.** THE WARRANTIES SET FORTH ABOVE EXTEND ONLY TO CUSTOMER AND ARE IRON MOUNTAIN'S SOLE AND EXCLUSIVE WARRANTIES UNDER THIS AGREEMENT. THESE WARRANTIES ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, STATUTORY OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR USE. IRON MOUNTAIN DISCLAIMS, AND CUSTOMER IRREVOCABLY WAIVES, ALL SUCH OTHER WARRANTIES.

## 13. **Customer Default.**

13.1. **Definition.** "Customer Default" means (i) Customer's failure to pay fees or other amounts for thirty (30) days after written notice that the applicable amount is overdue; (ii) Customer exceeding the Maximum Power Limit and failing to cure within forty-eight (48) hours after written notification by Iron Mountain; (iii) Customer's failure to timely remove Customer Equipment or vacate the Customer Space in breach of Section 2.4; or (iv) the failure by Customer to cure any other breach of this Agreement within thirty (30) days after written notice is delivered by Iron Mountain.

13.2. **Remedies.** In the event of a Customer Default, Iron Mountain may (i) terminate the license for the Customer Space; (ii) recover from Customer all of the Base Service that would otherwise have been payable by Customer for all of the remaining Term absent any termination of this Agreement; (iii) suspend any or all of the Services (including, without limitation, electrical power); (iv) deny Customer and Customer Representatives access to the Customer Space or Data Center; and (v) at Customer's expense remove, store, securely dispose of, or sell the Customer Equipment in accordance with applicable law, provided that Iron Mountain shall provide a final written notice ten (10) days prior to such secure destruction or sale. Notwithstanding the foregoing, Iron Mountain shall not sell Customer's tapes, hard drives, cassettes, cartridges, CDs, DVDs or other media-based storage devices ("Media") in connection with this Section; Iron Mountain may only securely destroy such Media at Customer's expense. In the event of any suspension of Services hereunder, Customer shall pay Iron Mountain a commercially reasonable reinstatement fee in the event of any reinstatement of such Services. Before exercising its remedies under this Section, Iron Mountain shall provide advance written notice to an Authorized User, a Customer Representative, or Customer at the notice address set forth in Section 19. In the event Iron Mountain takes any actions pursuant to this Section, it will have no liability to Customer or anyone claiming by or through Customer, and Customer shall pay all costs incurred by Iron Mountain in connection therewith.

14. **Iron Mountain Default.** Customer may terminate this Agreement in the event that Iron Mountain materially breaches any of its obligations under this Agreement, unless Iron Mountain cures such breach within sixty (60) days following receipt of Customer's written notice thereof.

15. **Service Level Agreement.** Customer shall be entitled to abatement under the Service Level Agreement in the event of certain Failures as defined in the SLA. Such abatement is Customer's exclusive remedy and Iron Mountain's sole liability arising out of or in connection with any Failures under the SLA.

16. **Order Forms; Purchase Orders.** Executed Order Form(s) will govern the price and scope of the Customer Space and Services. If Customer requests a project or Services modification that results in a one-time nonrecurring charge of \$500 or more (excluding taxes), the Parties shall detail the mutually agreed upon project or modification on Iron Mountain's standard form change order signed by both Parties (a "Change Order"). The Parties agree that projects or Services modifications resulting in one-time nonrecurring charges of less than \$500 (excluding taxes) may be mutually agreed upon between Iron Mountain and an Authorized User (via email or Iron Mountain's online portal) without a signed Change Order (each, a "Service Request"). Iron Mountain shall include the charges for each Service Request in the following invoice. All pre-printed terms and conditions included on any Customer purchase order shall be of no force or effect and shall not form a part of this Agreement. In the event of inconsistency between this text and the terms of any other document, the following will be the order of precedence: (i) this text; (ii) the Order Form(s); and (iii) any other documents executed by the Parties (excluding mutually negotiated documents that expressly amend the Agreement).

17. **ITAR/EAR Compliance.** Customer represents that none of the Customer Equipment or Data contain technical information regarding defense articles or defense services within the meaning of the International Traffic in Arms Regulations (22 CFR 120) or technical data within the meaning of the Export Administration Regulations (15 CFR 730-774) (cumulatively, "controlled information"), and acknowledges that Iron Mountain will not handle such materials under its plan for compliance with export controls. Notwithstanding, if Customer notifies Iron Mountain that Customer Equipment or Data contain controlled information, Iron Mountain will apply its Plan for compliance with export controls, and Customer acknowledges that special storage and service rates may apply.

18. **Notices.** Unless otherwise provided in this Agreement, any notice to be given by one Party to the other shall be in writing and shall be transmitted by certified mail, postage prepaid, or sent by nationally recognized overnight courier. Notice will be effective when received by the addressee. The current addresses for such notices are as follows:

**If to Customer, then to:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**If to Iron Mountain, then to:**

Iron Mountain Information Management, LLC One

Federal Street, Boston MA 02110

Attn: General Manager of Data Centers with a copy to:

Iron Mountain Information Management, LLC

One Federal Street, Boston MA 02110 Attn:

General Counsel

Either Party may change the address to which notices are to be sent by sending a written notice to the other in accordance with the terms set forth in this Section.

19. **Publicity.** Customer hereby grants to Iron Mountain and its Affiliates a revocable, nonexclusive, worldwide, royalty-free license to use and reproduce Customer's name, logo, trademarks, and service marks on its website, marketing materials, and press releases, solely for purposes of identifying Customer as a customer of Iron Mountain. Should a security breach of Customer's Data occur and Customer is required to disclose, issue notices, or issue a press release regarding such breach, either as required by law or as determined by Customer,

then Customer shall not identify Iron Mountain or the location of the Data Center in any disclosure or press release pertaining to such breach. Customer, and not Iron Mountain, is solely responsible for sending any legally required notices in the event of a security breach of Customer's Data.

20. **Assignment.** Without the consent of the other Party, neither Party shall assign any right under the Agreement, except Iron Mountain may assign any such right to an Affiliate. The non-assigning Party shall not unreasonably withhold its consent.

21. **Contract Terms and Conditions & Commercial Items Federal Acquisition Regulation 52.212-4.** To the extent not inconsistent with the terms provided herein, the provisions of FAR 52.212-4 are applicable to this Agreement.

22. **Cumulative Remedies.** Unless expressly stated to the contrary in this Agreement, all rights and remedies provided in this Agreement are cumulative and not exclusive of any other rights or remedies that may be available to the Parties, whether provided by law, equity, statute, in any other agreement between the Parties or otherwise.

23. **Entire Agreement.** This Agreement, together with the Acceptable Use Policy found at \_\_\_\_\_, incorporated herein by reference, constitutes the complete and exclusive statement of the agreement between the Parties and supersedes all prior or contemporaneous proposals, oral or written, and all other communications between the Parties relating to the subject matter of this Agreement.

## SCHEDULE B: SERVICE LEVEL AGREEMENT

This Service Level Agreement (“SLA”) is made a part of the Agreement between the Parties and provides abatement to Customer in the event of the service level failures described in this SLA (collectively, “Failures”). This SLA applies only to the Customer Space set forth in the Agreement and the applicable Order Form(s). The abatement described in this SLA is Customer's exclusive remedy and Iron Mountain’s sole liability arising out of or in connection with any Failures under the Agreement. This paragraph survives any expiration or termination of the Agreement. Any capitalized terms used but not defined in this SLA shall have the meaning set forth in the Agreement or applicable Order Form(s).

### 1. Definitions:

“**Authorized Request**” means a Helping Hands request placed by Customer through Iron Mountain’s trouble ticketing system via phone, dedicated email address, or web portal. Customer shall designate each Authorized Request as “High,” “Medium” or “Low” priority.

“**Carrier Services Failure**” means when the communication network connectivity provided by Iron Mountain between the Data Center and Iron Mountain’s point of presence in a carrier hotel (“Carrier Services”) is unavailable for the applicable duration specified in Section 2.

“**Cross Connection Failure**” means if (i) Iron Mountain fails to use commercially reasonable efforts to ensure that all of the critical data transmission pathways provided by Iron Mountain in the Data Center are properly operating; and (ii) as a result of such failure, a cross connection licensed by Customer from Iron Mountain in the applicable Individual Space (a “Cross Connection”) is simultaneously unavailable and interrupted on both the primary and redundant connections for the applicable duration specified in Section 2.

“**Helping Hands**” means the basic information technology infrastructure tasks performed by Iron Mountain in the Customer Space on Customer’s behalf, at Customer’s direction and pursuant to Customer’s instructions, including but not limited to, installation and replacement of network and power cabling, equipment reboots, removal and replacement of pluggable components, and installation, inspection, inventorying and moving of Customer Equipment. Helping Hands does not include system or database administration, or operating system configuration, support, architecture, or design.

“**Humidity Stability Failure**” or “**HS Failure**” means when the conditioned air provided by Iron Mountain to a cold aisle (i) exceeds eighty percent (80%) relative humidity; or (ii) is below twenty percent (20%) relative humidity, all as measured by Iron Mountain’s humidity sensors.

“**Individual Space**” means an individual data hall, private suite, cage or cabinet that is part of the Customer Space and affected by a Failure.

“**Managed Internet Access Failure**” means if (a) the multi-homed Internet service provided by Iron Mountain to Customer (“Managed Internet Access”) is unavailable for the duration specified in Section 2; and (b) Customer has set up Managed Internet Access redundancy in accordance with Iron Mountain’s instructions.

“**Redundant UPS Power Failure**” means a simultaneous disruption in the transmission of electrical power from any primary power source and its corresponding redundant power source serving Customer Equipment in the Data Center.

“**Resold Network Failure**” means when the communication network connectivity provided by any third-party telecommunications provider and resold by Iron Mountain to Customer (“Resold Network”) is unavailable for the applicable duration specified in Section 2.

“**Response Time Failure**” means when Iron Mountain fails to respond to an Authorized Request categorized by Customer as High, Medium or Low priority within the time period specified in Section 2, provided that the Authorized Request contains sufficient information to enable Iron Mountain to perform the requested Service.

“**Temperature Failure**” means when the sustained temperature in a cold aisle (as measured by Iron Mountain’s temperature

sensors) exceeds: (i) 80.6 degrees Fahrenheit for a period of more than twenty-four (24) consecutive hours; (ii) 85

degrees Fahrenheit for a period of more than six (6) consecutive hours; or (iii) 90 degrees Fahrenheit for a period of more than sixty (60) consecutive minutes.

2. **SLA Failure Abatements.** Iron Mountain shall provide the following abatements to Customer for the Failure(s) in accordance with the Agreement and this SLA:

<b>Failure Type</b>	<b>Trigger</b>	<b>Abatement</b>
<b>Redundant UPS Power Failure</b>	<b>Each</b> Redundant UPS Power Failure	<b>1 day of Base Service</b> for affected Individual Space
<b>Redundant UPS Power Failure (Prolonged)</b>	A single Redundant UPS Power Failure lasts <b>1 hour or longer</b>	An additional <b>1 day of Base Service</b> for the affected Individual Space <b>for each hour</b> that the UPS Power Failure exists
<b>HS Failure</b>	<b>Each</b> HS Failure	<b>1 day of Base Service</b> for affected Individual Space
<b>HS Failure (Prolonged)</b>	A single HS Failure lasts <b>1 hour or longer</b>	An additional <b>1 day of Base Service</b> for the affected Individual Space <b>for each hour</b> that the HS Failure exists
<b>Temperature Failure</b>	<b>Each</b> Temperature Failure	<b>1 day of Base Service</b> for affected Individual Space
<b>Temperature Failure (Prolonged)</b>	A single HS Failure lasts <b>1 hour or longer</b>	An additional <b>1 day of Base Service</b> for the affected Individual Space <b>for each hour</b> that the Temperature Failure exists
<b>Carrier Services Failure</b>	Cumulative availability of Carrier Services of <b>less than 99.5% in any calendar month.</b>	1 day of services fees for the affected Carrier Services element for each hour that the Carrier Services Failure exists.
<b>Cross Connection Failure</b>	<b>One or more</b> Cross Connection Failure(s) <b>in any calendar day</b>	The <b>daily service fees</b> for the affected Cross Connection for each day that a Cross Connection Failure exists
<b>Resold Network Failure</b>	Cumulative availability of Resold Network of <b>less than 99.5% in any calendar month.</b>	The monthly service fees for the affected Resold Network element in a percentage equal to <b>the abatement Iron Mountain receives from its third-party telecommunications provider</b>
<b>Managed Internet Access Failure</b>	<b>One or more</b> Managed Internet Access Failure(s) for more than <b>in any calendar day</b>	The <b>daily service fees</b> for the affected Managed Internet Access for each day that a Managed Internet Access Failure exists
<b>Response Time Failure</b>	<p><u>High Priority Authorized Requests</u>: Failure to begin work within 30 minutes of receipt</p> <p><u>Medium Priority Authorized Requests</u>: Failure to acknowledge request within 30 minutes of receipt</p> <p><u>Low Priority Authorized Requests</u>: Failure to acknowledge request within 90 minutes of receipt</p>	<b>1 hour of Helping Hands fees</b> for each Response Time Failure

3. **Failure Maximum Abatement.** In no event will the maximum, cumulative abatement in any calendar month for each Failure listed above exceed one (1) month of Base Service or monthly fees for the applicable Individual Space or Services (the “Maximum Abatement”). The Maximum Abatement for each Failure will apply regardless of the number or duration of such Failure(s) within the calendar month. In the event there would otherwise be abatement under this SLA in excess of the Maximum Abatement for a particular calendar month, then the excess shall not carry over to any subsequent period and shall be deemed extinguished and of no force or effect.

4. **SLA Applicability.**

4.1. **Exceptions.** Customer shall not be entitled to any abatement whatsoever (and shall have no rights or remedies under this SLA or otherwise), and no Failure of any kind shall be deemed to have occurred, if any of the following exists:

- (a) Customer is in breach or default under the Agreement at the time of the Failure in question;
- (b) Customer has not notified Iron Mountain’s operations team of such Failure via phone, email, web portal or in-person notification within three (3) days of the Failure in question; or
- (c) The Failure in question is caused by any of the following: (a) any equipment (including without limitation, any Customer Equipment) of (or otherwise used by or in possession of) Customer or Customer Representatives, or any software running on such equipment; (b) any act or omission of Customer or Customer Representatives; or (c) a Force Majeure Event.

4.2. **Per Event Maximum.** Customer’s aggregate abatement for a single event causing one or more concurrent Failure(s) as defined this SLA shall not exceed one (1) month’s total Base Service and the monthly recurring fees for the affected Individual Space and Services (as set forth on the applicable Order Form(s)). The foregoing limitation shall apply regardless of (i) such event causing more than one (1) type of Failure; or (ii) the length of time such Failure(s) persist(s).

## EXHIBIT 1: IRON MOUNTAIN DATA CENTER RULES & REGULATIONS

While on-site at the Data Center, Customer (including its employees, agents, visitors and other representatives), Customer Representatives, and Customer's third party contractors (each a "Tenant") shall comply with the Data Center rules and regulations set forth in this Exhibit.

### **Electrical and Safety**

- Customer shall notify Iron Mountain in advance of all Customer Equipment installations that require the installation of new power strips, cabinets, or racks. Customer may provide such notification by opening a ticket with the IMHELP phone number, an email, or a ticket in the IMHELP portal.
- Only Iron Mountain staff may install, change, or manipulate power circuits, and only Iron Mountain electricians may provide power circuits from power distribution units or Starline bus disconnects. Tenants shall not attempt to connect any device to the Starline bus or into any power panel, as this may result in injury or death.
- Tenants may only connect devices with current UL or equivalent listings to electrical power distribution. Tenants shall not alter any equipment's electrical configuration (e.g. stripping plugs) before connecting it to Iron Mountain electrical distribution. Upon Customer request, Iron Mountain Master Electricians and Engineers may design and evaluate specialized installations.
- Tenants may only plug one power strip or rack PDU into each whip from the electrical distribution system. Tenants may not use devices or power strips with frayed or defective wiring due to risk of fire.
- Iron Mountain generally provisions power circuits in an A+B redundant manner. Customer shall not draw more than 80% of the rated load for either A+B from the combined A+B circuits at any time. This requirement ensures that the Customer is properly protected in the event of a power system failure or outage.

### **Housekeeping**

- Customer shall open an associated installation ticket for all equipment shipped to an Iron Mountain facility, which Customer may open by email, phone call, or the IMHELP portal. Customer shall include shipping information, including shipper name and tracking/ID number, and shall clearly specify any special handling requirements. Iron Mountain may reject packages not obtaining such documentation.
- Tenants shall not leave cardboard or other packaging, except for static-proof Mylar bags, on the Data Center floor at any time, including for installations. Tenants shall leave cardboard in the Data Center entrance vestibule/lobby or at a designated staging area. Tenants may store boxes in customer storage areas off of the Data Center floor; Iron Mountain may remove cardboard boxes in customer cages from the Data Center floor, unopened.
- Tenants shall only manipulate, view, or remove Customer Equipment in the Customer Space. In the event that other customers' cabinets or cages are unlocked or accessible, Tenants shall notify Iron Mountain staff.
- Tenants shall return crash carts and other Iron Mountain equipment when they have finished utilizing it or when Tenants exit the site. Iron Mountain may enter the Customer Space to retrieve Iron Mountain property without notification.
- Tenants shall not bring food or beverages, including bottled water, onto any part of the Data Center white space. Food and beverages are permitted in all break areas, staging areas, and lobbies.

### **Access Control and Security**

- Visitors to the Data Center must have two forms of identification. One of those forms of identification must be a photo ID issued by a government agency, foreign or domestic. Iron Mountain may also require two forms of identification when issuing a Tenant an Iron Mountain badge. Acceptable forms of photo identification include:
  - U.S. Passport or U.S. Passport Card
  - Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address
  - ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address
- Iron Mountain strictly controls access to the Data Center for reasons of security, safety and audit. Customer personnel (excluding authorized Customer Representatives) wishing to visit should open an IMHELP ticket, if possible. Iron Mountain strongly desires that Tenants who visit Iron Mountain sites on a regular basis be badged, which requires a background check. In the event a non-badged Tenant requires access to Customer Equipment due to an emergency response situation, Iron Mountain

staff will provide a complementary escort for such Tenant. Tenants shall wear Iron Mountain badges at all times while within the facility.

- Customer shall not use audible alarms or strobe light alarms if they can be observed or heard from any other customer's cabinets or cage. In the event that an audible or strobe alarm is observed from another customer's area, Iron Mountain may silence the alarm or device.
- Iron Mountain Corporate Security staff may search all individuals entering and leaving the Data Center and Customer packages, bags, and vehicles via appropriate means according to local and state legal guidelines. A copy of said guidelines will be available for review at all times. In the event that Customer requires special handling of staff or packages, Customer shall place a note in the IMHELP access ticket and Iron Mountain shall accommodate all special requirements. Iron Mountain may not permit entry to persons refusing said inspection.
- Tenants may place video recording equipment inside their cabinets or cages, but must configure such equipment to only capture video of Tenants and Iron Mountain employees working on the Customer Equipment. Customer shall place visible signage noting that such recording is taking place and identity of the recording party. Iron Mountain Security will review all security devices placed in the Customer Space to ensure compliance with contractual obligations of other customers.
- Tenants must agree to camera surveillance as a condition of their entry into the Data Center. Any individual who does not consent to still and video camera operation may not enter the Data Center.
- Tenants shall not bring any of the following items into the Data Center: intoxicants (including alcohol), firearms, non-lethal weapons (including Tasers, batons, and sprays), and recording equipment (except as noted above). Additionally, Tenants may not use photographic equipment (including cell phone cameras) at any time at the Data Center without specific permission from Iron Mountain Security.
- Certain areas of the Data Center are off limits to Tenants and unauthorized Iron Mountain staff. Those areas include, but are not limited to, "meet-me" rooms, fiber distribution frames, electrical rooms, mechanical rooms and corridors, and security offices and monitoring areas. Such areas will have clear and legible warnings of non-entry. Due to OSHA regulations and Iron Mountain's obligations to customer reliability and privacy, any unauthorized entry into these areas will result in the violator being barred from having any further access to Iron Mountain property, and may result in personal civil or criminal liability. All Customer Representatives must utilize their Iron Mountain issued badges for access to all areas. "Piggybacking" occurs when an individual purposely allows someone to follow them through a physical security device into a controlled area without swiping their identification card. "Tailgating" occurs when an authorized individual enters a controlled area and unknowingly allows an unauthorized individual to enter through a physical security device (without swiping his/her badge) before it secures. No Tenant may engage in, or allow another Tenant or any third party to engage in piggybacking or tailgating. Failure to comply with this obligation will be deemed a material breach of these Data Center Rules and Regulations. Each Tenant must ensure that other individuals do not follow the Tenant into controlled areas, and Tenants must not hold a door open for any individual without verifying such individual's badge and ensuring he/she swipes the badge before entering. Tenants must prominently display valid identification cards on his/her person such that identification is easily viewed. Tenants must swipe their access cards at the card reader when entering a secure area, even if another individual holds open the door. Tenants who have forgotten or lost their identification cards shall report to security and/or the receptionist to acquire a temporary badge, and shall not piggyback or tailgate into the Data Center or secured areas.
- Tenants shall not utilize motor or electric vehicles on Iron Mountain campuses or in the Data Center without prior written authorization from Iron Mountain. Tenants must obey all provided vehicle operations rules, especially regarding speed, authorized routes, and safety.



## Special Terms and Conditions for InSight Services

1. **DEFINITIONS.** Capitalized terms shall have the meanings set forth in this section, or in the section where they are first used.

1.1 **“Access Protocols”** means the usernames, passwords, access codes, encryption keys, service accounts, technical specifications, connectivity standards or protocols, or other relevant procedures, as may be necessary to allow Customer to access the Services.

1.2 **“Affiliates”** means those entities controlling, controlled by, under common control with, or having a common parent with, either Iron Mountain or Customer as applicable. For purposes of the foregoing definition, “control” (including “controlling”, “controlled by” and “under common control with”) shall mean direct or indirect ownership of: (a) not less than fifty percent (50%) of the voting stock of a corporation; (b) the right to vote not less than fifty percent (50%) of the voting stock of a corporation; or (c) not less than fifty percent (50%) ownership interest in a partnership or other business entity. If the Parties wish to add Customer’s Affiliate to receive Services under this Agreement, such Affiliate and Iron Mountain shall execute a Statement of Work, which will be subject to the terms and conditions of this Agreement. Upon execution of a Statement of Work by Customer’s Affiliate, any reference to “Customer” within this Agreement shall be deemed to include Customer’s Affiliate.

1.3 **“Authorized User”** means any individual who is an employee of Customer or such other person or entity as may be authorized by Customer to access the InSight Services pursuant to Customer’s rights under this Agreement. An authorized user is granted access using the Customer owned Identity Provider (“IDP”) or through an Iron Mountain managed IDP.

1.4 **“AUP”** means the acceptable use policy for Iron Mountain’s hosting provider, currently found at: <https://cloud.google.com/terms/aup>, which may be updated from time to time by the Host (as defined in Section 6.7).

1.5 **“Customer Data”** means all content, data and information provided by, or on behalf of, Customer to Iron Mountain through the Services under this Agreement. For the avoidance of doubt, Customer Data does not include Usage Data or any other information reflecting the access or use of the InSight Services by or on behalf of Customer or any Authorized User.

1.6 **“Documentation”** means the user manuals, training materials, reference guides, instruction materials, help files and similar documentation provided by Iron Mountain or its suppliers to Customer in hard copy or electronic form or available on Iron Mountain’s online portal describing the use, operations, features, functionalities, user responsibilities, procedures, commands, requirements, limitations and capabilities of and/or similar information about the Services.

1.7 **“Encrypted”** or **“encrypted”** shall mean data that has been rendered through algorithmic transformation or any other means available into an unrecognizable form in which meaning cannot be understood without the use of a confidential process or key.

1.8 **“High Risk Activities”** means uses such as the operation of nuclear facilities, air traffic control, or life support systems, where the use or failure of the Services could lead to death, personal injury, or environmental damage.

1.9 **“InSight Services”** means the hosting of the Customer Data on the Iron Mountain InSight platform, the classification and extraction of relevant metadata using machine learning (“ML”) and artificial intelligence (“AI”) models, and integration APIs, and the access and search capabilities available through the Iron Mountain InSight platform.

1.10 **“Intellectual Property Rights”** means any and all now known or hereafter existing (a) rights associated with works of authorship, including copyrights, mask work rights, and moral rights; (b) trademark or service mark rights; (c) trade secret rights; (d) patents, patent rights, and industrial property rights; (e) layout design rights, design rights, and other proprietary rights of every kind and nature other than trademarks, service marks, trade dress,

and similar rights; and (f) all registrations, applications, renewals, extensions, or reissues of the foregoing, in each case in any jurisdiction throughout the world.

**1.11 “Implementation Services”** means the services documented in an SOW, including service details related to IDP integration, security controls and special accommodations which require Iron Mountain assistance to implement.

**1.12 “Professional Services”** means the training, customization, Implementation Services, data ingestion, consulting or other services Iron Mountain or its suppliers may perform for the benefit of Customer in connection with the InSight Services as set forth in a Statement of Work.

**1.13 “Usage Data”** means the data and information related to Customer’s use, patterns, trends, and other statistical data derived from the InSight Services that is used by Iron Mountain in an aggregate and anonymized manner to provide, operate, maintain, and improve Iron Mountain products and services.

**1.14 “Services”** means the InSight Services, Professional Services and Support Services, as may be set forth in one or more Statement(s) of Work.

**1.15 “Services Technology”** means the software, databases, platforms and other technologies used by or on behalf of Iron Mountain in performing the Services, whether operated directly by Iron Mountain or through the use of third-party services.

**1.16 “Statement of Work” or “SOW”** means a document that (a) contains details regarding the Services to be performed or provided, including pricing and other specifics, (b) is mutually agreed upon and executed by the Parties, and (c) is incorporated into this Agreement.

**1.17 “Support Services”** means the support services and related maintenance for the InSight Services purchased by Customer as described in a Statement of Work.

## **2. PROVISION OF SERVICES**

**2.1 Services Use.** Subject to and conditioned on Customer’s and its Authorized Users’ compliance with the terms and conditions of this Agreement, Iron Mountain hereby grants Customer a non-exclusive, non-transferable right, during the Term of this Agreement, solely for Customer’s internal business purposes and in accordance with the limitations and restrictions contained herein, (a) to access and use the Services in accordance with this Agreement and the Documentation; and (b) to use the Documentation solely to support Customer’s use of the Services. Iron Mountain may change or modify the Documentation and Services, including adding or removing features and functions, from time to time, provided that in no event will such modifications materially reduce the functionality provided to Customer during the Term.

**2.2 Access Protocols.** Iron Mountain will provide the Services to Customer at the rates and charges set forth in the applicable Statement(s) of Work. Iron Mountain will work with the Customer to provide access through the mutually agreed Access Protocol implementation process, including providing Customer with training on user account setup and access control implementation with the applicable IDP. Customer is solely responsible for obtaining and maintaining its equipment, computers, networks, and communications, including Internet access, required to access and utilize the Services and for all expenses related thereto. Iron Mountain is not responsible for any issues relating to access attributable to Customer or any third party. Customer agrees to maintain and update an industry leading anti-virus program within its computer systems that are used in connection with the Services.

**2.3 Authorized Users.** Customer may designate its Authorized Users and their access rights to the features and functions of the InSight Services. Usernames and passwords (“**User IDs**”) cannot be shared or used by more than one Authorized User at a time. Depending on the agreed login and authorization implementation, Iron Mountain may assist the Customer with establishing User IDs for Customer’s Authorized User who has been designated as a “User Manager” and provide such User Manager with rights to create, control and manage its portfolio of Authorized Users, including, but not limited to, the number of Authorized Users and all User IDs, in accordance with the Access Protocols. Customer shall not disclose or make available User IDs or other Access Protocols other than to Customer’s Authorized Users and shall prevent unauthorized access to, or use of, the InSight

Services, and will notify Iron Mountain promptly of any actual or suspected unauthorized use. Customer is solely responsible for managing the User IDs and access rights of its Authorized Users, including, but not limited to, terminating an Authorized User's access if such individual is no longer employed by Customer or otherwise authorized to have access. Customer is responsible for ensuring all Authorized Users comply with Customer's obligations under this Agreement. Iron Mountain reserves the right (a) to track and review user profiles, access and activity at any time, and (b) to terminate any User ID that it reasonably determines may have been used in a way that breaches this Section 3.3.

**2.4 Professional Services.** Iron Mountain will provide Professional Services as may be mutually agreed to by the Parties from time to time and set forth in one or more Statement(s) of Work. Each Statement of Work will be subject to the terms and conditions of this Agreement.

**2.5 Other Services.** Iron Mountain's services outside the scope of this Agreement, if any, shall be provided pursuant to Iron Mountain's then-current applicable services policies and procedures, including, at a minimum, negotiation and execution of Iron Mountain's then-current agreement for such service and payment of Iron Mountain's then-current fees for such services, plus Iron Mountain's reasonable costs and expenses incurred in providing such services.

### 3. INTELLECTUAL PROPERTY

**3.1 Ownership.** The Services, Documentation, Usage Data and all other materials provided by Iron Mountain hereunder, including but not limited to all manuals, reports, records, programs, data and other materials, and all worldwide Intellectual Property Rights in each of the foregoing, are the exclusive property of Iron Mountain and its suppliers. All rights in and to the Services, Documentation and Usage Data not expressly granted to Customer in this Agreement are reserved by Iron Mountain and its suppliers. Except as expressly set forth herein, no express or implied license or right of any kind is granted to Customer regarding the Services, Documentation, Usage Data or any part thereof, including any right to obtain possession of any source code, data or other technical material related to the Services. In furtherance of the foregoing, Customer hereby unconditionally and irrevocably grants to Iron Mountain an assignment of all its right, title and interest in and to the Usage Data, including all Intellectual Property Rights relating thereto.

**3.2 License; Ownership.** Customer grants Iron Mountain and its suppliers a non-exclusive, worldwide, royalty-free and fully paid license to access, use, reproduce, modify, display, process and store the Customer Data and any metadata extracted from such data as necessary for purposes of providing the Services for the Customer and building, training and maintaining its machine learning models. All data resulting from ML and AI processing, including classification and extracted metadata ("**Derivative Data**"), are property of the Customer and the Customer shall be provided access to Derivative Data, subject to the terms contained herein governing the destruction of such data upon termination of this Agreement. Iron Mountain will not retain Customer Data or Derivative Data in ML and AI models or otherwise to use or share with other customers. The Customer Data hosted by Iron Mountain as part of the Services, and all worldwide Intellectual Property Rights in it, are the exclusive property of Customer. All rights in and to the Customer Data and any Derivative Data not expressly granted to Iron Mountain in this Agreement are reserved by Customer. Under this Agreement, the Parties acknowledge and agree that Iron Mountain is a data processor.

**3.3 Restrictions on Use.** Customer shall not permit any party to access or use the Services, Services Technology or Documentation, other than the Authorized Users. Customer agrees that it will not, and will not permit any Authorized User or other party to: (a) copy, modify, adapt, alter or translate, in whole or in part, the Services Technology, Documentation or any component thereof; (b) license, sublicense, sell, resell, lease, rent, loan, transfer, assign, distribute, or otherwise commercially exploit or make available, in whole or in part, the Services, Services Technology or Documentation to any third party; (c) reverse engineer, decompile, disassemble, decode, adapt or otherwise derive or determine or attempt to derive, determine or gain access to the source code (or the underlying ideas, algorithms, structure or organization) of or make derivative works based upon the Services Technology, Documentation or any component thereof, in whole or in part; (d) disclose or transmit any information regarding the Services, Services Technology or Documentation to any individual other than an Authorized User, except as expressly allowed herein; (e) use or access the Services, Services Technology or Documentation to build a similar product; (f) use the Services, Services Technology or any component thereof (i) to send or store infringing, threatening, harassing, defamatory, libelous, obscene, pornographic, indecent or otherwise unlawful or tortious

material, including material harmful to children or violating third party privacy rights, (II) to send or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs, (III) for High Risk Activities, or (IV) in any manner or for any purpose that infringes, misappropriates, or otherwise violates any Intellectual Property Rights or other right of any person or that violates any applicable law; (g) disclose the results of any benchmark test of Services, Services Technology or Documentation to any third party; (h) interfere with or disrupt the integrity or performance of the Services, Services Technology or the data contained therein; or (i) bypass or breach any security device or protection used for or contained in the Services or Services Technology or otherwise attempt to gain unauthorized access to the Services, Services Technology or its related systems or networks. Unless otherwise specified in writing by Iron Mountain, Iron Mountain does not intend use of the Services to create obligations under the Health Insurance Portability and Accountability Act of 1996 as it may be amended from time to time and any regulations issued under it (“**HIPAA**”), and Iron Mountain makes no representations that the Services satisfy HIPAA requirements. Customer shall not provide Iron Mountain access to, nor use the Services for any purpose or in any manner involving Protected Health Information (as defined in HIPAA) unless specifically agreed to in writing by the Parties (including through the signing of a Business Associate Agreement).

**3.4 Open Source Software.** Certain items of software may be provided to Customer with the Services and are subject to “open source” or “free software” licenses (“**Open Source Software**”). Some of the Open Source Software is owned by third parties. The Open Source Software is not subject to the terms and conditions of the section titled *Indemnification* or the subsection titled *Services Use*. Instead, each item of Open Source Software is licensed under the terms of the end-user license that accompanies such Open Source Software. Nothing in this Agreement limits Customer’s rights under, or grants Customer rights that supersede, the terms and conditions of any applicable end user license for the Open Source Software.

**3.5 Feedback.** If Customer provides Iron Mountain any feedback or suggestions about the Services or Documentation (the “**Feedback**”), then Iron Mountain may use that information without obligation to Customer, and Customer hereby irrevocably assigns all rights, title and interest in the Feedback to Iron Mountain.

#### **4. FEES AND EXPENSES; PAYMENTS**

**4.1 Fees.** In consideration for the access rights granted to Customer and the Services performed by Iron Mountain under this Agreement, Customer will pay to Iron Mountain the fees set forth in the applicable Statement(s) of Work. Fees and charges during the Initial Term shall be as set forth in the applicable Statement(s) of Work,

#### **4.2 RESERVED.**

**4.3 Taxes.** The fees are exclusive of all applicable sales, use, value-added and other taxes, and all applicable duties, tariffs, assessments, export and import fees, or other similar charges, and Customer will be responsible for payment of all such taxes (other than taxes based on Iron Mountain’s income), fees, duties, and charges and any related penalties and interest, arising from the payment of the fees and the delivery of the Services to Customer under this Agreement. Customer shall not be responsible for any federal or state income taxes, franchise taxes, excess profits taxes, gift taxes, capital stock taxes, or inheritance, succession or estate taxes imposed on Iron Mountain.

#### **5. CUSTOMER RESPONSIBILITIES**

**5.1 Customer Warranty.** Customer represents and warrants that (a) it is the owner or legal custodian of the Customer Data; (b) it has all necessary consents, authorizations and/or legal permissions required to direct and enable Iron Mountain and its suppliers to access, use and process the Customer Data as set forth in this Agreement; and (c) any Customer Data hosted by Iron Mountain as part of the Services shall not (i) infringe any copyright, trademark, or patent; (ii) misappropriate any trade secret; (iii) be defamatory, obscene, pornographic or unlawful; (iv) contain any viruses, worms or other malicious computer programming codes intended to damage Iron Mountain’s systems or data; or (v) otherwise violate the rights of a third party or violate any applicable law. Iron Mountain is not obligated to back up any Customer Data. Customer agrees that any use of the Services contrary to or in violation of the representations and warranties of Customer in this Section constitutes unauthorized and improper use of the Services. Customer will immediately notify Iron Mountain of any issues of which it becomes aware that could negatively impact Iron Mountain’s use of the Customer Data in accordance with the terms of this Agreement.

**5.2 Customer Responsibility for Data and Security.** Customer and its Authorized Users shall have access to the Customer Data and shall be responsible for (a) all changes to and/or deletions of Customer Data, the maintaining security and confidentiality of all User IDs and other Access Protocols required in order to use and access the InSight Services, and (b) all activities that occur in connection with such use and access. Iron Mountain and its suppliers are not responsible or liable for the deletion of or failure to store any Customer Data; Customer is responsible for securing and backing up the Customer Data that is provided to Iron Mountain. Iron Mountain shall maintain service accounts and encryption keys on behalf of the Customer necessary to perform the Services. Iron Mountain shall not be liable to Customer for its inability to perform the Services due to Customer's failure to provide such access. Customer shall have the sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of all Customer Data, and for ensuring that it complies with the AUP. Iron Mountain and its suppliers reserve the right to review the Customer Data for compliance with the AUP. In no event will Iron Mountain be liable for any loss of Customer Data or other claims arising out of or in connection with the unauthorized acquisition or use of Access Protocols.

**5.3 Cooperation.** Customer agrees to provide Iron Mountain with such cooperation, materials, information, access and support which Iron Mountain deems reasonably required to allow Iron Mountain to successfully provide the Services. Customer understands and agrees that the success of the Services is contingent upon Customer providing such cooperation, materials, information, access and support.

**5.4 Data Transmittal.** Customer shall transmit any Customer Data to Iron Mountain in accordance with the acceptable methods and requirements for data transmittal set forth in a Statement of Work or Documentation. All Customer Data transmitted must use secure and encrypted protocols. Customer assumes full responsibility to safeguard against unauthorized access and to encrypt its electronic Customer Data prior to and during the transmission and transfer of its electronic Customer Data to Iron Mountain. With respect to physical and tangible Customer Data, the terms and conditions of this Agreement shall apply only to physical and tangible Customer Data that is in Iron Mountain's possession in the performance of the Services. Physical and tangible Customer Data shall only be deemed to be in Iron Mountain's possession while in an Iron Mountain facility, in an Iron Mountain vehicle or in the custody of an Iron Mountain employee. Customer shall have the ability to export Customer Data hosted by Iron Mountain as part of the Services out of the Host's (as defined below) platform.

**5.5 Host.** Iron Mountain will store the Customer Data on a hosting service provided by a third party ("**Host**"), which as of the Effective Date shall be the Google Cloud Platform ("**GCP**"), pursuant to Iron Mountain's agreement with Google, during which time it will be maintained in accordance with Google's Cloud Platform terms, which can be found at <https://cloud.google.com/terms>. Iron Mountain may change the Host upon notice to Customer, at which time it will be maintained in accordance with the then-current terms of the new Host.

## **6. CONFIDENTIALITY**

**6.1 Confidential Information.** During the Term of this Agreement, each Party (the "**Disclosing Party**") may provide the other Party (the "**Receiving Party**") with certain information regarding the Disclosing Party's business, technology, products, or services or other confidential or proprietary information, and which is marked as "confidential" or "proprietary" or would normally under the circumstances be considered confidential information (collectively, "**Confidential Information**"). Customer Data will be considered Confidential Information of Customer, and the Services, Services Technology, Documentation, Usage Data and all enhancements and improvements thereto will be considered Confidential Information of Iron Mountain.

**6.2 Protection of Confidential Information.** The Receiving Party agrees that it will (a) not disclose to any third party any Confidential Information of the Disclosing Party, except (i) to its Affiliates, directors, employees, agents, suppliers or subcontractors to the extent such disclosure is necessary for the performance of this Agreement and who have agreed to restrictions similar to those set forth in this Section 7 or (ii) as may be required by law; (b) not use any Confidential Information of the Disclosing Party except for the purposes contemplated by this Agreement; and (c) protect the Disclosing Party's Confidential Information from unauthorized use, access, or disclosure in the same manner that it protects its own confidential and proprietary information of a similar nature, but in no event with less than reasonable care.

**6.3 Exceptions.** The confidentiality obligations set forth in this section will not apply to any information that (a) becomes generally available to the public through no fault of the Receiving Party; (b) is lawfully provided to

the Receiving Party by a third party free of any confidentiality duties or obligations; (c) was already known to the Receiving Party at the time of disclosure; or (d) the Receiving Party can prove, by clear and convincing evidence, was independently developed by employees and contractors of the Receiving Party who had no access to the Confidential Information. In addition, the Receiving Party may disclose Confidential Information to the extent that such disclosure is necessary for the Receiving Party to enforce its rights under this Agreement or is required by law, governmental regulation, court order, subpoena, warrant, governmental regulatory or agency request, or other valid legal authority, legal procedure or similar process (“**Legal Process**”), provided that the Receiving Party uses commercially reasonable efforts to promptly notify the Disclosing Party in writing of such required disclosure unless the Receiving Party is informed that (i) it is legally prohibited from giving notice or (ii) the Legal Process relates to exceptional circumstances involving danger of death or serious physical injury to any person. The Receiving Party will cooperate with the Disclosing Party if the Disclosing Party seeks an appropriate protective order.

## 7. **WARRANTIES AND DISCLAIMERS**

**7.1 Limited Warranty for Professional Services.** Iron Mountain warrants to Customer that it will perform the Professional Services using reasonable care and skill.

**7.2 Disclaimer.** THE LIMITED WARRANTY SET FORTH IN SECTION 8.1 IS MADE FOR THE BENEFIT OF CUSTOMER ONLY. EXCEPT AS EXPRESSLY PROVIDED IN SECTION 8.1 AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IRON MOUNTAIN AND ITS SUPPLIERS MAKE NO (AND HEREBY DISCLAIM ALL) OTHER WARRANTIES, WHETHER WRITTEN, ORAL, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF SATISFACTORY QUALITY, COURSE OF DEALING, TRADE USAGE OR PRACTICE, MERCHANTABILITY, NONINFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE. INSIGHT SERVICES ARE PROVIDED “AS IS” AND NEITHER IRON MOUNTAIN NOR ITS SUPPLIERS WARRANT THAT ALL ERRORS OR DEFECTS CAN BE CORRECTED, OR THAT OPERATION OF THE SERVICES SHALL BE UNINTERRUPTED OR ERROR-FREE. THE SERVICES ARE NOT DESIGNATED OR INTENDED FOR HIGH RISK ACTIVITIES.

## 8. **LIMITATION OF LIABILITY**

**8.1 Types of Damages.** TO THE MAXIMUM EXTENT LEGALLY PERMITTED UNDER APPLICABLE LAW, NEITHER PARTY NOR IRON MOUNTAIN’S SUPPLIERS SHALL BE LIABLE FOR ANY SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE, INCIDENTAL, CONSEQUENTIAL OR SIMILAR LOSSES OR DAMAGES OF ANY NATURE INCLUDING, BUT NOT LIMITED TO, DAMAGES OR COSTS DUE TO LOSS OF PROFITS, REVENUE, GOODWILL, PRODUCTION OR USE, BUSINESS INTERRUPTION, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR THE LOSS OR COST OF RECREATING ANY DATA, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, REGARDLESS OF THE CAUSE OF ACTION OR THE THEORY OF LIABILITY, WHETHER IN TORT, CONTRACT, OR OTHERWISE, EVEN IF A PARTY WAS ADVISED OF, KNEW OF OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES.

**8.2 Amount of Damages.** TO THE MAXIMUM EXTENT LEGALLY PERMITTED UNDER APPLICABLE LAW, THE MAXIMUM LIABILITY OF IRON MOUNTAIN AND ITS SUPPLIERS ARISING OUT OF OR IN ANY WAY CONNECTED TO THIS AGREEMENT SHALL NOT EXCEED THE FEES PAID BY CUSTOMER TO IRON MOUNTAIN UNDER THIS AGREEMENT DURING THE SIX (6) MONTHS PRECEDING THE ACT, OMISSION OR OCCURRENCE GIVING RISE TO SUCH LIABILITY.

**8.3 Exceptions to Limitations.** NOTHING IN THIS AGREEMENT SHALL LIMIT OR EXCLUDE EITHER PARTY’S LIABILITY FOR: (A) GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT; (B) DEATH OR BODILY INJURY RESULTING FROM ITS NEGLIGENCE OR THE NEGLIGENCE OF ITS EMPLOYEES OR AGENTS; (C) FRAUD OR FRAUDULENT MISREPRESENTATION; (D) MISAPPROPRIATION OR INFRINGEMENT OF THE OTHER PARTY’S INTELLECTUAL PROPERTY RIGHTS; (E) OBLIGATIONS UNDER SECTION 10; (F) CUSTOMER’S PAYMENT OBLIGATIONS; OR (G) MATTERS FOR WHICH LIABILITY CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW.

## 9. INDEMNIFICATION

**9.1 By Iron Mountain.** Iron Mountain will defend at its expense any suit brought against Customer, and will pay any settlement Iron Mountain makes or approves, or any damages finally awarded in such suit, insofar as such suit is based on a claim by any third party alleging that the Services misappropriates any trade secret recognized under the Uniform Trade Secrets Act or infringes any copyright or United States patent issued as of the Effective Date. If any portion of the Services becomes, or in Iron Mountain's opinion is likely to become, the subject of a claim of infringement, Iron Mountain may, at Iron Mountain's option: (a) procure for Customer the right to continue using the Services; (b) replace the Services with non-infringing services which do not materially impair the functionality of the Services; (c) modify the Services so that it becomes non-infringing; or (d) terminate this Agreement and refund any fees actually paid by Customer to Iron Mountain for the remainder of the Term then in effect, and upon such termination, Customer will immediately cease all use of the Documentation and Services. Notwithstanding the foregoing, Iron Mountain shall have no obligation under this section or otherwise with respect to any infringement claim based upon (w) any use of the Services not in accordance with this Agreement or as specified in the Documentation; (x) any use of the Services in combination with other products, equipment, software or data not supplied by Iron Mountain; (y) any modification of the Services by any person other than Iron Mountain or its authorized agents or (z) Customer's breach of this Agreement. This subsection states the sole and exclusive remedy of Customer and the entire liability of Iron Mountain, or any of the officers, directors, employees, shareholders, contractors or representatives of the foregoing, for infringement claims and actions.

**9.2 Procedure.** The indemnifying Party's obligations as set forth above are expressly conditioned upon each of the foregoing: (a) the indemnified Party shall promptly notify the indemnifying Party in writing of any threatened or actual claim or suit; (b) the indemnifying Party shall have sole control of the defense or settlement of any claim or suit; and (c) the indemnified Party shall cooperate with the indemnifying Party to facilitate the settlement or defense of any claim or suit.

## 10. TERM AND TERMINATION

**10.1 Term.** This Agreement commences on the Effective Date and remains in effect for a period of [INITIAL TERM] or as otherwise set forth in the applicable Statement of Work(s), whichever is longer ("**Initial Term**"), unless earlier terminated as set forth below. This Agreement shall be automatically renewed for consecutive one (1) year terms (each, a "**Renewal Term**") unless either Party provides written notice to the other of non-renewal at least thirty (30) days prior to the expiration of the then-current term. Under this Agreement, "**Term**" shall mean the Initial Term together with any Renewal Term(s).

**10.2 Suspension of Services by Iron Mountain.** Iron Mountain may suspend or limit Customer's or any Authorized User's use of the Services provided under this Agreement (including, without limitation, its transmission or retrieval of Customer Data) immediately upon written notice to Customer, without liability, for any one of the following reasons: (a) Customer fails to pay any undisputed fees as and when due pursuant to this Agreement or the applicable Statement of Work and such failure continues for a period of thirty (30) days; (b) the Services are being used by Customer or any of its Authorized Users in violation of any applicable federal, state or local law, ordinance or regulation; (c) the Services are being used by Customer or any of its Authorized Users in an unauthorized manner; (d) Customer's or any of its Authorized User's use of the Services violates the AUP, adversely affects Iron Mountain's provision of services to other customers or poses a security risk to Iron Mountain's systems; or (e) a court or other governmental authority having jurisdiction issues an order prohibiting Iron Mountain from furnishing the Services to Customer. During any such suspension, Customer shall remain responsible and liable for all fees due for the suspended Services. If any of the foregoing grounds for suspension continues for more than fifteen (15) days, Iron Mountain shall have the right to terminate the Agreement for cause and without an opportunity to cure by Customer.

**10.3 Effect of Termination.** If this Agreement expires or is terminated for any reason, then: (a) Customer's rights to access and use the Services shall immediately terminate; (b) all fees owed by Customer to Iron Mountain will be immediately due upon receipt of the final invoice; (c) Iron Mountain and the Customer shall delete all Customer Data from the Host and InSight Services by the termination or expiration date of this Agreement; and (d) upon request and subject to the Host's terms and policies to the extent applicable, each Party will use commercially reasonable efforts to return or delete all Confidential Information of the other Party, provided that, for clarity, Iron Mountain's obligations under this subsection (d) do not apply to any Usage Data. In the event that Customer Data remains on the Host after the expiration or termination of this Agreement, the terms of this Agreement

shall continue to apply until all Customer Data has been removed from the Host. The sections and subsections titled *Definitions, Restrictions on Use, Confidentiality, Warranties and Disclaimers, Limitation of Liability, Indemnification, Effect of Termination, and Miscellaneous* will survive expiration or termination of this Agreement for any reason.

## 11. MISCELLANEOUS

**11.1 Publicity.** Iron Mountain and Customer may issue joint external communications regarding the performance of the Services. Upon mutual agreement, Customer will speak to the press and a limited number of potential Iron Mountain customers as a reference customer. Upon Customer's prior written consent, Customer also agrees to allow Iron Mountain to use its name; trademarks, service marks, logos and other distinctive brand features of Customer; application; and non-competitive deployment details in both text and pictures in its various marketing communications and materials. Iron Mountain may verbally reference Customer as a customer of the Services. Neither Party needs approval if it is repeating a public statement that is substantially similar to a previously-approved public statement.

**11.2 Compliance.** Each Party shall comply with, and retain responsibility for its compliance with, all applicable export control laws and economic sanctions programs relating to its respective business, facilities, and the provision of services to third parties (collectively, "**Trade Control Laws**"). Iron Mountain shall not be required by the terms of this Agreement to be directly or indirectly involved in the provision of goods, software, services and/or technical data that may be prohibited by applicable Trade Control Laws if performed by Iron Mountain and it shall be in the sole discretion of Iron Mountain to refrain from being involved in such activities.

(a) **Export Laws.** Applicable Trade Control Laws may include U.S. export control laws such as the Export Administration Regulations ("**EAR**") and the International Traffic in Arms Regulations ("**ITAR**"), and U.S. economic sanctions programs that are or may be maintained by the U.S. Government, including sanctions and other controls currently imposed against Cuba, Iran, North Korea, Sudan, Syria and Crimea (territory of Ukraine) (collectively, "**Restricted Countries**"), as well as individuals and entities identified on, or owned or controlled by or acting on behalf of individual or entities identified on, applicable government restricted party lists such as the Specially Designated Nationals and Blocked Persons List, Sectoral Sanctions Identification List, Foreign Sanctions Evader List, Denied Persons List, Unverified List, Entity List and Debarred Parties List (collectively, "**Restricted Parties**").

(b) **Restricted Parties.** Customer represents that neither the Customer nor any of its end users (i) is a Restricted Party; (ii) is located in, organized under the laws of or ordinarily resident in a Restricted Country; (iii) will directly or indirectly export, re-export or otherwise transfer any goods, technology or Services covered by the Agreement to Restricted Countries or Restricted Parties; or (iv) will access or otherwise use the Services from or in a Restricted Country.

(c) **Restricted Activities.** Customer will not directly or indirectly use or transfer the Services (i) in violation of any Trade Control Laws; (ii) for activities directly or indirectly related to the design, development, production, stockpiling or use of nuclear explosive devices, missiles, chemical or biological weapons or other restricted end-uses; or (iii) for activities directly or indirectly related to Restricted Countries or Restricted Parties. Customer will not use the Services or any component thereof to process, export, re-export, store, host or otherwise transfer any Customer Data that is subject to the ITAR or subject to the EAR. Customer is solely responsible for compliance with Trade Control Laws in the use of the Services and in the use and processing of Customer Data or access to Customer Data by Customer. Customer is solely responsible for obtaining and complying with any required licenses or other authorizations under applicable Trade Control Laws for such activities.

**11.3 Remedies.** Except as provided in the sections titled *Limited Warranty for Professional Services and Indemnification*, the Parties' rights and remedies under this Agreement are cumulative. Customer acknowledges that the Services, Services Technology and Documentation contain valuable trade secrets and proprietary information of Iron Mountain and its suppliers, that any actual or threatened breach of the sections titled *Services Use, Intellectual Property or Confidentiality* or any other breach by Customer of its obligations with respect to Intellectual Property Rights of Iron Mountain or its suppliers will constitute immediate, irreparable harm to Iron Mountain and its suppliers for which monetary damages would be an inadequate remedy. In such case, Iron Mountain and its suppliers will be entitled to immediate injunctive relief without the requirement of posting bond. If any legal action is brought to enforce this Agreement, the prevailing Party will be entitled to receive its attorneys' fees, court costs, and other collection expenses, in addition to any other relief it may receive.



**11.4 No Assignment.** Neither Party shall assign or otherwise transfer this Agreement, or its rights and obligations herein, without obtaining the prior written consent of the other Party, which shall not be unreasonably withheld, and any attempted assignment or transfer in violation of the foregoing will be null and void; provided, however, that Iron Mountain may assign or transfer this Agreement to an Affiliate. In the event of a change of control (as defined in Section 2.2) of a Party, whether in connection with a merger, acquisition, reorganization or sale of all or substantially all of its assets, or other operation of law, such Party will provide written notice to the other Party at least (30) days prior to the change of control. The terms of this Agreement shall be binding upon the Parties and their respective successors and permitted assigns.

**11.5 Contract Terms and Conditions & Commercial Items Federal Acquisition Regulation 52.212-4.** To the extent not inconsistent with the terms provided herein, the provisions of FAR 52.212-4 are applicable to this Agreement.

**11.6 Independent Contractors.** Customer's relationship to Iron Mountain is that of an independent contractor, and neither Party is an agent or partner of the other. Customer will not have, and will not represent to any third party that it has, any authority to act on behalf of Iron Mountain.

**11.7 Third Parties.** Certain software vendors are intended third party beneficiaries of Section 4.2 of this Agreement for the purposes of protecting their Intellectual Property Rights and for no other purposes.

**11.8 Notices.** Each Party must deliver all notices or other communications required or permitted under this Agreement in writing to the other Party at the address listed below by courier, by certified or registered mail (postage prepaid and return receipt requested), by electronic mail or by a nationally-recognized overnight delivery service. If delivered by certified or registered mail, any such notice will be considered to have been given five (5) business days after it was mailed, as evidenced by the postmark. If delivered by courier, electronic mail or overnight delivery service, any such notice shall be considered to have been given on the delivery date. Each Party may change its address for receipt of notice by giving notice of such change to the other Party.

To Customer:

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
Attention: [Redacted]  
Telephone: ( [Redacted] ) [Redacted] - [Redacted]  
Fax: ( [Redacted] ) [Redacted] - [Redacted]  
E-Mail: [Redacted]

To Iron Mountain:

Iron Mountain Information Management Services, Inc.  
One Federal Street  
Boston, MA 02110  
Attention: General Manager, GDS  
Telephone: ( [Redacted] ) [Redacted] - [Redacted]  
Fax: ( [Redacted] ) [Redacted] - [Redacted]  
E-Mail: [Redacted]

With a copy (which shall not constitute notice but which is nonetheless required for notice) to:

Iron Mountain Information Management Services, Inc. One Federal  
Street  
Boston, MA 02110 Attention: Legal  
Telephone: (617) 535-4766  
E-Mail: [Legal.Department@ironmountain.com](mailto:Legal.Department@ironmountain.com)

**11.9 Conflict of Terms; Purchase Orders.** In the event of a conflict or inconsistency between this text and the terms of any Statement of Work, this text shall govern and control. In the event that Customer issues a purchase order to Iron Mountain covering the Services, any terms and conditions set forth in the purchase order which are in addition to or establish conflicting terms and conditions to those set forth in this Agreement are expressly rejected by Iron Mountain.

# Special Terms and Conditions Applicable to Active Navigation Software

## Provision of Software Additional Terms and Conditions

End User License Agreement (“EULA”). Each End User must agree to the terms of the Active Navigation, Inc. EULA as set forth below:



## ACTIVE NAVIGATION INC. ENTERPRISE USER LICENSE AGREEMENT (EULA)

NOTE: In accordance with Clause 552.212-4(s), the Unenforceable Clauses provision of 552.212-4 takes precedence over any Commercial Supplier Agreement (CSA) incorporated into contract GS-03F-049GA. The language of Clause 552.212-4(w) *Commercial Supplier Agreements – Unenforceable Clauses* shall be deemed incorporated into all commercial supplier agreements associated with Contract GS-03F-049GA.

This agreement is between Active Navigation, Inc. a Delaware corporation (Active Navigation) and the ordering activity entering into this agreement (Customer), effective as of the date of the last signature below. The Active Navigation software, updates, documentation and license keys provided to Customer (Software) are licensed and are not sold.

1. **SCOPE.** This agreement describes the licensing of the Software and support services.
2. **LICENSE.** Subject to the other terms of this agreement, Active Navigation grants Customer, under an order, a non-exclusive, non-transferable license for the duration specified and up to the license capacity purchased to:
  - a. Use the Software only in Customer’s internal business operations; and
  - b. Make one copy of the Software for archival and backup purposes.

Third party contractors acting as agents of Customer may use and access the Software under the terms of this agreement. Customer is responsible for contractor compliance with the terms of this agreement.

3. **RESTRICTIONS.** Customer may not:
  - a. Transfer, assign, sublicense, rent the Software, create derivative works of the Software, or use it in any type of service provider environment;
  - b. Reverse engineer, decompile, disassemble, or translate the Software.
4. **PAYMENT.** Customer will pay all fees within 30 days of receipt of an invoice, unless otherwise provided on an order.
5. **PROPRIETARY RIGHTS AND MUTUAL CONFIDENTIALITY.**
  - a. **Proprietary Rights.** The Software, workflow processes, user interface, designs, know-how and other technologies provided by Active Navigation as part of the Software are the proprietary property of Active Navigation and its licensors, and all right, title and interest in and to such items, including all associated intellectual property rights, remain only with Active Navigation

and its licensors. The Software is protected by copyright and other intellectual property laws. Customer may not remove any product identification, copyright, trademark or other notice from the Software or Documentation. Active Navigation reserves all rights not expressly granted.

- b. **Mutual Confidentiality.** Recipient may not disclose Confidential Information of Discloser to any third party or use the Confidential Information in violation of this agreement.

**Confidential Information** means all information that is disclosed to the recipient (**Recipient**) by the discloser (**Discloser**), and includes, among other things:

- any and all information relating to products or services provided by a Discloser, software code, flow charts, techniques, specifications, and software roadmap;
- as to Active Navigation the Software and Documentation.

**Confidential Information** excludes information that:

- was rightfully in Recipient's possession without any obligation of confidentiality before receipt from the Discloser;
- is or becomes a matter of public knowledge through no fault of Recipient;
- is rightfully received by Recipient from a third party without violation of a duty of confidentiality; or
- is independently developed by or for Recipient without use or access to the Confidential Information.

Recipient may disclose Confidential Information if required by law, but it will attempt to provide notice to the Discloser in advance so it may seek a protective order. Each party acknowledges that any misuse of the other party's Confidential Information may cause irreparable harm for which there is no adequate remedy at law. Either party may seek immediate injunctive relief in such event.

## 6. WARRANTY.

- a. **SOFTWARE PERFORMANCE WARRANTY.** Active Navigation warrants that the Software will perform in substantial accordance with its accompanying technical documentation for a period of 90 days from the date of the order. This warranty will not apply to any problems caused by software not licensed to Customer by Active Navigation, use of the Software other than in accordance with the technical documentation, or misuse of the Software. The warranty only covers problems reported to Active Navigation during the warranty period or 30 days after. Customer will cooperate with Active Navigation in resolving any warranty claim. Active Navigation will use commercially reasonable efforts to remedy covered warranty claims within a reasonable period of time or replace the Software, or if Active Navigation cannot do so it will refund to Customer the license fee paid. THIS REMEDY IS CUSTOMER'S EXCLUSIVE REMEDY, AND ACTIVE NAVIGATION'S SOLE LIABILITY FOR THESE WARRANTY CLAIMS.

- B. **DISCLAIMER OF WARRANTIES. ACTIVE NAVIGATION DISCLAIMS ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER UNDERSTANDS THAT THE SOFTWARE MAY NOT BE ERROR FREE AND USE MAY BE INTERRUPTED.**

7. **TERMINATION.** This agreement expires at the end of the license period specified in the order. Either party may terminate this agreement upon a material breach of the other party after a 30-day notice/cure period, if the breach is not cured during such time period. Upon termination of this agreement or a license, Customer must discontinue using the Software, de-install and destroy or return the Software and all copies, within 5 days. Upon Active Navigation's request, Customer will provide written certification of such compliance.
8. **ANNUAL SUPPORT.** Active Navigation's annual technical support and Software maintenance (**Support**) may be purchased under an order by Customers with perpetual licenses. Support may be provided in subsequent years if Customer and Active Navigation agree on the support renewal for that year. Support is provided for Customers with term licenses during the license period. Support is provided under the Support policies then in effect. Active Navigation may change its Support terms, but Support will not materially degrade during any Support term. More details on Support are located on **Exhibit A** which is incorporated into this agreement for all purposes.

9. **LIMIT ON LIABILITY.** There may be situations in which (as a result of material breach or other liability) Customer is entitled to make a claim against Active Navigation. In each situation (regardless of the form of the legal action (e.g. contract or tort claims)), Active Navigation is not responsible for any damage and does not have any liability beyond the greater of the amount paid or payable by Customer to Active Navigation within the 12 months prior to the event that gave rise to the claim. Even if it knows of the possibility of such damage or liability, in no circumstance is Active Navigation responsible for any: loss of, or damage to, data or information; lost profits, revenue, or productivity; or other special, consequential, incidental or indirect damages.

10. **DEFENSE OF THIRD PARTY CLAIMS.** Active Navigation will defend or settle any third-party claim against Customer to the extent that such claim alleges that the Software violates a copyright, patent, trademark or other intellectual property right, if Customer, promptly notifies Active Navigation of the claim in writing, cooperates with Active Navigation in the defense, and allows Active Navigation to solely control the defense or settlement of the claim. **Costs.** Active Navigation will pay infringement claim defense costs incurred as part of its obligations above, and Active Navigation negotiated settlement amounts, and court awarded damages. **Process.** If such a claim appears likely, then Active Navigation may modify the Software, procure the necessary rights, or replace it with the functional equivalent. If Active Navigation determines that none of these are reasonably available, then Active Navigation may terminate the Software and refund (as applicable) any prepaid and unused fees subscription license, Support and service fees and the license fee for perpetual licenses (amortized over a 5-year period from the date of the order). **Exclusions.** Active Navigation has no obligation for any claim arising from: Active Navigation's compliance with Customer's specifications; A combination of the Software with other technology where the infringement would not occur but for the combination; or Technology not provided by Active Navigation. THIS SECTION CONTAINS CUSTOMER'S EXCLUSIVE REMEDIES AND ACTIVE NAVIGATION'S SOLE LIABILITY FOR INTELLECTUAL PROPERTY INFRINGEMENT CLAIMS.

11. **GOVERNING LAW AND EXCLUSIVE FORUM.** This agreement is governed by Federal laws (without regard to conflicts of law principles) for any dispute between the parties or relating in any way to the subject matter of this agreement. Any action arising out of this Agreement shall be subject to the exclusive jurisdiction of the Federal Court in the Eastern District of Virginia. Nothing in this agreement prevents either party from seeking injunctive relief in a court of competent jurisdiction. The parties agree that the Uniform Computer Information Transactions Act (UCITA) as implemented in Virginia or any other state shall not apply to this Agreement.

## 12. PERIODS OF TERM LICENSES AND SOFTWARE MAINTENANCE

- a. The standard period for term licenses is twelve (12) months. The standard period for software maintenance for perpetual licenses is twelve (12) months.
- b. Annual Funding. When annually appropriated funds are cited on an order for term licenses or maintenance on perpetual licenses, the period of the term licenses or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first, if requested by the Customer. In such cases, renewal of the term licenses or maintenance orders citing the new appropriation shall be required for the remainder of the term.
- c. 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.
- d. Ordering activities should notify the Contractor 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.

## 13. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

- a. Conversion credits which are provided shall, within the terms of this Agreement, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- b. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- c. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to 35 % of all term license payments during the period that the software was under a term license within the ordering activity.

#### 14. TERM LICENSE CESSATION

- a. After a software product has been on a continuous term license for a period of 36 months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

Note: Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.

- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the MAS-awarded terms and conditions, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

#### 15. SOFTWARE CONVERSIONS:

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. Under a perpetual license, the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license, 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.

#### 16. OTHER TERMS.

- a. **Entire Agreement.** This agreement and the order constitute the entire agreement between the parties and supersede any prior or contemporaneous negotiations or agreements, whether oral or written, related to this subject matter. Customer is not relying on any representation concerning this subject matter, oral or written, not included in this agreement. No representation, promise or inducement not included in this agreement is binding.
- b. **Assignment.** Customer may not assign, delegate, sublicense, or otherwise transfer any of its rights under this Agreement without the prior written consent of Active Navigation. Active Navigation may not assign its rights under this Agreement without Government approval consistent with the procedures outlined in FAR 42.1204 and FAR 52.212-4(b).
- c. **Enforceability.** If any term of this agreement is invalid or unenforceable, the other terms remain in effect.
- d. **Survival of Terms and Force Majeure.** All terms that by their nature survive termination of this agreement for each party to receive the benefits and protections of this agreement, will survive. Neither party is liable for events beyond its reasonable control, including, without limitation force majeure events.
- e. **Compliance Audit.** No more than once in any 12-month period and upon at least 30 days notice, Active Navigation (or its representative) may audit Customer's usage of the Software at any Customer facility. Customer will cooperate with such audit.

Customer agrees to pay within 30 days of written notification any fees applicable to Customer's use of the Software in excess of the license.

f. **Modification Only in Writing.** No modification or waiver of any term of this agreement is effective unless signed by both parties.

g. **Export Compliance.** Each party will comply with all applicable export control laws of the United States, foreign jurisdictions and other applicable laws and regulations.

h. **US GOVERNMENT Restricted Rights.** The Software and documentation are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the U.S. government or any agency thereof is subject to restrictions as set forth in subparagraph (c)(l)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software Restricted Rights at 48 C.F.R. 52.227-19, as applicable.

i. If any part of this Agreement and the terms and conditions of the GSA MAS for SIN 581210ERM is found by a court of competent jurisdiction or other competent authority to be invalid, unlawful or unenforceable, then such part shall be severed from the remainder of this Agreement which shall continue to be valid and enforceable to the fullest extent permitted by law.

j. This Agreement and the terms and condition of the GSA MAS for SIN 581210ERM together constitute the entire agreement between the parties concerning Licensee's use of the Software and supersede any and all communications, representations, and arrangements, whether written or oral concerning the subject matter hereof and Licensee hereby acknowledges that no reliance is placed on any representations made but not embodied in this Agreement. This Agreement may only be modified or supplemented in a writing signed by both parties. No purchase order, other ordering document or any hand written or typewritten text issued by Licensee which purports to modify or supplement the text of this Agreement shall add to or vary the terms of this Agreement unless signed by both parties. This Agreement is hereby executed on behalf of the parties on the date last below written.

<b>For and on behalf of Licensee</b>	<b>Active Navigation Inc.</b>
<b>Signature:</b>	<b>Signature:</b>
<b>Printed Name:</b>	<b>Printed Name:</b>
<b>Title:</b>	<b>Title:</b>
<b>Date:</b>	<b>Date:</b>
<b>Address:</b>	<b>Address:</b> 11720 Plaza America Drive Suite 150 Reston, Virginia 20190

## Special Terms and Conditions Applicable to Collabware Software

### Collabware EULA



## ENTERPRISE LICENSE AGREEMENT

**COLLABWARESYSTEMS INC.**

### ENTERPRISE AGREEMENT

**NOTE:** In accordance with Clause 552.212-4(s), the Unenforceable Clauses provision of 552.212-4 takes precedence over any Commercial Supplier Agreement (CSA) incorporated into contract **47QSMA19D08QR**. The language of Clause 552.212-4(w) Commercial Supplier Agreements - Unenforceable Clauses shall be deemed incorporated into all commercial supplier agreements associated with Contract **47QSMA19D08QR**.

This Licensing Agreement ("**Agreement**") is dated for reference as of **DATE** and is entered into between Collabware Systems Inc. having a place of business at 1188 West Georgia Street, Suite 1050, Vancouver, BC V6E 4A2 ("**Collabware**" or "**Licensor**") and **CUSTOMER** ("**Licensee**"), having a place of business at **CUSTOMER ADDRESS**.

IN CONSIDERATION OF THE PROMISES set forth after this, the parties agree as follows:

### 1.00 DEFINITIONS

"**Software**" means the computer programs listed on one or more Licensor sales orders ("**Sales Order**") submitted by Licensee from time to time and includes the updates, enhancements, and modifications provided by Collabware from time to time. The initial Sales Order is attached as Schedule A and incorporated by reference into this Agreement.

"**Documentation**" means the user manual provided with the Software under this Agreement, whether in electronic or physical formats.

"**License Term**" means the term of the Licence for particular software as specified in the applicable Sales Order.

"**Maintenance Term**" means the term for which Licensee has subscribed to Licensor's standard software maintenance services.

### 2.00 LICENSE

**2.1 Grant.** This is a license from Licensor and not a sale of goods. Subject to Licensee's compliance with this Agreement, Licensor hereby grants to Licensee during the Licence Term, a worldwide, non-exclusive, non-transferable, license ("**Licence**") to install and use the object code version of the Software and the



Documentation solely for its internal business purposes and based upon the number of production servers or the number of unique named users as purchased through Sales Orders from time to time. Licensee may make a copy of the Software and Documentation for back-up purposes. Licensee will make no other copies of the Software or Documentation except as authorized in this Agreement.

Title to the Software remains vested in Licensor, and nothing in this Agreement gives or conveys any right, title or interest in the Software or Documentation to Licensee except as granted hereunder.

**2.2 Prohibited Uses.** Licensee shall not sell, rent, lease, sub-license, lend, timeshare or transfer, in whole or in part, or provide unlicensed third parties access to, or use of, the Software or Documentation. Licensee shall not reverse engineer, decompile, disassemble or otherwise attempt to discover the source code or underlying ideas or algorithms of the Software. Licensee shall not alter, modify, or create any derivative works of the Software. Licensee shall not remove or obscure any copyright, trademark or other proprietary notices. Licensor assumes no liability for any computer system on which the Software is installed. The Software must be used only on hardware and an operating system platform that meet or exceed Licensor's recommended specifications from time to time ("**Supported Environment**"). Such specifications are available upon request.

**2.3 Software Maintenance.** During the Maintenance Term Licensor shall provide to Licensee its standard software maintenance services, more particularly described in <https://www.collabware.com/legal/support/>.

**2.4 Licensee's Responsibilities.** Licensee (i) is responsible for Licensee and its employees', contractors' and agents' compliance with this Agreement and (ii) shall use the Software only in accordance with the Documentation and applicable laws and government regulations. Licensee will, at its sole expense, be solely responsible for supplying, configuring and maintaining the hardware, software and licences, telecommunication and internet equipment, connections and services necessary for providing a Supported Environment. Licensor will not be responsible for, nor obligated to provide Software Maintenance for, interruptions, errors, deficiencies or other problems with the Software arising from Licensee's failure to provide a Supported Environment. Licensor has no responsibility for the working of Licensee's computer and telecommunications equipment and networks, any other for computer equipment or software Licensee uses.

## **3.00 TERM**

***The Unenforceable Clauses Provision of 552.212-4 of the solicitation hereby deletes, amends or overrides this clause.***

**3.1 Term.** The term of this Agreement ("**Term**") commences on the date of this Agreement and continue in effect for **three** years or until it is terminated as provided in this Part **3.00**.

**3.2 Termination.** Without prejudice to any other rights, Licensor may terminate this Agreement on thirty (30) calendar days prior written notice if Licensee fails to comply with any of the material terms and conditions of this Agreement and fails to cure the failure within that 30-day period. Without limiting the previous sentence, Licensor may, in its sole discretion, suspend or terminate the Licence if; (1) Licensee is using the Software in a manner not permitted by this Agreement; (2) payment has not been made when due as provided under Section 4; or (3) Licensee is using the Software in violation of applicable law.

**3.3 Licensee's Termination Obligations.** If this Agreement expires or terminates for any reason, the Licence will immediately terminate and Licensee will immediately remove all copies of the Software from all of Licensee's systems and destroy or return all related Documentation.

**3.4 Delivery & Services.** Upon execution of this Agreement and a Sales Order, Licensor will deliver to Licensee instructions for electronically download the Software (“**Delivery**”). Unless otherwise agreed in writing, Licensee will be responsible for installing the Software on its computer system. Licensee may order remote installation assistance, training and additional consulting services (“**Services**”) as described and priced on a Sales Order.

## **4.00 FEES AND PAYMENT**

***The Unenforceable Clauses Provision of 552.212-4 of the solicitation hereby deletes, amends or overrides this clause.***

**4.1 Fees.** Licensee shall pay the licence, maintenance and other fees set out in the applicable Sales Orders (“**Fees**”).

**4.2 Invoicing and Payment.** Licensor will invoice the Fees and all invoices are due thirty (30) days from the date of the invoice.

**4.3 Overdue Charges.** All invoices due under this Agreement will accrue interest at the rate of 1.5% of the outstanding balance of the invoice per month (18% per year) from the date such invoice payment is due until the date the outstanding amount, including all accrued interest, is paid.

**4.4 Suspension of Software and Acceleration.** If full payment of Licensor's invoices is not received within (30) days after delivery of the applicable invoice to Licensee, Licensor may suspend the Licence and Licensee’s use of the Software until such amounts are paid in full. Licensor shall not exercise this suspension right if Licensee is disputing the applicable charges reasonably and in good faith and is cooperating diligently to resolve the dispute.

**4.5 Taxes.** Unless otherwise stated, Fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales, use or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (collectively, “**Taxes**”). Licensee is responsible for paying all Taxes associated with this Agreement. If Licensor has the legal obligation to pay or collect Taxes for which Licensee is responsible, the appropriate amount will be invoiced to and paid by Licensee unless Licensee provides Licensor with a valid tax exemption certificate authorized by the appropriate taxing authority. For clarity, Licensor is solely responsible for taxes assessable against it based on its income, property and employees. If Licensee is required under the law(s) of any applicable jurisdiction to deduct any withholding taxes from payments to Licensor, then (i) Licensee shall notify Licensor prior to withholding such taxes; (ii) the fee(s) or other charges payable by Licensee for the Software or services shall be increased so that the actual amount received by Licensor, net of all taxes, will be equal to the fees or other charges set forth in the applicable Sales Order and invoiced to Licensee; and (iii) Licensee shall promptly furnish Licensor with the official receipt of payment of such taxes from the appropriate taxing authority.

## **5.00 PROPRIETARY RIGHTS**

**5.1 Generally.** This Agreement provides Licensee with a limited right to use the Software, Documentation, Services and Software Maintenance and does not convey any other rights. As between the parties, Licensor and its licensors own all right, title and interest (including all intellectual property rights) in and to the Software, Documentation, Services and all copies, derivations, modifications and enhancements thereof. In addition, the parties agree that Licensor owns any suggestions, enhancement requests, recommendations or other feedback

provided by Licensee and its employees, agents and independent contractors, including suggestions relating to the operation or functionality of the Software.

**5.2 Reservation of Rights in Software.** Subject to the limited rights expressly granted to Licensee under this Agreement, Licensor reserves all rights, title and interest in and to the Software, related documentation and all related intellectual property rights.

## **6.00 WARRANTIES**

### **6.1 Licensor Warranties.**

(a) Licensor warrants that (i) the Software will perform in substantial conformance with the Documentation (“Software Warranty”) for a period of 30 days after Licensor’s Delivery (“Warranty Period); and (ii) that all Services shall be performed in a manner consistent with industry standards (“Services Warranty”). The Software Warranty and Services Warranty are conditioned upon the use of the software strictly in accordance with this Agreement, the Documentation and Licensor’s written instructions and on a Supported Environment, and on the absence of any misuse, damage, alteration or modification to the Software. Licensor does not warrant that the Software will meet Licensee’s requirements, that the Software will operate in the combinations that Licensee may select for use, that the operation of the Software will be uninterrupted or error-free, or that all Software errors will be corrected.

(b) Licensor will have no obligations under this Section 6 if: (i) the breach of the Software Warranty or Services Warranty is caused by (A) abuse, misuse, alteration, neglect, accidental damage, unauthorized repair or installation of Software, (B) Licensee hardware, software, networks, or systems, or (C) Licensee’s failure to use the Software in accordance with this Agreement, the Documentation and Licensor’s written instructions; (ii) error or defects are caused by Licensee or its employees, contractors or agents; (iii) all Fees then due to Licensor have not been paid; or (iv) Licensee is otherwise in breach of its obligations under this Agreement.

(c) For a breach of the Software Warranty that Licensee reports to Licensor during the Warranty Period, Licensor shall correct or replace the defective Software so that it performs substantially in accordance with the Documentation or, if this is not practical in Licensor’s reasonable judgement, Licensor shall accept the return of the defective Software and refund to Licensee the amount actually paid to Licensor with respect to that returned Software. For a breach of Services Warranty, Licensor shall promptly re-perform the defective Service at no additional charge, or if this is not practical in Licensor’s judgment, provide to Licensee a refund of the amount actually paid to Licensor for such defective Service, provided that Customer has reported such breach no later than 30 days following Licensor’s performance of such Service. The Licensee shall report each Software Warranty or Services Warranty breach to Licensor in writing promptly after discovering it. Licensee shall allow Licensor reasonable remote and local access to the Software to perform warranty support in accordance with Licensor’s remote access requirements.

THIS SECTION 6.01 SETS FORTH LICENSOR’S SOLE LIABILITY AND LICENSEE’S SOLE REMEDY WITH RESPECT TO ANY WARRANTY CLAIM.

**6.2 DISCLAIMER.** EXCEPT AS PROVIDED FOR IN SECTION 6.01, THE SOFTWARE, DOCUMENTATION SERVICES AND SOFTWARE MAINTENANCE ARE PROVIDED TO LICENSEE ON AN “AS-IS” AND “AS-AVAILABLE” BASIS AND LICENSOR DISCLAIMS ALL WARRANTIES, CONDITIONS REPRESENTATIONS AND GUARANTEES, HOWEVER ARISING, WHETHER EXPRESS OR IMPLIED, ORAL OR WRITTEN, AS TO THE SOFTWARE, DOCUMENTATION, SERVICES OR SOFTWARE MAINTENANCE, INCLUDING BUT NOT LIMITED TO

THE USE, SUFFICIENCY OR ACCURACY OF THE SOFTWARE, DOCUMENTATION, SERVICES OR SOFTWARE MAINTENANCE AND EXPRESSLY EXCLUDES ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTY THAT OPERATION OF THE SOFTWARE WILL BE SECURE, UNINTERRUPTED OR ERROR FREE OR THAT THE SOFTWARE WILL MEET LICENSEE'S REQUIREMENTS OR THAT IT WILL OPERATE IN CONJUNCTION WITH EQUIPMENT, THIRD-PARTY SOFTWARE OR SERVICES THAT LICENSEE MAY OBTAIN OUTSIDE THIS AGREEMENT. LICENSEE ACKNOWLEDGES AND AGREES THAT THE INSTALLATION AND USE OF THE SOFTWARE MAY AFFECT THE USABILITY OF THIRD-PARTY SOFTWARE, APPLICATIONS OR SERVICES.

## **7.00 LIMITATION OF LIABILITY**

**7.1 LIMITATION OF DAMAGES.** LICENSOR'S TOTAL CUMULATIVE LIABILITY WITH RESPECT TO OR ARISING OUT OF OR RELATED TO THIS AGREEMENT (WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY) SHALL NOT EXCEED, IN THE AGGREGATE, THE AMOUNT ACTUALLY PAID BY LICENSEE FOR THE SOFTWARE OR SERVICE GIVING RISE TO THE CLAIM.

**7.2 EXCLUSION OF CONSEQUENTIAL DAMAGES.** IN NO EVENT SHALL LICENSOR HAVE ANY LIABILITY TO LICENSEE FOR ANY LOST PROFITS OR REVENUES, LOST DATA, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS OR FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES HOWEVER CAUSED, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, AND WHETHER OR NOT LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**7.3 LIMITATION OF CAUSE OF ACTION.** No claim can be made against Licensor unless it is made within one year after the event giving rise to such claim.

## **8.00 CONFIDENTIAL INFORMATION**

**8.1 Definition of Confidential Information.** As used in this Agreement, "**Confidential Information**" means all confidential information disclosed by a party ("**Disclosing Party**") to the other party ("**Receiving Party**"), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Licensor's Confidential Information includes the Software, Documentation and other technical information related thereto. Confidential Information of each party includes this agreement's terms and conditions, as well as business and marketing plans, technology and technical information, product plans and designs, and business processes disclosed by such party. Confidential Information does not include any information that (i) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party, (ii) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party, (iii) is received from a third party without breach of any obligation owed to the Disclosing Party, or (iv) was independently developed by the Receiving Party without reference to the Disclosing Party's Confidential Information.

**8.2 Protection of Confidential Information.** The Receiving Party shall (i) use the same degree of care that it uses to protect the confidentiality of its own confidential information of like kind (but in no event less than reasonable care) (ii) not use any Confidential Information of the Disclosing Party for any purpose outside the scope of this Agreement, and (iii) except as otherwise authorized by the Disclosing Party in writing, limit access to Confidential Information of the Disclosing Party to those of its employees, agents, contractors and representatives who need such access for purposes consistent with this Agreement and who have signed confidentiality agreements with the

Receiving Party containing protections no less stringent than those contained in this Agreement. The Receiving Party will be responsible and liable for any breach of these obligations by any of its employees, agents, contractors and representatives. Except as required by law, neither party shall disclose the financial terms of this Agreement to any third party other than its affiliates and their legal counsel and accountants without the other party's written consent.

**8.3 Compelled Disclosure.** The Receiving Party may disclose Confidential Information of the Disclosing Party if it is compelled by law to do so, provided the Receiving Party gives the Disclosing Party prior notice of such compelled disclosure (to the extent legally permitted) and reasonable assistance, at the Disclosing Party's cost, if the Disclosing Party wishes to contest the disclosure. If the Receiving Party is compelled by law to disclose the Disclosing Party's Confidential Information as part of a civil proceeding to which the Disclosing Party is a party, and the Disclosing Party is not contesting the disclosure, the Disclosing Party will reimburse the Receiving Party for its reasonable cost of compiling and providing such Confidential Information.

## 9.00 FORCE MAJEURE

Neither party shall be considered in breach of its obligations under this Agreement due to any failure to perform such obligations arising out of causes beyond the reasonable control, and without the fault or negligence, of such party. Such causes shall include, without limitation: acts of God; acts or omissions of any governmental authority, laws or regulations; fires, unusually severe weather, floods or other natural disasters; transportation stoppages or slowdowns or the inability to procure parts or materials; acts of terrorism, strikes or labor unrest; civil or military unrest; riots; degradation of telecommunications services; or where compliance with a condition herein would result in government imposed penalty or violation of applicable law. These causes will not excuse Licensee from paying accrued amounts due to Licensor through any available lawful means acceptable to Licensor. If any of these causes continue to prevent or delay performance for more than 180 days, Licensor may terminate this Agreement, effective immediately upon notice to Licensee.

## 10.00 INDEMNITY

***The Unenforceable Clauses Provision of 552.212-4 of the solicitation hereby deletes, amends or overrides this clause.***

**10.1 Indemnification by Licensor.** Licensor shall defend Licensee against any claim, demand, suit, or proceeding made or brought against Licensee by a third party alleging that the use of the Software in accordance with the documentation infringes or misappropriates the intellectual property rights of a third party (a "**Claim Against Licensee**"), and shall indemnify Licensee for any damages, reasonable attorney fees and costs finally awarded against Licensee or as finally settled by Licensor, provided that Licensee (a) promptly gives Licensor written notice of the Claim Against Licensee; (b) gives Licensor sole control of the defense and/or settlement of the Claim Against Licensee; and (c) provides to Licensor all reasonable assistance, at Licensor's expense. In the event of a Claim against Licensee, or if Licensor reasonably believes the Software may infringe or misappropriate a third party's intellectual property rights, Licensor may in its sole discretion and in lieu of this indemnity (i) modify the Software so that it no longer infringes or misappropriates, provided such modification provides substantially similar functionality, (ii) obtain a license for Licensee's continued use of the Software in accordance with this Agreement, or (iii) terminate Licensee's right to use the Software upon 30 days' written notice and

refund to Licensee any prepaid Software fees, on a pro-rata basis for the time the Software was used in accordance with this Agreement.

**10.2** Licensors has no obligation or liability under this Section 10 if the Claim Against Licensee results from: (i) any use of the Software not in accordance with this Agreement or the Documentation; (ii) a modification of the Software not performed by Licensor, or any modifications for non-standard features or functionality in connection with such infringement would not have arisen but for such use or combination, (v) Licensor's or its authorized representatives with Services or otherwise at Licensee's request, (iii) the failure to promptly install a new maintenance release or version of the Software that would have eliminated the actual or alleged infringement or misappropriation, (iv) the use or combination of the Software with any non-Licensor product, information, design, specification, instruction, software, data, or material where representative's compliance with instructions, designs, plans or specifications furnished by or on behalf of Licensee, (vi) any activities of Licensee after Licensor has notified Licensee that such activities may result in a Claim Against Licensee, (vii) Licensee's negligence or intentional misconduct, or (viii) any patent infringement claim alleging infringement by Licensee-specific processes or methods created by or on behalf of Licensee using the Software and, but for such Licensee-specific method or process, the patent infringement claim would not have arisen.

**10.3** THIS SECTION 10.00 SETS FORTH LICENSOR'S SOLE LIABILITY AND LICENSEE'S SOLE REMEDY WITH RESPECT TO ANY INFRINGEMENT OR MISAPPROPRIATION CLAIM.

## 11.00 NOTICES

All notices given pursuant to this agreement shall be in writing and given either by actual delivery or sent by email (delivery and read receipt required) to the address set out below, or to such alternate address that a party has specified by notice given in accordance with this section:

To Collabware

Collabware  
1188 West Georgia Street, Suite 1050  
Vancouver, BC V6E 4A2  
Attention: Graham Sibley  
[gsibley@collabware.com](mailto:gsibley@collabware.com)

To Licensee

**CUSTOMER**  
**CUSTOMER ADDRESS**

Attention: **CUSTOMER CONTACT**  
**CUSTOMER CONTACT EMAIL**

Notices shall be deemed to be received on the day they are actually delivered or as reflected by the delivery and read receipt if by email.

## 12.00 ENTIRE AGREEMENT

Licensee acknowledges that it has read this Agreement and the Schedules attached to it, understands each and agrees to be bound by the terms and conditions of each. Licensee agrees that this Agreement and the Schedules are the complete agreement between the parties and that this Agreement supersedes all prior agreements, oral or written and all other communications between the parties relating to the subject of this Agreement. This Agreement may supersede any previous rights to use the Software, including software licenses or subscriptions to use online versions of the Software.

## 13.00 PARTIES RELATIONSHIP

The parties are independent contractors. This Agreement does not and shall not be construed as creating a partnership, joint venture, agency of principal and agent, or other relationship.

## 14.00 GOVERNING LAW AND DISPUTE RESOLUTION

***The Unenforceable Clauses Provision of 552.212-4 of the solicitation hereby deletes, amends or overrides this clause.***

This Agreement and all related matters are governed solely by the laws of British Columbia, Canada and the applicable federal laws of Canada. The parties hereby irrevocably submit and attorn to the original and exclusive jurisdiction of the Supreme Court British Columbia sitting in Vancouver, Canada, in respect of all disputes that the parties are permitted to take to court pursuant to this section.

If there is any dispute arising out of or relating to this Agreement, then the parties will use reasonable and good faith efforts to resolve such dispute, first by a maximum period of thirty (30) days of direct negotiation.

Any dispute arising out of or relating to this Agreement that is not settled by agreement between the parties within a reasonable time will be settled exclusively by binding arbitration by a single arbitrator. The location of the arbitration will be Vancouver, Canada. The arbitration will be governed by the Commercial Arbitration Act (British Columbia). The arbitrator will be selected and the arbitration conducted in accordance with the British Columbia International Arbitration Rules ("Rules") and conducted by the British Columbia International Commercial Arbitration Centre, except that the provisions of this Agreement will prevail over the Rules. The parties will share equally in the fees and expenses of the arbitrator and the cost of the facilities used for the arbitration hearing, but will otherwise each bear their respective costs incurred in connection with the arbitration. Depositions will not be allowed, but information may be exchanged by other means. The parties will use their best efforts to ensure that an arbitrator is selected promptly and that the arbitration hearing is conducted no later than 3 months after the arbitrator is selected. The arbitrator must decide the dispute in accordance with the substantive law of British Columbia. This requirement does not, however, mean that the award is reviewable by a court for errors of law or fact. Following the arbitration hearing, the arbitrator will issue an award and a separate written decision which summarizes the reasoning behind the award and the legal basis for the award.

The arbitrator cannot:

- (i) Award damages excluded by the terms of this Agreement
- (ii) Award damages in excess of the amount, if any, limited by the terms of this Agreement; or
- (iii) Require one party to pay another party's costs, fees, lawyer's fees or expenses.

The award of the arbitrator will be final and binding on each party. Judgement upon the award may be entered in any court of competent jurisdiction.

The dispute resolution procedures described in this Section are the sole and exclusive procedures for the resolution of any disputes which arise out of or are related to this Agreement, except that a party may seek preliminary or temporary injunctive relief from a court of competent jurisdiction if, in that party's sole judgment, such action is necessary to avoid irreparable harm or to preserve the status quo. If a party seeks judicial injunctive relief as described in this Section, then the parties will continue to participate in good faith in the dispute resolution procedures described in this Section. The parties agree that no court which a party petitions to grant the type of preliminary or temporary injunctive relief described in this Section may award damages or resolve the dispute.

## **15.00 USAGE VERIFICATION**

***The Unenforceable Clauses Provision of 552.212-4 of the solicitation hereby deletes, amends or overrides this clause.***

Licensor reserves the right to conduct an audit of Licensee's records and operations related to the Software solely for purposes of ensuring Licensee's compliance with this Agreement. Any audit shall be conducted at a mutually agreed upon date and time during Licensee's standard business hours. If Licensor discovers through the results of an audit performed hereunder or through any other means that Licensee owes Licensor Fees, then Licensee shall pay Licensor the additional Fees at the then-current list Fees rates. In the event an audit determines that Licensee owes Licensor for Fees in an amount exceeding 5% of the Fees paid during the current year of the Term, then Licensee shall reimburse Licensor for the reasonable fees associated with the performance of such audit.

## **16.00 GENERAL PROVISIONS**

***The Unenforceable Clauses Provision of 552.212-4 of the solicitation hereby deletes, amends or overrides this clause.***

No waiver of any of the provisions of this Agreement shall be deemed to constitute a waiver of any other provision nor shall such a waiver constitute a continuing waiver unless otherwise expressly provided in writing duly executed by the party to be bound. Any conflict between the terms of this Agreement and any Sales Order or other pre-printed terms shall be resolved in favour of the terms of this Agreement unless both parties agree otherwise in writing. By way of clarity, all standard terms contained in any Licensee purchase order or other form shall be overridden by the terms and conditions of this Agreement. Licensee agrees to comply with all import/export control or similar laws and regulations with respect to use of the Software, documentation, or technical data. The English version of this Agreement shall govern if this Agreement has been translated into other languages. If any term of this Agreement is found to be unenforceable or contrary to law, it will be modified to the least extent necessary to make it enforceable, and the remaining portions of this Agreement will remain in full force and effect. The headings appearing at the beginning of the sections contained in this Agreement have been inserted for identification and reference purposes only and shall not be used in the construction and interpretation of this Agreement. Neither this Agreement nor any rights under it may be assigned, transferred, shared or delegated by Licensee without the prior written consent of Licensor. This Agreement may be signed in counterparts, each of which when taken together forms one signed Agreement. This Agreement may not be modified or altered except by written instrument duly executed by both parties. This Agreement is binding upon and enures to the benefit of the successors to and permitted assigns of the parties.



The parties are signing this Agreement as of the date first set out above.

**COLLABWARE** by its authorized signatory:

_____	_____
Authorized Signatory	Name
	_____
	Title

**CUSTOMER** by its authorized signatory:

_____	_____
Authorized Signatory	Name
	_____
	Title

# SIN 518210ERM Vendor Certification for Electronic Records Management Solutions

Version 3.0 (As of MAS Refresh 18)

For the purposes of the MAS Solicitation, eight (8) specific elements of Electronic Records Management (ERM) Services have been identified. These 8 elements are fully defined and the corresponding requirements are identified in NARA's *Universal Electronic Records Management Requirements* spreadsheet attachment to the Solicitation. These requirements have been established and are administered by the National Archives and Records Administration (NARA). Vendors may provide any combination of the 8 elements of ERM solutions; however, vendors must certify that they are capable of meeting all standards associated with the elements they propose by completing this self-certification. Vendors must include a completed copy of this certification in their published GSA MAS Contract Price List to help illustrate their ERM capabilities to federal customer agencies.

## Proposed Elements of Electronic Records Management Services:

By selecting the below Elements, you are self-certifying you meet NARA's Universal ERM Requirements for that Element. Select all Elements that apply.

- X Element 1 - Office Management Applications
- X Element 2 - Electronic Messages
- X Element 3 - Social Media
- Element 4 - Websites
- X Element 5 - Photographs (Born-Digital and Scanned Images)
- X Element 6 - Digital Audio and Video
- X Element 7 - Structured Data
- X Element 8 - Shared Drives

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**In the space below you must provide a brief summary description for each of the above Elements that you have checked off.** The summary must include which ERM products/ services/ solutions — currently awarded under SIN 518210ERM of your MAS contract — are related to the respective Element. Example questions are provided for each Element to assist with your response. Those questions are based on NARA's Universal Electronic Records Management Requirements and reflect common questions from agencies. *If you cannot provide a summary description for a given Element, or you do not currently offer products/services/solutions under SIN 518210ERM related to that Element, you cannot self-certify that Element on this form.* Please use as much space as you need below, but be concise! Please respond as "Not applicable" for any Element you did not select above.

The specifics of your below responses are not part of the evaluation criteria for adding SIN 518210ERM. The intention of the below section is to assist agencies with market research and

help agencies understand your offerings / capabilities as they relate to the above ERM Elements you have selected.

If you have questions about the above ERM Elements and the information on NARA's Universal ERM Requirements spreadsheet, please contact NARA's Records Management Policy Team at [rmpolicy@nara.gov](mailto:rmpolicy@nara.gov).

### **Element 1 - Office Management Applications**

*Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 1. Some example questions to consider are: Which office management applications does your service/solution manage (e.g. Microsoft 365, Google Workspace, etc.)? How do you associate Office Management documents with a records schedule? How do you apply metadata to Office Management documents?*

*Iron Mountain's InSight Platform is designed for efficient file storage and indexing with comprehensive retention schedule management. It supports a wide array of file formats, including those generated by Office Management Applications like Microsoft 365, Google Workspace, etc. and typical office file types like Word, PowerPoint, Excel, PDF, and others. The platform facilitates both manual uploads and automated ingestion via API, ensuring adherence to departmental policies and naming conventions. Customers can seamlessly integrate NARA-approved record schedules into the platform, which are then consolidated into departmental file plans. This consolidation enhances information governance, making it straightforward to store, retrieve, and dispose of records while maintaining compliance with approved schedules. The platform's automated approach to records management allows for quick compliance checks, ensuring records are managed according to their designated schedules. Additionally, InSight Platform's IDP models classify business functions and documents during capture, automatically assigning metadata such as creation dates or allowing for custom metadata fields. This ensures metadata consistency throughout the lifecycle, supporting efficient searchability and workflow integration. Overall, the platform establishes robust governance over organizational records, ensuring accuracy, accessibility, and compliance throughout their existence.*

### **Element 2 - Electronic Messages**

*Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 2. Some example questions to consider are: Which electronic messages does your service/solution manage (e.g. SMS/MMS, iMessage, WhatsApp, social media messages, voicemail, etc.)? Are you able to capture SMS/MMS at the carrier-level? How do you apply metadata to electronic messages? Where are records stored (e.g. managed in the system in which they were created or in a dedicated recordkeeping system)?*

*Iron Mountain's InSight platform supports ingestion and storage of electronic messages including email, SMS, and iMessage. These files are indexed within our application and subjected to relevant retention schedules. Unless conversion is requested, electronic messages are stored in their original format on our InSight Platform for archival and retrieval. With InSight IDP, metadata can be captured and classified upon ingestion. Certain metadata types like creation or modification dates are automatically generated to streamline user workflows, while users can also input additional metadata as needed. This feature enables organizations to create custom metadata fields and ensures metadata preservation throughout the lifecycle, enhancing searchability and organizational efficiency.*

*Electronic messages are ingested either via manual upload or through our REST API from their source applications. Configuration may be necessary for content ingestion from specific messaging applications due to privacy policies or proprietary restrictions. Our system allows customers to import NARA-approved record schedules, which are integrated into departmental file plans within the application. This consolidation facilitates easy reference for information governance, guiding processes such as record storage, retrieval, disposal, and transfer to NARA. By adhering to approved records schedules, the system ensures accurate classification and management of records according to departmental requirements. This automated approach enables rapid compliance checks, verifying adherence to prescribed record schedules.*

### **Element 3 - Social Media**

*Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 3. Some example questions to consider are: Which social media platforms does your solution/services capture and manage (e.g. Facebook, YouTube, Instagram, WordPress)? What technology is used to capture social media records? What frequency can your solution/services capture? How do you address changes in what social media platforms allow for capture?*

*Iron Mountain's InSight Platform offers comprehensive capabilities for storing diverse file formats, including content sourced from social media like Facebook and X. By leveraging APIs from various platforms, we can gather posts, comments, messages, and user profiles. Our platform indexes this content, applying specified retention schedules and facilitating seamless metadata classification and capture upon ingestion. Users benefit from automated metadata generation (such as creation dates) and the flexibility to define custom fields, ensuring metadata preservation throughout the data lifecycle. Ingestion via our REST API supports content from different applications, with adjustments made as necessary for messaging platforms to adhere to privacy and proprietary requirements. Customizable data collection frequencies accommodate specific search criteria like keywords and hashtags. Additionally, integration of NARA-approved record schedules into our system streamlines information governance, enabling efficient storage, retrieval, and disposal of records while ensuring compliance with departmental guidelines.*

### **Questions for Element 4 - Websites**

*Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 4. Some example questions to consider are: What technology do you use to crawl websites? Do you have the capability to capture internal and external sites? What formats do you use for web captures? Can you capture websites in NARA-acceptable formats? What quality assurance processes/tools do you offer?*

*Not Applicable*

### **Questions for Element 5 - Photographs (Born-Digital and Scanned Images)**

*Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 5. Some example questions to consider are: How do you associate Photographs with a records schedule? How do you apply metadata for categorization and searchability to Photographs?*

*Iron Mountain's InSight Platform excels in comprehensive file storage and management, accommodating diverse formats like photographs, both born-digital and scanned. Beyond manual uploads, it automates file ingestion via API, ensuring seamless integration with external sources including integration with industry leading scanning solutions. Files align with chosen office file plans, enforcing policies and naming conventions. NARA-approved record schedules can be imported, codified into departmental file plans, streamlining information governance. This structured approach simplifies storage, retrieval, and disposal processes, ensuring compliance with approved schedules. InSight's Intelligent Document Processing enables automated metadata capture and classification enhance workflow efficiency, supporting custom fields creation and lifecycle preservation. Automated quality workflows verify file formats and resolution requirements upon upload, offering error prompts and conversion options if criteria aren't met. InSight Platform guarantees robust document indexing and metadata association, promoting efficient retrieval and viewing with minimal manual effort, ideal for swift document handling.*

### **Questions for Element 6 - Digital Audio and Video**

*Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 6. Some example questions to consider are: How do you associate Digital Audio and Video files with a records schedule? How do you apply metadata for categorization and searchability to Digital Audio and Video?*

*Iron Mountain's InSight Platform offers comprehensive file storage and management capabilities, accommodating digital audio and video including diverse formats like MP3 and MP4 and up to 2 GB in filesize. It supports automated ingestion via API integration, ensuring seamless handling of external files. Uploaded content adheres to selected office file plans, enforcing policies and naming conventions. The system integrates NARA-approved record schedules, consolidating governance for efficient records management—from storage and retrieval to disposal and transfer. Automated metadata capture and customizable fields streamline workflows, preserving metadata across the record lifecycle. This approach facilitates compliance checks, ensuring adherence to established schedules. InSight Platform enhances searchability and supports authoritative record creation, detailing content, structure, business context, relationships, and necessary identifiers. It optimizes records management with automated workflows, empowering organizations to efficiently handle compliance and lifecycle phase*

### **Questions for Element 7 - Structured Data**

*Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 7. Some example questions to consider are: What is your approach to managing structured data? Do you offer solutions additional to what the agency uses, work with their current systems, or both?*

*Iron Mountain's InSight Platform provides tailored solutions to assist agencies in effectively meeting Element 7 requirements. Specializing in structured data management, we employ advanced electronic records management systems (ERMS) that ensure compliance through systematic categorization, indexing, and metadata management. Our solutions integrate robust search functionalities and data retrieval mechanisms, facilitating efficient access to information.*

*Designed to complement existing agency systems, our solutions offer seamless integration and standalone operation, ensuring flexibility. Supplementary services include data migration, archival services, and training programs, supporting comprehensive implementation and utilization phases. We offer consultancy for strategic guidance on optimizing electronic records management practices, aligning with Element 7 requirements and best practices.*

*Prioritizing customization and scalability, our offerings adapt to specific agency needs and accommodate growth and regulatory demands, maintaining performance and compliance.*

### **Questions for Element 8 - Shared Drives**

*Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 8. Some example questions to consider are: What capabilities does your solution/services provide for identifying duplicates? What other organizational methods do you employ for managing shared drives?*

*Iron Mountain's InSight Platform equips government agencies with robust capabilities to meet Element 8 requirements efficiently. Our platform features advanced algorithms and data cleansing techniques to identify and eliminate duplicates, ensuring data integrity and reducing storage costs. In managing shared drives such as OneDrive, SharePoint, and Google Drive, InSight incorporates taxonomy development, standardized folder structures, and metadata tagging to enhance searchability and collaboration across agency teams. Our consulting services establish governance policies, while training programs educate staff on best practices for utilizing these platforms. InSight's comprehensive offerings streamline operations, ensure compliance, and boost productivity, supporting government agencies in achieving optimal efficiency and information management excellence.*

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Iron Mountain Information Management, LLC hereby certifies that we are capable of meeting all standards described in the solicitation and NARA's Universal Electronic Records Management Requirements attachment for each of the sections of ERM Elements we have proposed, as indicated above.

Janelle  
Blocker

Digitally signed by  
Janelle Blocker  
Date: 2024.06.27  
06:19:07 -07'00'

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Offeror

*(To be signed only by an **authorized principal**, with authority to bind the undersigned contractor)*

Janelle Blocker

Name (Printed)

Sr. Manager, Public Sector Contracts and Compliance

Title

06/27/2024

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Date

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Change log for Version 3.0

1. The following ERM Elements were removed or updated in order to remain at parity with the Elements listed in NARA's Universal Electronic Records Management Requirements spreadsheet (Version 3)
  - Removed Cloud Services
  - Removed Engineering Drawings
  - Changed Digital Media (Photo) to Photographs
  - Combined Digital Audio and Video
2. The following ERM Elements names have been updated to remove the reference to their former name used in Version 1 of this document:
  - Element 1 - Office Management Applications: removed "(formerly 'Desktop Applications')"
  - Element 7 - Structured Data: removed "(formerly 'Databases')"
3. Added requirement for contractors to provide a brief summary of awarded offerings for each ERM Element that they self-certify. Added instructional language along with example questions for each Element to assist contractors with their responses.