

eCPIC Service Level Agreement

eCPIC Procurement and Use

eCPIC is a Government owned software application that is governed through a Change Management Committee (CMC) and maintained through a subscription-based Service Level Agreement (SLA). Organizations seeking to procure eCPIC do so through the SLA.

eCPIC Technologies

eCPIC is a web-based Microsoft ASP.NET application that runs with either a SQL Server or Oracle database backend. Releases and Upgrades are downloadable executables available on the members-only portion of the eCPIC Resource Center (ERC) located at <http://www.ecpic.gov>

eCPIC Installation

eCPIC installation on agency servers, as well as a 30-day technical support are included with the initial procurement of the eCPIC application. This is a fixed fee and is negotiated by GSA.

The eCPIC Service Level Agreement

Users of eCPIC are invited to participate in a Service Level Agreement (SLA) that assures users access to customer support and the latest product releases. The SLA support team addresses over twenty major areas including:

- * Major and Minor Software Upgrade Releases
- * Alignment with the OMB Exhibit 300 XML Schema and Exhibit 53 template
- * Acceptance Testing
- * 508 Compliance
- * eCPIC Software Development Kit (SDK) for Web Services Integration with 3rd Party Tools
- * Supporting Software Change Management
- * Technical Support / Helpdesk
- * Configuration Management
- * Operations & Maintenance of the ERC
- * Documentation and Manuals of Operations
- * Administrator and User "Train-the-Trainer" Training

In order to realize the benefits from a centralized design, development, and environment, and to maintain alignment and compatibility with future eCPIC upgrades, each organization participating in the SLA refrains from independently modifying their eCPIC installation.

SLA Cost

The basic price for the SLA is a fixed cost and is determined by that year's contractual cost (a FFP contract) divided by the number of participating agencies. The 2006 - 2007 yearly cost is TBD, though the previous year's cost was approximately \$100,000 per agency. This covers all contractual requirements, including the delivery of all software releases during the period. No other licensing fees/requirements exist (i.e., restrictions on users, etc).

Duration of the SLA

The SLA period covers the contractual task period, currently January 19th through January 18th of the next year. Agencies joining during the middle of the year are entitled to a pro-rated SLA cost.

Contact Information**eCPIC Contracting Officer's Technical Representative**

For procurement-related questions or comments...

Contact: Regina Einhaus
General Services Administration
Federal Technology Service
The Strawbridge's Building
20 North Eighth Street, 10th Floor
Philadelphia, PA 19107-3191
Phone: 215-446-5814
Email: Regina.Einhaus@gsa.gov

eCPIC Change Management Committee Chairperson, Government Project Manager, and Alternate Client Representative

Contact: Marie Stephens
Department of State
Phone: 202-663-2942
Email: StephensMM@state.gov

eCPIC Change Management Committee Deputy Chairperson and Customer Representative

Contact: Dennis Papula
General Services Administration
Phone: 202-219-0180
Email: Dennis.Papula@gsa.gov

eCPIC Help Desk

Questions, problems, or comments regarding the eCPIC Resource Center or the eCPIC Application...

Contact: eCPIC Helpdesk
Phone: (202) 508-6577
Email: ecpic@bah.com

GSA has a standard Interagency Agreement form that organizations can use to procure the eCPIC software and associated installation services. Please contact Regina Einhaus of GSA at 215-446-5814 or regina.einhaus@gsa.gov.